Supporting Information

Buntaine, Mark T., Nielson, Daniel L., and Skaggs, Jacob T. "Escaping the Disengagement Dilemma: Two Field Experiments on Motivating Citizens to Report on Public Services" *British Journal of Political Science.*

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A. Pre-Experimental Scoping Survey

During the summers of 2013 and 2014, we completed preliminary research for the project and established the partnerships necessary to carry out the reported field experiments. To scope out the relevance of our project to field conditions in Kampala, we embedded questions about satisfaction with solid waste services into a broader household survey undertaken for a different project. In total, we received responses from 439 individuals identified through a random walk pattern in randomly selected neighborhoods across Kampala. Initial survey data indicates that Kampala citizens are highly concerned about solid waste services in their communities. For brevity, we provide summary statistics about three questions: (1) personal concern about waste disposal; (2) dissatisfaction with current collection services; and (3) self-reports of burning waste at least one time per week. The vast majority of respondents are personally concerned with the state of solid waste collection and a majority are actively dissatisfied with the current state of solid waste services in their neighborhoods. Additional survey responses reveal that a minority of households are able to take advantage of formal waste collection services, and most households are forced to burn their trash on a weekly basis. Our survey data suggest that 86 percent of Kampala residents own mobile phones, so recruitment for monitoring can occur from the vast majority of residents in all zones of the city (Figure A1).

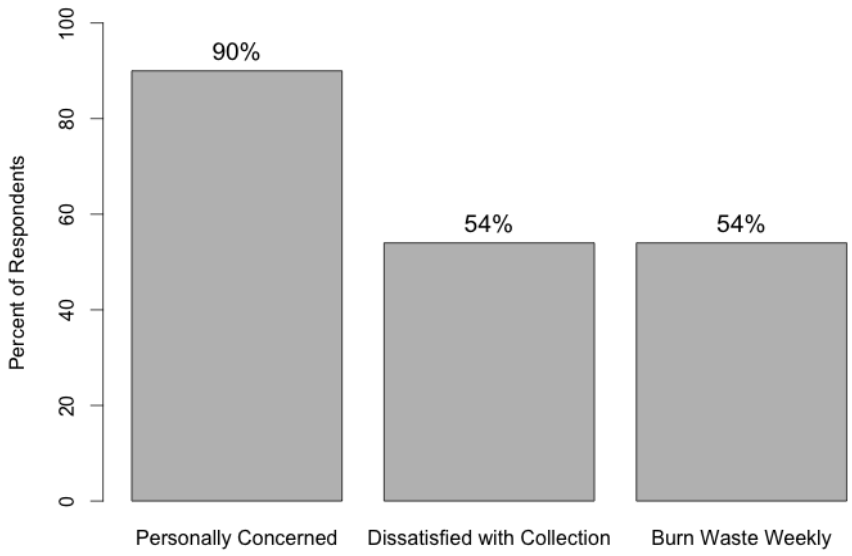

Figure A1. Resident perceptions of solid waste services and conditions in preliminary survey. Responses collected from 439 Kampala residents using a random-walk survey through Kampala before the study period.

B. Reporter Recruitment Protocols

Below are instructions used by the enumeration team to recruit subjects for the study. Recruitment drives were carried out from November 5-26, 2015 for Phase 1, and June 9-16, 2016 for Phase 2. The recruitment team comprised approximately 20 Ugandans.

Setting up in the zones (Phase 1 and 2)

When your team first enters a village, inform the village chairperson of the project and secure their support for any project-related activities, such as an LC1 recruitment or LC1 announcement treatment. Use the information flyer (see *Reporter Recruitment Flier* below) and introduction letter to help gain the support of the LC1. If the LC1 is unavailable, ask him to delegate the responsibility to another local authority figure, such as the Vice-Chairperson, Secretary of Defence, or member of the Local Council Committee.

Next, have the chairperson or a resident of the zone describe the boundaries of the zone. Discuss how to divide up the zone into four cells of roughly similar size, and begin recruitment activities according to the treatment assigned to that zone. Five individuals will be recruited from each of the four cells. In this way, 20 reporters will be recruited in each zone. [In Phase 1, our recruitment team was asked to recruit three individuals from each of the four cells per zone, for a total of 12 reporters per zone]. Eligible subjects must be an adult (over the age of 18), a resident of the zone and the primary user of their own cell phone.

Random Street Recruitment (Control treatment for Phases 1 and 2)

For zones that are assigned for random street recruitment, the enumeration team will follow a

random walk pattern (see the *generating a random walk pattern* section below) to select subjects. First, find your way to the center of one of the four cells in a zone, then follow a random walk pattern for three minutes using a timer on a phone or tablet. Once the timer reaches three minutes, attempt to recruit the nearest adult. If the adult is ineligible or refuses to participate, restart the timer and follow a random walk pattern again for three minutes to select the next potential subject. The same process will be followed until 5 subjects have been selected in each cell. The work is complete when a total of 20 subjects have been recruited in the zone. [In Phase 1, our recruitment team was asked to recruit three individuals from each of the four cells per zone, for a total of 12 reporters per zone]. Use the following steps to sign up the subjects.

1) Introduce yourself and inform the subject about the citizen monitoring program.

2) If the subject is interested in participating, read the flyer (see the *Reporter Recruitment Flier* below) to the subject in his/her preferred language.

3) Enumerators should not place any pressure on the respondents to participate, including informally with body language.

4) The subject is under no obligation to respond and may terminate the interview at any time without consequence.

5) If the subject agrees to participate, survey the subject using the Kobocollect survey.

Neighbor Nomination (Phase 1 treatment)

Contact the first adult in sight. To be eligible, the person must be an adult resident of the zone. Explain the program, hand them an information slip and answer any questions they raise. Ask them if they'd be willing to nominate a “reliable and trustworthy” person from the zone to become

a reporter in the system. Follow the steps to sign up a subject in the previous section. If so, ask the person to make a personal introduction to the nominee either by calling the person or by making a face-to-face introduction. Make sure the nominated individual is an adult resident of the zone. Explain the program to the nominated individual, hand them an information slip and answer any questions they raise. Ask them if they'd be willing to participate as a reporter and remind them they have been nominated by a neighbor. If yes, sign them up using the survey on KoboConnect. Ask the person if they would like to nominate anyone to be a reporter, regardless of whether they have signed up or not. If no, again randomly walk for 2-3 minutes. Repeat the sign-up process.

LC1 Announcement (Phase 2 treatment)

Recruit subjects using the recruitment method assigned to the zone (see On-the-Street Random Recruitment or LC1 Recruitment). Additionally, inform the subject that in an upcoming zone meeting, the LC1 will announce them as a citizen monitor selected to represent the zone. After all 20 reporters have been recruited in a zone, provide the LC1 with a list of the names of those selected to be citizen monitors. Secure the LC1s commitment to announcing the program and names of citizen monitors at an upcoming zone meeting. Lastly, complete the *LC1 Announcement* survey on Kobocollect to gather the LC1s contact information. The implementation team will contact LC1s by phone one week following the completion of the recruitment activity to remind the LC1s to make the announcement at a zone-wide meeting.

LC1 Recruitment (Phase 2 treatment)

Subjects in zones assigned to Treatment 3 will be recruited by the LC1. The LC1 will personally introduce the subject to the recruitment team and recommend them as a citizen monitor. Once the

recruitment team has been introduced to the subject, follow the instructions below to sign up a subject.

Reporter Recruitment Flier (Phase 1 and 2)

Invitation to Report on Solid Waste Collection in Your Neighborhood!

We are an independent research group launching a project that will allow residents of Kampala to use SMS to report on waste management issues in their neighborhoods. Your input is very valuable and we hope you will participate in making Kampala a cleaner and more livable city. We are asking you to join the platform.

If you sign up to be a reporter, we will send you 2-3 messages per week over 8 weeks asking you to report on the solid waste condition and services in your neighborhood. Each week there will be a lottery to win airtime.

All messages that you send and receive from us will be toll-free and will not reduce your airtime. If you ever have questions, you can send the message “HELP” to 6585. Someone will contact you to answer your questions. You can also send the message “STOP” to 6585 at any time to stop receiving messages.

Your name or contact information will not be shared with anyone. Your responses will be used to inform the Kampala Capital City Authority about which areas of Kampala require better waste management services. Please contact [REDACTED] if you have any questions or concerns about

the program.

Generating a random walk pattern

1) Find an intersection in each of the assigned cells. An intersection is the crossing of any road, path, or alley that leads to the entrance of residential dwellings. The starting intersection should be located by walking several minutes into the assigned cell.

2) Assign each direction leading from the intersection a number. Roll the dice and move in the direction selected randomly.

3) Any time you reach another intersection, assign each direction that moves forward from your walk path a number and roll the dice, moving in the direction selected randomly. You should only turn around if you reach a dead end or the edge of the assigned cell.

4) The only reason that the randomly chosen direction should not be an option is if you have already been down a path and you know that it leads to a dead end.

C. Prompts Sent to Citizen Reporters

Prompts from Experiment 1:

1. How many times have you observed waste being picked up and removed from your zone in the last weeks? [REPLY with a number]
2. How many waste heaps have you observed being burned in your zone during the last 24 hours? [REPLY with a number]
3. Please describe the location of any waste heap that needs attention from the KCCA or its contractors. [REPLY with a location description]

(In the Experiment 1, each of the three messages above were sent to all subjects once each week over a period of 8 weeks).

Prompts from Experiment 2:

1. Does a rubbish truck come to your neighborhood? 1) no 2) yes 3) don't know
2. When did the rubbish truck last collect your rubbish? A) never B) more than two weeks ago C) last week D) this week
3. What is the most common way for your neighbors to dispose of their rubbish? 1) burn rubbish 2) throw in a rubbish pile 3) throw in a ditch 4) use a rubbish truck 5) don't know
4. How happy are you with rubbish collection services? 1) very unhappy 2) unhappy 3) neither happy nor unhappy 4) happy 5) very happy 6) don't know
5. How often do you see rubbish spilling from rubbish trucks? 1) never 2) rarely 3) two times a month 4) once a week 5) many times a week 6) don't know

6. How much waste is there on the ground in your neighborhood? (1) none (2) some small piles (3) a few larger piles (4) waste in many places 5) don't know
7. On the path you walk in and out of your zone, how many waste piles would you see? [Respond with a number]
8. In a typical week, how many times would you see burning rubbish if you walked in the zone for fifteen minutes per day?
9. How often does the rubbish truck collect rubbish on the chosen day of the week? 1) never 2) not often 3) often 4) very often 5) don't know
10. How happy are you with how often your rubbish is collected? 1) very unhappy 2) unhappy 3) neither happy or unhappy 4) happy 5) very happy 6) don't know
11. How happy are you with the distance from your home to the rubbish truck? 1) very unhappy 2) unhappy 3) neither happy or unhappy 4) happy 5) very happy
12. How well do rubbish collectors treat you? 1) very bad 2) bad 3) neither bad nor good 4) good 5) very good
13. What is the biggest problem with your rubbish collection service? [open response]
14. Are there any other rubbish or sanitation services that you would like? [open response]
15. Please describe how to reach the largest rubbish pile near your home. [open response]

D. Pre-Registration

Scope and Timing

We pre-registered the experiments reported in this paper in two phases. We pre-registered Experiment 1 on 3 November 2015 and Experiment 2 on 8 June 2016. In both cases, we pre-registered the experiments prior to baseline data collection and the assignment of zone-level treatments.

The present paper presents results on the hypotheses related to the provision of citizen reporting and does not report the results on hypotheses that were pre-registered for the quality of reporting for Experiment 1 (H3 and H4 in pre-registration) and Experiment 2 (H5a-c in pre-registration), as that analysis is being developed for a separate paper that leverages data from a subsequent phase of this project.

Hypotheses

Experiment 1

H1a: More nominated reporters will **respond to at least one prompt** than randomly recruited reporters.

H1b: Nominated reporters will **respond to more prompts** than randomly recruited reporters, measured as a count both over the entire 8-week experiment and within individual weeks.

H1c: Nominated reporters will **respond to more open-ended prompts** than randomly recruited reporters, measured as a count both over the entire 8-week experiment and within individual weeks.

H2: Of reporters who respond to at least one prompt in the first two weeks of the experiment, fewer nominated reporters will **discontinue reporting** than randomly recruited reporters, measured as a lack of reporting for at least two weeks that continues through the end of the 8-week experiment.

Experiment 2

H1a: More reporters assigned to the LC1 recruitment treatment will respond to at least one prompt than randomly recruited reporters.

H1b: More reporters assigned to the LC1 announcement treatment will respond to at least one prompt than reporters in the announcement control condition.

H1c: More reporters assigned to the responsiveness treatment will respond to at least one prompt than reporters in the responsiveness control condition.

H2a: Reporters assigned to the LC1 recruitment treatment will respond to more prompts than randomly recruited reporters, measured as a count both over the entire 8-week experiment and within individual weeks.

H2b: Reporters assigned to the LC1 announcement treatment will respond to more prompts than reporters in the announcement control condition, measured as a count both over the entire 8-week experiment and within individual weeks.

H2c: Reporters assigned to the responsiveness treatment will respond to more prompts than reporters in the responsiveness control condition, measured as a count both over the entire 8-week experiment and within individual weeks.

H3a: Reporters assigned to the LC1 recruitment treatment will respond to more open-ended prompts than randomly recruited reporters, measured as a count both over the entire 8-week experiment, within individual weeks (to measure changes in participation over time), and for the final two weeks (to measure attrition).

H3b: Reporters assigned to the LC1 announcement treatment will respond to more open-ended prompts than reporters in the announcement control condition, measured as a count both over the entire 8-week experiment, within individual weeks (to measure changes in participation over time), and for the final two weeks (to measure attrition).

H3c: Reporters assigned to the responsiveness treatment will respond to more open-ended prompts than reporters in the responsiveness control condition, measured as a count both over the entire 8-week experiment, within individual weeks (to measure changes in participation over time), and for the final two weeks (to measure attrition).

Estimation and Analysis

Experiment 1

The following analytical strategy was pre-registered for the Phase 1 Experiment on the outcomes dealing with the provision of reporting (exact wording):

> *Differences in means for the measures of reporting for H1-H2 will be estimated using randomization inference under the sharp null hypothesis assumption and an exact replication of our randomization procedure.*

The following analytical strategy was pre-registered for Phase 2 Experiment on the outcomes dealing with the provision of reporting (exact wording):

> *Differences in means for the measures of reporting for H1-H3 will be estimated using randomization inference under the sharp null hypothesis assumption and an exact replication of our randomization procedure.*

Deviations from pre-analysis plans

Our pre-registered analytical procedure involves simple difference-in-means between treatment and control reporters for each treatment arm, with uncertainty derived from randomization inference. There is no deviation from the pre-registered analysis for Experiment 1 in the main text, as there is only one treatment arm. For ease of reporting the results from multiple experimental arms in Experiment 2, instead of reporting difference-in-means for each treatment arm separately, we report an OLS analysis that regresses each pre-registered outcome on the

treatment status of each of the three experimental arms simultaneously, with no additional covariates (other than a phase indicator for the pooled results). Since the treatments for the three arms are assigned independently, these results converge to the pre-registered difference-in-means analysis by individual treatment arm. As displayed in Figure D1, there is no substantive divergence when considering the arms separately as pre-registered.

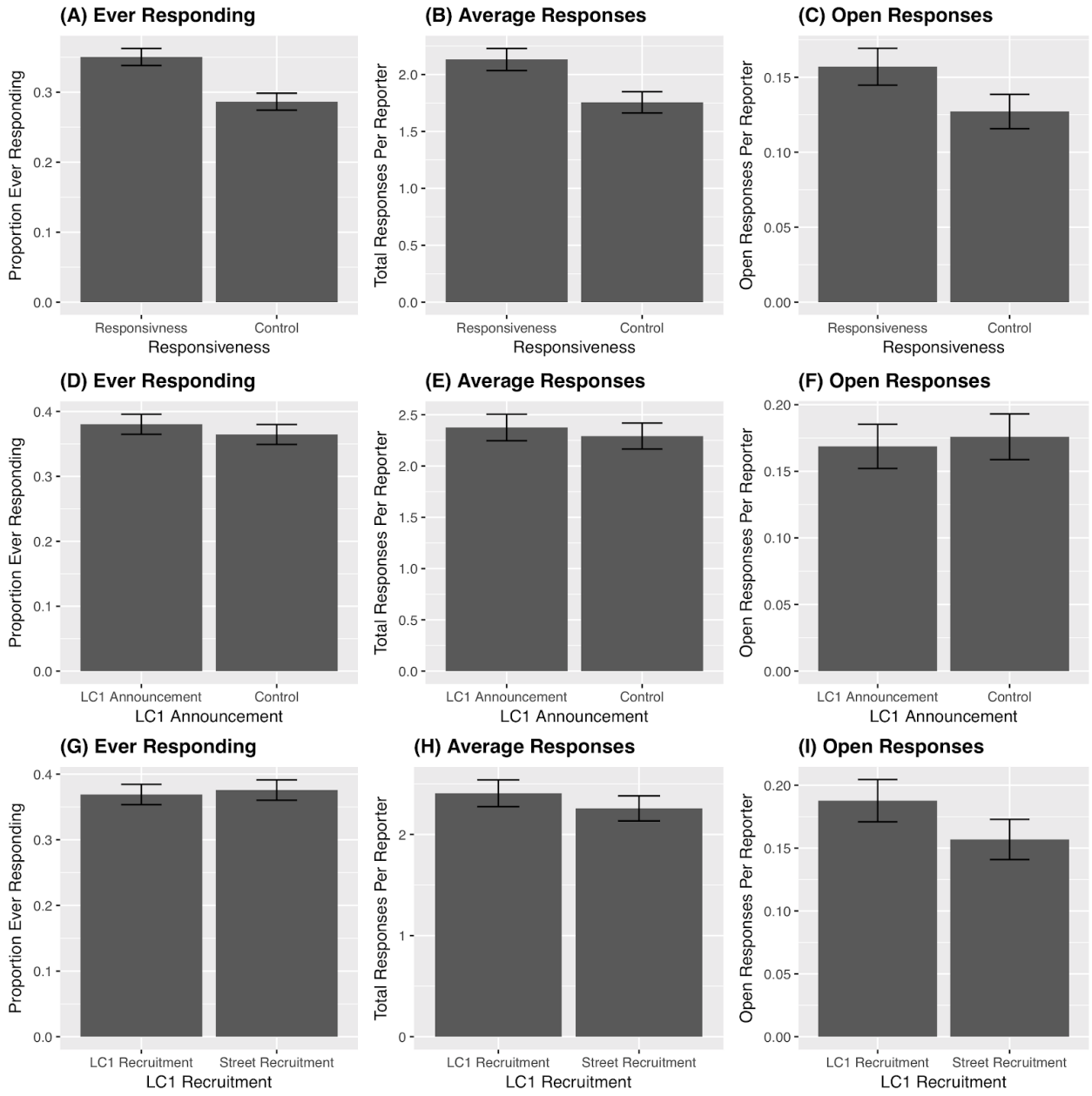

Figure D1. Results from the Phase 2 Experiment using difference-in-means for each treatment arm independently. Panels display bootstrapped standard errors within each experimental condition. Panels A-C consider reporters recruited during both Phase 1 and Phase 2, as responsiveness was assigned to both types of reporters. Panels D-I consider only reporters recruited during Phase 2, as only those reporters are eligible for those treatments.

Additional analyses

We did not pre-register the post-treatment survey reported in Figure 4, as this was added to probe mechanisms after the conclusion of the pre-registered experiment. We did not pre-register the extended analyses reported in Supporting Information, which were added to establish robustness and explore the implications of spillover and non-compliance for the main results and conclusions.

Analyses not reported in main text

For Experiment 1, we do not report the results of H2 in the main text, because the number of reporters active during the first two weeks of questions was lower than expected (118 reporters) and itself potentially affected by the random assignment. Nonetheless, considering the hypothesis as written, we find no difference in discontinuation of reporting by treatment condition inconsistent with random chance among reporters who were active during the first two weeks (te=-0.074, p=0.40). We cannot conclude that conditional on initial activity, reporting is descriptively higher among reporters nominated by neighbors.

Summary

None of the extended analyses reported in the SI were pre-registered. Table D1 summarizes the pre-registration status of all tables and figures in the main text.

Table D1. Pre-registration status of all tables and figures in the main text

Result	**Pre-registered analysis**	**Remarks**
Figure 3	Yes	N/A
Table 2	No	Deviation for presentational purposes. Presents all treatment arms in the Phase 2 Experiment simultaneously with using a simple OLS specification. No difference substantively from pre-registered difference-in-means results, which are shown in Figure D1.
Table 3	No	Deviation for presentational purposes. Presents all treatment arms in the Phase 2 Experiment simultaneously with using a simple OLS specification. No difference substantively from pre-registered difference-in-means results, which are shown in Figure D1.
Table 4	No	Deviation for presentational purposes. Presents all treatment arms in the Phase 2 Experiment simultaneously with using a simple OLS specification. No difference substantively from pre-registered difference-in-means results, which are shown in Figure D1.
Figure 4	N/A	Descriptive plot of outcome data by *Responsiveness* condition to aid visual interpretation.
Figure 5	No	Extended data collection and analysis of trust in government added after the conclusion of the main pre-registered experiment.
Table 5	No	Extended analysis of the quality of citizen reporting by treatment condition.

E. Complier Average Causal Effects for *LC1 Announcement* treatment in Phase 2

The recruited reporters in the zones assigned to the *LC1 Announcement* treatment were fully informed that their names and responsibilities would be announced at an upcoming community meeting. We delivered the list of recruited reporters to all zone chairs in this treatment condition and asked them to make such an announcement. We followed-up with a reminder one week after delivering the list of reporters. At the end of the reporting period, we made three attempts to call all 50 LC1 chairs who had been asked to make this announcement at a community meeting based on the zone-wise random assignment. We were able to reach 42 chairs and learned that 16 made the community announcement and 26 did not make the community announcement. Those who did not make the community announcement reported that they were busy, were away from the zone, or did not remember, among other reasons.

In the main results above, we report intent-to-treat estimates that do not take into account the actual delivery of the *LC1 Announcement* treatment. Here we estimate complier average causal effects via 2-stage least squares, where the treatment assignment used as an instrument for the delivery of treatment. Because we did not deliver the names of reporters to LC1 chairs in zones assigned to control, we rule out two-sided non-compliance. We were not able to collect information about compliance for 8 of the 50 zones assigned to treatment, so we estimate the bounds of CACE. Table E1 drops the zones with missing compliance information. Table E2 assumes that all zones with missing compliance data are compliers. Table E3 assumes all zones with missing compliance data are non-compliers. All tables show the second stage estimates. In no case do we find treatment effects for the LC1 Announcement condition that diverge in substantive or statistical significance from the intent-to-treat results reported in the main text.

Table E1. CACE for *LC1 Announcement* Condition with missing compliance data dropped

	Procedure for Missing Compliance Data: Dropped		
	Total Responses	Active Ever	Last 2 Week Responses
Responsiveness	0.170	0.050	0.024
	(−0.293, 0.634)	(−0.007, 0.107)	(−0.033, 0.082)
LC1 Nomination	0.137	−0.008	0.027
	(−0.314, 0.587)	(−0.064, 0.047)	(−0.030, 0.083)
LC1 Announcement	0.115	0.016	−0.007
	(−1.125, 1.354)	(−0.137, 0.169)	(−0.165, 0.152)
Intercept	2.134	0.342	0.150
	(1.697, 2.572)	(0.284, 0.399)	(0.096, 0.204)
Observations	1,710	1,710	1,710
Adjusted R^2	−0.001	0.001	−0.0001

Notes: Estimated by two-stage least squares with zone-level clustering, using only reporters recruited during Phase 2. Reporters from zones with missing compliance data are dropped from the sample in this analysis. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Baseline shows estimated proportion of the responses for which the cleaning indicator is positive in the control condition.

Table E2. CACE for *LC1 Announcement* Condition with missing compliance data assumed to be in compliance

	Procedure for Missing Compliance Data: Upper Bound		
	Total Responses	Active Ever	Last 2 Week Responses
Responsiveness	0.169 (−0.269, 0.607)	0.045 (−0.010, 0.100)	0.015 (−0.040, 0.071)
LC1 Nomination	0.146 (−0.294, 0.587)	−0.007 (−0.062, 0.047)	0.032 (−0.023, 0.088)
LC1 Announcement	0.177 (−0.771, 1.125)	0.037 (−0.082, 0.156)	−0.018 (−0.137, 0.101)
Intercept	2.130 (1.709, 2.551)	0.344 (0.287, 0.400)	0.152 (0.100, 0.204)
Observations	1,845	1,845	1,845
Adjusted R^2	−0.001	0.0002	0.001

Notes: Estimated by two-stage least squares with zone-level clustering, using only reporters recruited during Phase 2. Reporters from zones with missing compliance data are assumed to have received the LC1 Announcement condition as assigned. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Baseline shows estimated proportion of the responses for which the cleaning indicator is positive in the control condition.

Table E3. CACE for *LC1 Announcement* Condition with missing compliance data assumed to be out of compliance

	Procedure for Missing Compliance Data: Lower Bound		
	Total Responses	Active Ever	Last 2 Week Responses
Responsiveness	0.165 (−0.272, 0.602)	0.044 (−0.011, 0.100)	0.016 (−0.039, 0.070)
LC1 Nomination	0.159 (−0.262, 0.581)	−0.004 (−0.059, 0.050)	0.031 (−0.022, 0.084)
LC1 Announcement	0.260 (−1.140, 1.660)	0.054 (−0.124, 0.232)	−0.026 (−0.201, 0.149)
Intercept	2.126 (1.693, 2.560)	0.343 (0.285, 0.401)	0.152 (0.099, 0.206)
Observations	1,845	1,845	1,845
Adjusted R^2	−0.002	−0.002	0.001

Notes: Estimated by two-stage least squares with zone-level clustering, using only reporters recruited during Phase 2. Reporters from zones with missing compliance data are assumed to not to have received the LC1 Announcement condition as assigned. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Baseline shows estimated proportion of the responses for which the cleaning indicator is positive in the control condition.

F. Mechanism for Responsiveness Treatment

Social Norms

As part of the *Responsiveness* treatment, we informed all reporters about the total number of reports received from their zone during the previous week during four weeks of the 8-week reporting period by SMS text-message. Although reporters were never informed about the total number of other reporters in their zone, which makes it difficult for the reporters to interpret the raw number of reports as a social norm, it is nonetheless possible that this information introduced a social norm into the treatment. For example, perhaps being informed about a high number of responses induced free-riding behavior or in the opposite direction pressure to comply with a descriptive social norm (e.g., Schultz et al. 2007). Recall that the intention of this component of the treatment was to make salient to reporters that specific reports were being processed and noticed, one necessary part of beliefs about responsiveness.

Nonetheless, to rule out to possibility of a social norms effect from the messages, we examine whether reporter behavior is conditional on the number of messages they were told were received from the zone the previous week. To do so, we form a seven-week panel of all reporters assigned to the Responsiveness condition that contains data on whether they submitted a report in a given week, whether they submitted a report the previous week, the total number of reports from the zone the previous week, and whether they received a message about the total number of reports from the zone the previous week. Note the the zone-wise number of messages received was a noisy signal from week to week. We exploit this noisy signal to estimate the effect of receiving a message about zone-wise reporting conditional on the amount of zone-wise reporting. Also note that the messages informing reporters of this number were only sent prior to reporting

weeks 2, 3, 4, and 6. We thus specify a model of the following form:

$$y_{i,t} = \alpha_i + \alpha_t + \beta_1 N_{j,t-1} + \beta_2 M_{j,t} + \beta_3 (N_{j,t-1} * M_{j,t}) + \beta_4 y_{i,t-1} + \varepsilon_j \qquad \textbf{(F1)}$$

Where $y_{i,t}$ is a binary indicator of whether a report was submitted by reporter *i* during week *t*, α_i is a reporter-level fixed effect implementing by demeaning, α_t is a week fixed effect, $N_{j,t-1}$ is the number of reports received from the zone during the previous week, $M_{j,t}$ is an indicator of whether a message was sent about the number of reports received from the zone during the previous week, $(N_{j,t-1} * M_{j,t})$ is an interaction term that models whether the effect of an such message is conditional on the number of messages received at the zone level, $y_{i,t-1}$ is an indicator of whether a report was submitted by reporter *i* during the previous week *t-1*, and ε_j is the error term clustered at the zone level, which is the level of sampling and treatment with the message about the number of messages. Note that we cannot include week fixed effects because the receipt of messages does not vary within weeks. The key parameter of interest is β_3, which indicates whether the effect of receiving a message about the number of zone-wise reports is conditional on the specific number of reports indicated in the message. Recall that we expect β_2 to be positive if our messages are having the intended effect, but that the effect should be unconditional on the specific number in the message if there is no social norm effect.

The results mitigate concerns about a social norms treatment confounding our results. We obtain a precisely estimated zero interaction effect for β_3 (Table F1). Figure F1 shows marginal effects of the message about zone-wise reports.

Table F1. Parameter estimates for model F1

Parameter	Description	Estimate	Std. Error	*p*
β_1	**Number** of Zone-Wise Reports during previous week	0.0039	0.0011	<0.001
β_2	**Message** about Zone-Wise Reports during previous week in current week	0.0602	0.0083	<0.001
β_3	**Number** X **Message**	-0.0009	0.0013	0.46
β_4	Active Previous Week (Reporter)	0.0865	0.0138	<0.001

Notes: Observations: 19,370. Reporters: 1,490 (sample includes only reporters in the Responsiveness condition). Standard errors are clustered by zone, which is the level of assignment to a message with a particular number.

Figure F1. Marginal effects of receiving a message about the number zone-wise reports in the previous week, conditional on the number of reports communicated in the message among reporters treated with Responsiveness. The effect of receiving a responsiveness message does not vary significantly by the number of reports indicated to reporters ($p = 0.46$).

Interpersonal Contact

Reporters in the *Responsiveness* condition were offered the opportunity for interpersonal contact with program staff to answer questions on a weekly basis. A relatively low number of reporters took advantage of this offer on a week-to-week basis, with the maximum of around 70 during week 1, around 30 during week 2 and 3, and fewer as time went on. Thus, at maximum in week 1 less than 5% of reporters in the responsiveness condition requested a call back, with the number of reporters requesting a call back quickly diminishing to less than 2% of treated reporters. These are low numbers relative to the treatment effect we observe.

More significantly, a program representative attempted to call every reporter in the

responsiveness condition starting immediately after the Q8 prompt during the Phase 2 Experiment. As a consequence, reporters in the *Responsiveness* condition may have increased reporting because of significant interpersonal contact.

To investigate whether the main results reported in Tables 2-3 remain to the exclusion from the data of various periods after the contact from the midline call center, we re-estimated the core models with responses to various prompts removed from the analysis dataset. Figure F2 displays the estimated treatment effect of *Responsiveness* on two of the core outcomes: ever-responding (Panels A-C) and the total number of responses (Panels D-F) with various response windows excluded. Note that we expect treatment effects to decline as the number of opportunities to register a positive response declines with larger exclusion windows. The top bar in each plot shows the main treatment effect in reported in Tables 2 and 3. We continue to see that the treatment effect of Responsiveness is driven by Phase 1 recruits, regardless of the exclusion window. The pooled effect of Responsiveness is no longer inconsistent with a zero effect with larger exclusion windows, a result that is expected because of a loss of power due to lower measurement sensitivity. These results do not suggest that an interpersonal effect through the midline call center drove the main treatment effects reported in Tables 2 and 3.

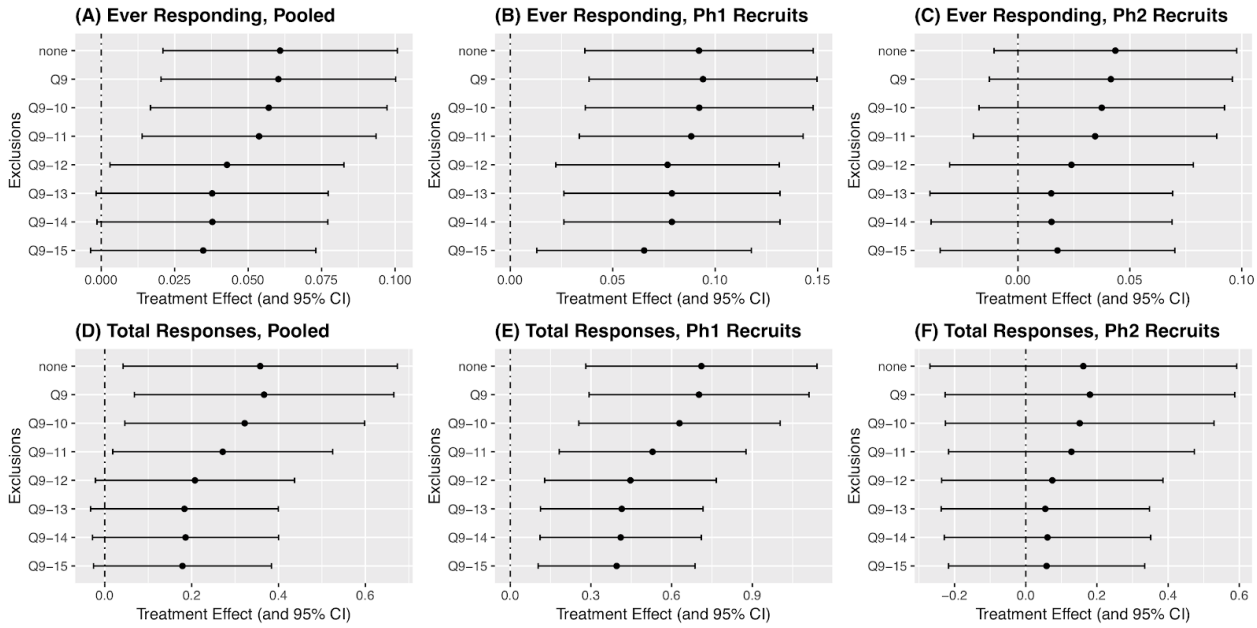

Figure F2. Treatment effect on main outcomes excluding different windows of responses after the midline call center. *Notes: The top estimate in each plot shows the core treatment effect of responsiveness reported in Tables 2-4. Each effect below this baseline shows the implications of removing the indicated questions from the sample. By definition, the treatment effects should attenuate as opportunities to record responses are eliminated.*

Reminder Effect

Another concern about the main results is that reporters in the Responsiveness condition receive an additional 2-5 additional text messages at the end of each week emphasizing that their responses had been sent to the KCCA's Waste Management Unit and used to develop action plans. In some weeks, the platform also sent information listing the number of responses that individual reporters sent and the total number of responses by all citizen monitors in the reporter's zone, along with an offer for a program representative to answer questions. These additional messages could have served as reminders to respond to prompts received earlier in the week — reminders that the control group did not receive.

To examine this possibility, we re-estimate the main results presented in Tables 2-4 excluding all responses in both the treatment and control groups received after the first of the

end-of-week responsiveness messages were sent. In this way, any incoming reports that could be a function of a reminder in the Responsiveness condition are excluded from the analysis. In Tables F2-F4, we do not see any substantive differences with the main results reported in Tables 2-4 and described in the main text.

Table F2. Total number of active reporters during Phase 2, excluding responses received after Responsiveness messages sent

	DV: At Least One Report During Phase 2		
	(Pooled)	(P1 Recruits)	(P2 Recruits)
Responsiveness	0.059	0.082	0.046
	(0.019, 0.099)	(0.025, 0.139)	(−0.007, 0.099)
Neighbor Nomination	−0.0003	−0.0001	
	(−0.059, 0.058)	(−0.059, 0.058)	
LC1 Nomination	−0.005		−0.006
	(−0.059, 0.048)		(−0.059, 0.047)
LC1 Announcement	0.017		0.017
	(−0.036, 0.071)		(−0.037, 0.070)
Phase 2	0.145		
	(0.082, 0.209)		
Intercept	0.188	0.176	0.341
	(0.141, 0.235)	(0.127, 0.225)	(0.286, 0.395)
Observations	2,866	1,021	1,845
Adjusted R^2	0.027	0.008	0.001

Notes: Estimated by OLS per Eq. 1. Parameter estimates are change in proportion of reporters that submitted at least one valid and usable report during the study period. 95% confidence intervals on parameter estimates, computed from robust standard errors clustered at the zone level are displayed. Intercept shows estimated value for the baseline control group.

Table F3. Total number of reports submitted by each reporter during Phase 2, excluding responses received after Responsiveness messages sent

	DV: Total Number of Reports During Phase 2		
	(Pooled)	(P1 Recruits)	(P2 Recruits)
Responsiveness	0.342	0.686	0.151
	(0.038, 0.646)	(0.268, 1.104)	(−0.263, 0.564)
Neighbor Nomination	0.015	0.018	
	(−0.402, 0.431)	(−0.390, 0.426)	
LC1 Nomination	0.135		0.128
	(−0.278, 0.549)		(−0.282, 0.539)
LC1 Announcement	0.090		0.086
	(−0.327, 0.506)		(−0.329, 0.501)
Phase 2	0.933		
	(0.498, 1.368)		
Intercept	1.046	0.870	2.085
	(0.726, 1.365)	(0.570, 1.170)	(1.686, 2.484)
Observations	2,866	1,021	1,845
Adjusted R^2	0.020	0.011	−0.001

Notes: Estimated by OLS per Eq. 1. Parameter estimates are change in valid and usable reports per reporter during the study period. 95% confidence intervals on parameter estimates, computed from robust standard errors clustered at the zone level are displayed. Intercept shows estimated value for the baseline control group.

Table F4. Number of reports submitted by each reporter during the last two weeks of Phase 2, excluding responses received after Responsiveness messages sent

	DV: Total Number of Reports During Last Two Weeks of Phase 2		
	(Pooled)	(P1 Recruits)	(P2 Recruits)
Responsiveness	0.022	0.038	0.014
	(−0.006, 0.050)	(0.0004, 0.076)	(−0.025, 0.052)
Neighbor Nomination	−0.003	−0.003	
	(−0.040, 0.034)	(−0.039, 0.034)	
LC1 Nomination	0.014		0.014
	(−0.025, 0.053)		(−0.026, 0.053)
LC1 Announcement	−0.008		−0.008
	(−0.048, 0.032)		(−0.048, 0.032)
Phase 2	0.052		
	(0.013, 0.091)		
Intercept	0.055	0.047	0.112
	(0.024, 0.086)	(0.014, 0.080)	(0.077, 0.147)
Observations	2,866	1,021	1,845
Adjusted R^2	0.005	0.002	−0.001

Notes: Estimated by OLS per Eq. 1. Parameter estimates are change in valid and usable reports per reporter during the last two weeks of the study period, corresponding also to open-end prompts asking for location and problem descriptions. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Intercept shows estimated value for the baseline control group.

G. Post-reporting survey to measure reporters' trust in government

Administered five weeks after the Phase 2 Experiment, we conducted a survey intended to measure spillover of attitudes and intentions from experiencing responsiveness to other areas of citizen engagement. The post-reporting survey below was designed to explore how the responsiveness treatment might influence citizens' trust in government and willingness to volunteer on its behalf. After three attitudinal questions, we informed participants about the opportunities to help the KCCA test a general reporting platform assessing a range of public services and asked them to text "VOLUNTEER" to the project shortcode *after* the call if they were interested. Only successfully contacted reporters are included in analysis and a positive response required that the interviewee sent this message on their own time. This is only an initial behavioral step toward volunteering, but we also note that meta-analysis in psychology research indicates that experimental manipulation of intentions to act causes significant, if somewhat attenuated, differences in targeted behaviors (Webb and Sheeran 2006).

One potential challenge of the survey design is that we assume subjects understand that KCCA is the provider of waste management services in their neighborhood. However, we included language in both the recruitment script and introductory text messages reinforcing the idea that KCCA provides waste management services in Kampala, with language such as "[...] waste collection services provided by KCCA", and "Your responses [...] inform the Kampala Capital City Authority about which areas of Kampala require better waste management services."

Survey Instrument

1. How often do you think is the KCCA responsive to concerns of Kampala residents

A. Almost never

B. Only some of the time

C. Most of the time

D. Almost always

E. Refused to answer

2. How much of the time do you think you can trust the KCCA to do what is right?

A. Almost never

B. Only some of the time

C. Most of the time

D. Almost always

E. Refused to answer

3. How satisfied are you with rubbish collection services in your zone?

A. Very dissatisfied

B. Dissatisfied

C. Neither satisfied nor dissatisfied

D. Satisfied

E. Very satisfied

F. Refused to answer

4. “The KCCA is interested in establishing a reporting platform to engage residents in managing all kinds of services, include road quality, sanitation, lighting, and waste management. In the

months ahead, the KCCA will need help testing and improving the platform before it launches. Would you be willing to volunteer your time to help the KCCA test and develop the platform, which might involve responding to questions, sending messages, and attending focus group meetings? If so, please text VOLUNTEER to 6585 and we will include your name in a list of people willing to help the KCCA manage services in Kampala."

H. Spillover between Zones for Responsiveness Treatment

We consider the possibility of spillover effects for the Responsiveness treatment. Since the KCCA formed actual management plans to address solid waste problems based on the reports that they received, including zone-wide clean-ups, it is possible that responsiveness spills into nearby zones. The exact boundaries between zones are not always clear and waste collection truck might plausibly stop in contiguous zones to those targeted for cleanup as part of the Responsiveness treatment. This could increase beliefs about the responsiveness of the KCCA among reporters in nearby zones. Alternatively, reporters in nearby zones might observe the KCCA or its contractors taking action and be more likely to submit their own reports and requests. If this is correct (we believe it is not likely), then reporters in nearby zones might be motivated to report more often based on exposure to a nearby zone in the Responsiveness treatment.

To investigate this possibility, we take the compound exposure to direct and indirect treatment as the randomly assigned treatment variable. In particular, we consider there to be four treatment conditions: [Control, No Indirect]; [Control, Indirect]; [Treated, No Indirect]; [Treated, Indirect]. The treatment assignment corresponds to each zones' treatment assignment and whether a contiguous zone is assigned to the Responsiveness treatment. Some zones share borders with more zones than others, meaning that the probability of exposure to contiguous, indirect treatment is not equal between units. We thus calculate the probability of exposure to each of the four compound exposure conditions and estimate an inverse-weighted regression of treatment effects based on these probabilities. Note that there are a limited number of isolated zones in our sample with are not eligible to receive indirect treatment. For the purpose of investigating spillover, these zones and their reporters are dropped from the following analysis.

For our outcomes of interest — proportion of subject ever-reporting, total number of reports, and total number of reports in the final two weeks — we never find a spillover effect among control subjects who are exposed to indirect treatment by a contiguous zone. Estimates of spillover effects in this group are variable and unstable. If we instead look at the effect of indirect treatment among treated subjects (comparing [Treated, Indirect] to [Treated, No Indirect]), we similarly find that the direction and magnitude of estimated spillover effects are unstable. Only in the case of Phase 1 Reporters' number of reporters in the final two weeks do we final a significant positive effect (Table H3, P1 Reporters model), but this is in the context of highly variable and unstable estimates across models. Nonetheless, direct treatment effects are highly stable across models (Tables H1-H3). We take this to mean that spillover is not a major concern for the analysis of our data.

Table H1. Total number of active reporters during Phase 2, considering spillover

	DV: At Least One Report During Phase 2		
	(Pooled)	(P1 Recruits)	(P2 Recruits)
Control, Indirect	−0.004	−0.013	0.001
	(−0.080, 0.073)	(−0.148, 0.122)	(−0.103, 0.104)
Treated, No Indirect	0.121	0.079	0.139
	(0.016, 0.227)	(−0.102, 0.259)	(−0.005, 0.284)
Treated, Indirect	0.065	0.115	0.037
	(−0.010, 0.139)	(−0.027, 0.257)	(−0.061, 0.135)
Neighbor Nomination	0.044	0.056	
	(−0.030, 0.117)	(−0.016, 0.128)	
LC1 Nomination	−0.019		−0.009
	(−0.081, 0.042)		(−0.069, 0.052)
LC1 Announcement	−0.020		−0.025
	(−0.106, 0.065)		(−0.112, 0.062)
Phase 2	0.199		
	(0.117, 0.281)		
Intercept	−0.035	0.150	0.363
	(−0.172, 0.101)	(0.020, 0.279)	(0.268, 0.457)
Observations	2,400	811	1,589
Adjusted R^2	0.034	0.017	0.011

Notes: Estimated by OLS per Eq. 1. Parameter estimates are changes in whether reporters submit any usable reports during Phase 2 as a function of direct and indirect treatment exposure. *Treated/Control* denote direct treatment with Responsiveness, while *Indirect/No Indirect* denote whether a contiguous zone was treated with Responsiveness. Estimation uses inverse probability weighting for the probability of each treatment exposure by zone. Subjects in zones with zero probability of indirect exposure to treatment are excluded from this analysis. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Intercept shows estimated value for the group not subject to any treatment exposure and sampled in Phase 1.

Table H2. Total number of reports submitted by each reporter during Phase 2, considering spillover

	DV: Total Number of Reports During Phase 2		
	(Pooled)	(P1 Recruits)	(P2 Recruits)
Control, Indirect	0.242 (−0.329, 0.813)	−0.228 (−1.164, 0.708)	0.462 (−0.299, 1.222)
Treated, No Indirect	0.785 (0.169, 1.402)	0.461 (−1.121, 2.043)	0.939 (0.176, 1.702)
Treated, Indirect	0.577 (0.015, 1.138)	0.609 (−0.392, 1.610)	0.548 (−0.194, 1.290)
Neighbor Nomination	0.379 (−0.177, 0.935)	0.393 (−0.142, 0.929)	
LC1 Nomination	0.287 (−0.181, 0.755)		0.321 (−0.155, 0.798)
LC1 Announcement	−0.224 (−0.745, 0.298)		−0.227 (−0.764, 0.310)
Phase 2	1.214 (0.697, 1.731)		
Intercept	−0.492 (−1.394, 0.411)	0.889 (0.039, 1.738)	1.833 (1.199, 2.467)
Observations	2,400	811	1,589
Adjusted R^2	0.022	0.012	0.004

Notes: Estimated by OLS per Eq. 1. Parameter estimates are changes in the total usable reports submitted by reporters during Phase 2 as a function of direct and indirect treatment exposure. *Treated/Control* denote direct treatment with Responsiveness, while *Indirect/No Indirect* denote whether a contiguous zone was treated with Responsiveness. Estimation uses inverse probability weighting for the probability of each treatment exposure by zone. Subjects in zones with zero probability of indirect exposure to treatment are excluded from this analysis. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Intercept shows estimated value for the group not subject to any treatment exposure and sampled in Phase 1.

Table H3. Total number of reports submitted by each reporter during the last two weeks of Phase 2, considering spillover

	DV: Total Number of Reports During Last Two Weeks of Phase 2		
	(Pooled)	(P1 Recruits)	(P2 Recruits)
Control, Indirect	0.031	0.003	0.045
	(−0.029, 0.092)	(−0.083, 0.090)	(−0.040, 0.129)
Treated, No Indirect	−0.011	−0.034	−0.0005
	(−0.091, 0.068)	(−0.138, 0.070)	(−0.116, 0.115)
Treated, Indirect	0.078	0.081	0.075
	(0.012, 0.143)	(−0.019, 0.181)	(−0.016, 0.167)
Neighbor Nomination	0.014	0.016	
	(−0.043, 0.072)	(−0.043, 0.075)	
LC1 Nomination	0.052		0.055
	(−0.006, 0.110)		(−0.004, 0.113)
LC1 Announcement	−0.024		−0.024
	(−0.088, 0.041)		(−0.090, 0.042)
Phase 2	0.074		
	(0.021, 0.127)		
Intercept	−0.033	0.051	0.109
	(−0.128, 0.063)	(−0.034, 0.137)	(0.023, 0.195)
Observations	2,400	811	1,589
Adjusted R^2	0.015	0.011	0.008

Notes: Estimated by OLS per Eq. 1. Parameter estimates are changes in the total usable reports submitted by reporters during the last two weeks of the Phase 2 as a function of direct and indirect treatment exposure. The last two weeks correspond also to open-ended prompts. *Treated/Control* denote direct treatment with Responsiveness, while *Indirect/No Indirect* denote whether a contiguous zone was treated with Responsiveness. Estimation uses inverse probability weighting for the probability of each treatment exposure by zone. Subjects in zones with zero probability of indirect exposure to treatment are excluded from this analysis. 95% confidence intervals on parameter estimates, computed from cluster-robust standard errors are displayed. Intercept shows estimated value for the group not subject to any treatment exposure and sampled in Phase 1.

I. Tracking Phase 1 and Phase 2 Experimental Designs

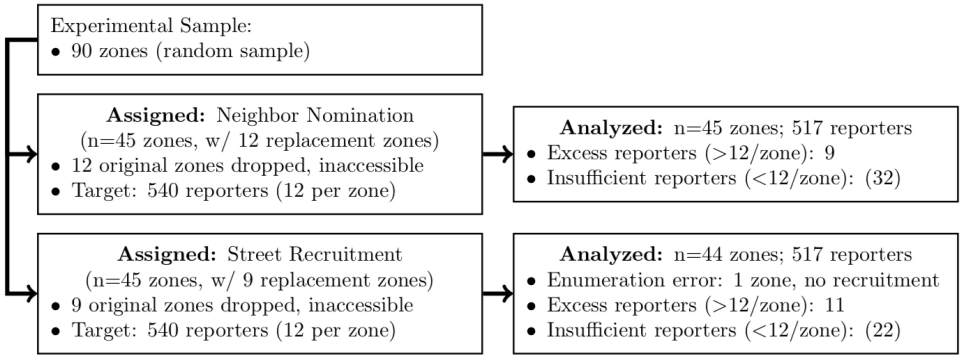

Figure I1. CONSORT diagram tracking Phase 1 experimental design.

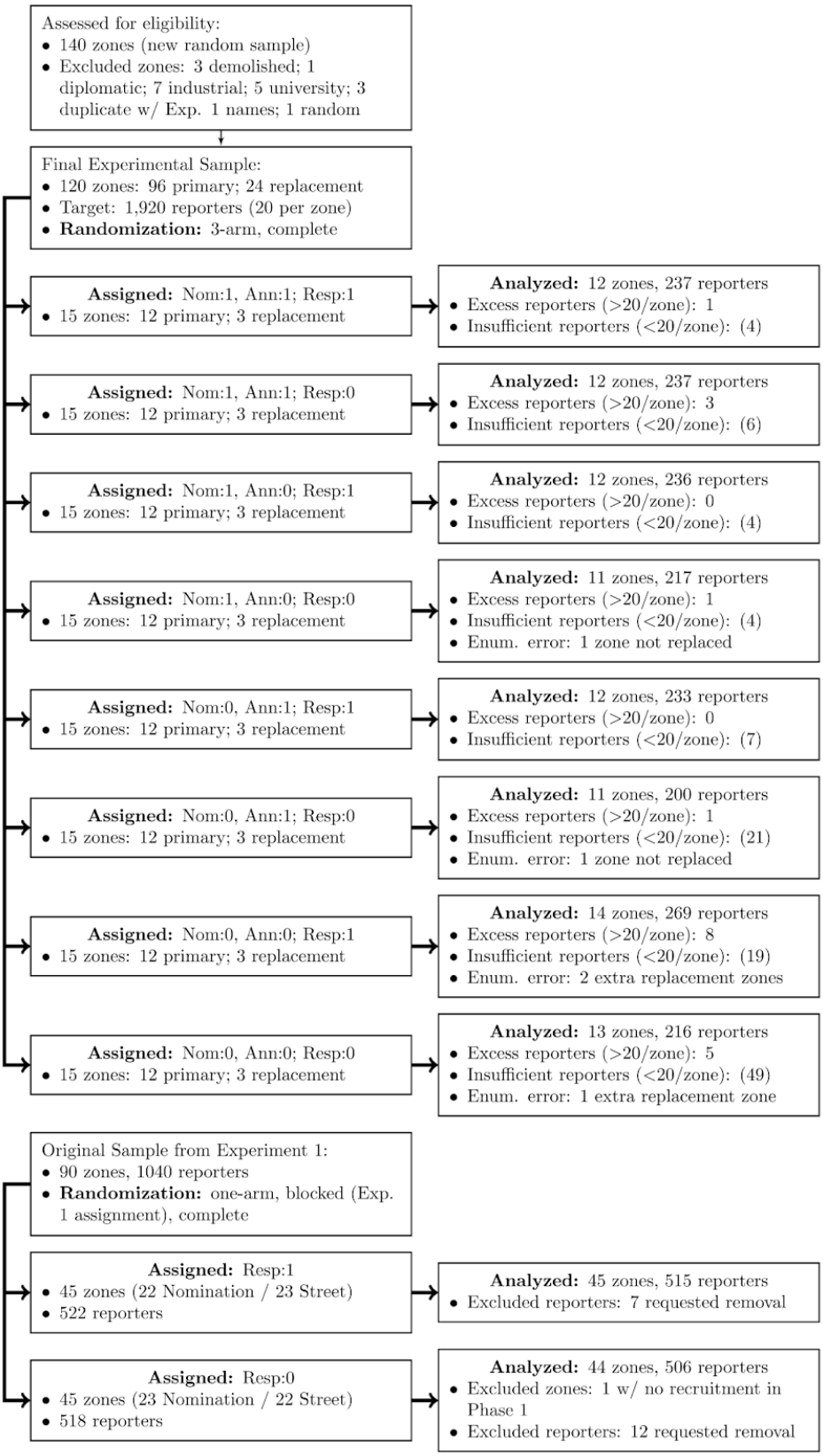

Figure I2. CONSORT diagram tracking Phase 2 experimental design.

J. Example of Responsiveness Action Plan

Action Plan – Week 1

NAKAWA DIVISION

Title	**IMPROVING WASTE COLLECTION SERVICES IN NAKAWA DIVISION**		
Outline of (1) Area and (2) Your office	Nakawa Division Solid Waste Office		
Problems and Causes	**Problems**	**Causes**	
	Insufficient garbage trucks	• Frequent mechanical breakdowns • Inefficient private service collectors • Inaccessible areas	
Stakeholders	LC, area councilors, SSWMO ,SWMO, fleet supervisor and the solid waste management consortium		
Final Goal	Having a garbage free environment		
Step by Step Goal	1st Step	Liaising with community leaders	
	2nd Step	Popularizing the PPP through difference communication strategies	
	3rd Step	Intensify community sensitization on the solid waste ordinance.	
Duration	2 weeks		
Activities & Responsible Organization	**Activities**		**Responsible Organization**
	Mobilization		KCCA
	Sensitization meeting with the community heads.		
Your own role in the Project	• To intensify garbage collection • Engage the solid waste consortium in areas they haven't yet reached • To coordinate and to monitor sensitization activities		

1

Action Plan – Week 1

CENTRAL DIVISION

Title	***FEEDBACK FROM CITIZEN MONITORING***		
Outline of (1) Area and (2) Your office	(1) Kisenyi I, Kakato II, Katende, Makerere Kivulu I&II, Namalwa II and Old K'la I&II. (2) Solid Waste Management Office		
Problems and Causes	**Problems**	**Causes**	
	1. Not receiving garbage trucks	Kivulu II has a skip that takes garbage so trucks don't enter due to inaccessibility. The other areas are serviced by the private contractor (Nabugabo) showing inefficiency.	
	2. When did the garbage truck last collect from your areas	This also applies to the above cause	
Stakeholders	Local leaders, SWMO, Field scouts, fleet supervisor, private garbage collection companies in the area.		
Final Goal	To increase community cleaning and participation in garbage collection.		
Step by Step Goal	1st Step	Engaging Private collectors to put teams in place to collect garbage from the hard to reach areas(Nabugabo and Homeklin	
	2nd Step	Engaging local leaders to monitor works of private companies	
	3rd Step	Identifying the areas where trucks cannot access and choosing a focal person in such inaccessible area to work with the elected local leaders.	
Duration	2 weeks		
	Activities		**Responsible Organization**

Activities & Responsible Organization	Meetings/engagements with local leaders in the highlighted communities	KCCA
	Engagement of private companies on the highlighted challenges	KCCA/PRIVATE COS
Your own role in the Project	• To provide the garbage trucks in all zones as per schedule • To initiate community cleaning exercises with support from the local leaders.	

KAWEMPE DIVISION

Title	***IMPROVING SOLID WASTE MANAGEMENT IN KAWEMPE DIVISION***	
Outline of (1) Area and (2) Your office	(1) Corner, Kikuubo, Mugowa, Mukwaya, Nalwewuba zones, Wampamba zones. (2) Solid Waste Management Office	
Problems and Causes	**Problems**	**Causes**
	Not receiving garbage trucks	Inaccessible roads in Corner, Kikuubo part of it falls under market served by a private company. Middle income areas in Wampamba in gates
Stakeholders	LC, area councilors, SWMO, fleet supervisor, private garbage collection company in the market area.	
Final Goal	To increase community participation in the cleaning exercises	
Step by Step Goal	1st Step	Liaising with community leaders
	2nd Step	Choosing 2 zones at least per day to do community diagnosis

	3rd Step	Identifying the areas where trucks cannot access and choosing a focal person in such inaccessible area to work with the elected local leaders.	
Duration	2 weeks		
Activities & Responsible Organization	**Activities**		**Responsible Organization**
	Community diagnosis with the LC and Area Councilors		KCCA
	Conducting a meeting the zones with complaints and creating awareness on solid waste ordinance and individual; responsibilities		
Your own role in the Project	• To provide the garbage trucks in all zones as per schedule • To initiate community cleaning exercises with support from the local leaders.		

LUBAGA DIVISION

Title	***A CLEAN COMMUNITY IS EVERY ONES RIGHT***	
Outline of (1) Area and (2) Your office	1. Kidomoole, Aggrey, Mengo town, Kawala, Nalukolongo, Ham Mukasa, Namungoona II, Nankulabye zone VII, Nalukolongo 2. Solid Waste Management Office, Lubaga Division	
Problems and Causes	**Problems**	**Causes**
	Nominal routing of garbage trucks	Impassable roads in Kidomoole zone, Poor planning of settlements in Aggrey, Kawaala, Nalukolongo, HamMukasa, Namungoona II, Nankulabye zone VII,
	Not deploying a garbage truck	The area is under Nabugabo MengoTown up-deal joint adventure.(Ham Mukasa)
Stakeholders	Local leaders, SWMO, residents, NGOs	

Action Plan – Week 1

Final Goal	Garbage free and clean community		
Step by Step Goal	1st Step	Engagement of local leaders	
	2nd Step	Sensitization of the residents on their responsibility in SWM	
	3rd Step	Identifying areas that can't be accessed by garbage trucks	
	4th step	Clean ups	
	5th Step	Engagement of private garbage collectors	
Duration	2 weeks		
Activities & Responsible Organization	**Activities**		**Responsible Organization/ person**
	Clean ups		KCCA
	Routine garbage collection		KCCA
Your own role in the Project	Coordinating of all solid waste management activities		

MAKINDYE DIVISION

Title	***IMPROVING SOLID WASTE MANAGEMENT IN MAKINDYE DIVISION***	
Outline of (1) Area and (2) Your office	(1) Bunga Trading, Bukasa, Kipamba I and II, Mubaraka, Kalule. (2) Solid Waste Management Office	
Problems and Causes	**Problems**	**Causes**
	A rubbish truck not collecting waste from the neighborhood	• Poor road network is some areas e.g. Kalule zone, Kipamba, 1 and II. • Inadequate coverage of private services in affluent

Action Plan – Week 1

		areas like Bunga, and Bukasa	
Stakeholders	KCCA SWMO,Private Companies, VHTs, and local leaders, Clients in the above listed areas		
Final Goal	To increase adequate coverage of timely sufficient service delivery of waste management		
Step by Step Goal	1st Step	Sensitization of affluent areas on private service delivery.	
	2nd Step	Engagement of local leaders in activities of waste management	
	3rd Step	Increase of door collections by private companies.	
Duration	Two weeks		
Activities & Responsible Organization	**Activities**		**Responsible Organization**
	Enforcement on non-compliant residents		Enforcement and SWMO
	Follow up on complaints raised from clients		KCCA SWMO/WARD ADMINISTRATORS.
	Engagement meetings with local leaders and other stake holders.		KCCA ,SWM
Your own role in the Project	Solid waste coordinator for Makindye division		
Points to keep in mind (Your Policy)	Wide coverage of waste collection services by private companies		

K. Responsiveness Call Center Script

During the fifth week of the reporting period for Phase 2, subjects assigned to the responsiveness treatment were contacted by Project representatives, who delivered the script below and answered any questions that the specific subject had sent through the SMS platform during the first half of the reporting period:

[All subjects]
Thank you for answering my questions. Once again, we are an independent research group from the US working in partnership with KCCA.

[For those that have responded at least once to a prompt]
The information you provided over the last 4 weeks has been handed over to KCCA. The Waste Management Unit at KCCA is currently analyzing it, and they have informed us that they will take concrete actions based on it. Once they tell us what action they have taken, we will inform you via SMS from 6585.

[For those that have yet to respond to a prompt]
The information provided by other citizen monitors from your zone over the last 4 weeks has been handed over to KCCA. The Waste Management Unit at KCCA is currently analyzing it, and they have informed us that they will take concrete actions based on it. Once they tell us what action they have taken, we will inform you via SMS from 6585.

[All subjects]
The information is also being processed by an independent research group. This group is working together with the KCCA Waste Management Unit to ensure that they respond to the information. Overall, I would like you to know that the information you have been providing has been received and is being acted upon. We shall inform you of the specific actions which KCCA has taken basing on your information. Over the next 4 weeks, we shall be sending you SMS from 6585 asking about various aspects of waste management services in your area. We would appreciate if you responded to our SMS. Thank You.

L. Outgoing Message Log for all subjects in Phase 2

Date sent	Receiver	Message
7/2	All	Thank you for joining the KCCA Waste Monitoring Project. Over the next eight weeks, we will send you 2-3 questions each week by text message.
7/2	All	All text messages from the KCCA Waste Monitoring Project will come from the number 6585.
7/2	All	You will receive text messages asking you to report on waste collection services provided by KCCA and its contractors in your zone.
7/3	All	You will also receive text messages asking you to report on the condition of rubbish disposal in your zone.
7/3	All	Your responses to these questions will be used to inform KCCA about where they should improve waste collection services.
7/3	All	We will never share your name, phone number or any other contact information with KCCA.
7/4	All	Please send your responses to the number, 6585, or simply reply the questions you receive. Your responses are free and will not reduce your airtime.
7/4	All	Each week, if you respond to at least one question you will be included in a lottery for a chance to win 30,000 airtime.
7/4	All	If you have any questions and you would like to be contacted, please send the message HELP to 6585. To stop receiving messages, send the message STOP to 6585
7/5	All	Thank you again for participating in the KCCA Waste Monitoring Project. Expect to start receiving messages over the next few days.
7/6	All	Does a rubbish truck come to your neighborhood? REPLY: 1) no 2) yes 3) don't know
7/8	All	When did the rubbish truck last collect your rubbish? REPLY A) never B) more than two weeks ago C) last week D) this week
7/11	Responsiveness only	Dear {Col_2}, my name is Polycarp and I am representing the KCCA Waste Monitoring Project.
7/11	Responsiveness only	This week you responded to {Col_4} questions reporting on waste management conditions in your zone.
7/11	Responsiveness only	This week we have received a total of {Col_5} responses from other citizen monitors in your zone, {Col_1}.
7/11	Responsiveness only	Thank you for participating in the KCCA Waste Monitoring Project. Your responses help KCCA identify where to improve their waste management services.
7/11	Responsiveness only	Dear {Col_2}, if you have any questions, please send them in a message to 6585 and we will respond to you. Thank you. From Polycarp.
7/12	All	This week, Abudul from Tuba zone won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to

		enter the lottery. Thank you.
7/13	All	What is the most common way for your neighbors to dispose of rubbish? 1) burn rubbish 2) throw in a rubbish pile 3) throw in a ditch 4) use a rubbish truck
7/15	All	How happy are you with rubbish collection services? 1) very unhappy 2) unhappy 3) neither happy nor unhappy 4) happy 5) very happy
7/18	Responsiveness only	Dear {Col_5}, this week you responded to {Col_2} questions reporting on waste management conditions in your zone
7/18	Responsiveness only	This week we have received a total of {Col_4} responses from other citizen monitors in your zone, {Col_3}.
7/18	Responsiveness only	Thank you for participating in the KCCA Waste Monitoring Project. Your responses help KCCA identify where to improve their waste management services.
7/18	Responsiveness only	Dear {Col_5}, if you have any questions about our service, please send them in a message to 6585 and we will respond to you. Thank you. From Polycarp.
7/20	All	How often do you see rubbish spilling from rubbish trucks? 1) never 2) rarely 3) two times a month 4) once a week 5) many times a week
7/21	All	This week, Fabius from Namuli zone won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to enter the lottery. Thank you.
7/22	All	How much waste is there on the ground in your neighborhood? (A) none (B) some small piles (C) a few larger piles (D) waste in many places
7/25	Responsiveness only	Dear {Col_1}, this week you responded to {Col_3} questions reporting on waste management conditions in your zone.
7/25	Responsiveness only	We received a total of {Col_4} responses from other citizen monitors in your zone, {Col_2}.
7/25	Responsiveness only	Your reports on waste management in your zone have been sent to KCCA's waste management unit. We will keep you updated on how KCCA uses this information.
7/25	Responsiveness only	Dear {Col_1}, if you have any questions about our service, please send them in a message to 6585 and we will respond to you. Thank you. From Polycarp.
7/26	All	This week, Ivan from K 10 zone won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to enter the lottery. Thank you
7/27	All	On the path through which you walk in and out of your zone, how many rubbish piles do you see? [Respond with a number]
7/29	All	In a typical week, how many times would you see burning rubbish if you walked in the zone for fifteen minutes per day?
8/3	All	How often does the rubbish truck collect rubbish on the chosen day of the week? 1) never 2) not often 3) often 4) very often

8/3	All	This week, Abudala from Kasubi I zone won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to enter the lottery. Thank you
8/5	All	How happy are you with how often your rubbish is collected? 1) very unhappy 2) unhappy 3) neither happy or unhappy 4) happy 5) very happy
8/8	Responsiveness only	Dear {Col_1}, this week you responded to {Col_3} questions reporting on waste management conditions in your zone.
8/8	Responsiveness only	We received a total of {Col_4} responses from other citizen monitors in your zone, {Col_2}.
8/8	Responsiveness only	Your reports have been sent to KCCA's waste management unit. KCCA is using your information for making action plans to improve its waste management services.
8/10	All	How happy are you with the distance from your home to the rubbish truck? 1) very unhappy 2) unhappy 3) neither happy or unhappy 4) unhappy 5) very unhappy
8/10	All	This week, Derrick from Zone 6 won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to enter the lottery. Thank you.
8/12	All	How well do rubbish collectors treat you? A) very bad B) bad C) neither bad nor good D) good E) very good
8/17	Responsiveness only	Dear {Col_1}, KCCA has started using the information you have been providing us to bring about changes in its waste management services.
8/17	Responsiveness only	Dear {Col_1}, if you have any questions, please send them in a message to 6585 and we will respond to you. Thank you. From Polycarp
8/19	All	What is the biggest problem with your rubbish collection service? [Please Write]
8/19	All	This week, Godfrey from Sebowa zone won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to enter the lottery. Thank you.
8/22	All	Are there any other rubbish or sanitation services that you would like? If YES, please list them.
8/24	Responsiveness only	Dear {Col_6}, based on your feedback, KCCA has contacted the companies which collect rubbish, and is working with them to improve their service delivery.
8/24	Responsiveness only	Dear {Col_6}, if you have any questions, please send them in a message to 6585 and we will respond to you. Thank you. From Polycarp.
8/26	All	This week, Robinah from Wampamba zone won 30,000/- Airtime from the KCCA Waste Monitoring Project. Respond to questions this week to enter the lottery. Thank you.
8/26	All	Please describe how to reach the largest rubbish pile near your home

Call Center		
8/3-8/6	Responsiveness only	Call Center