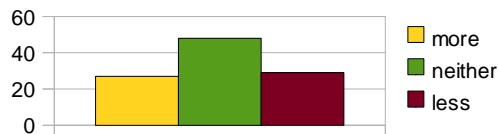


Results of Transfer Station Survey

Environmental Issues Committee 3/26/10

A survey was completed recently to see how residents of Shaftsbury feel about a possible change in the Tuesday hours of the Transfer Station from 11:00 AM-4:00PM to 7:00 AM to 12:00 Noon. There were two questions: 1) Do you use the Transfer Station? 2) Would changing the Transfer Station hours on Tuesday as proposed be more convenient, neither more nor less convenient, or less convenient? The survey also allowed for optional comments. A total of 119 residents filled out the survey, of which 104 said they use the Transfer Station.

Opinions were fairly evenly divided about the change in hours. For all respondents, 29 respondents indicated more convenient, 31 indicated less, and 58 indicated neither more nor less. If restricted to those who use the Transfer Station, 27 indicated more, 29 less, and 48 neither more nor less.



Comments from those transfer station users who felt that the change would be less convenient:

- 1 *that's the big dumpster behind Kmart, right?*
- 2 *fewer changes in everything is better!*
- 3 *But if voting is close I would support the change for a 1 year trial to see if it helped the residents.*
- 4 *No! We need Sunday AM hours again!*
- 5 *Do not charge for brush*
- 6 *afternoon hours - early evening - ie 3:30-5:30 -*
- 7 *Open back up on Sunday 8-12 1st*

Comments from those who felt the change would be more convenient:

- 1 *I think having one day during the week where those who work during the day can use the Transfer Station is a good change.*
- 2 *Being able to use the transfer station on the way to work would be very helpful.*
- 3 *or earlier in the week (M-F)*
- 4 *Why the need for a \$20 sticker now that we pay to dispose of garbage? When it was free the sticker was \$5.00 & it helped to keep non-residents out. The \$20 is more than I spend to get rid of my trash.*
- 6 *I hope they do this. I hate waiting until 11:00 on Tuesdays to go dump the garbage.*
- 7 *Please do so!*
- 8 *Can get there (barely) before work if its open at 7AM; can't get there after work if only open til 4 PM.*
- 9 *Need more hours open. Sunday mornings would be also good.*
- 10 *This would help.*

And comments from those who felt the change would be neither more nor less convenient:

- 1 *I almost always go on Saturdays.*
- 2 *It may be less convenient in winter if moved to AM*
- 3 *If the station could be open 1 evening until 5:00 or 5:30 it would make a big difference. The free room is a wonderful idea and blessing. You could put a donation box ... to defer cost.*
- 4 *Close the transfer station!*
- 5 *OK*
- 6 *no comment*
- 7 *The Dump looks good - swap shop great*
- 8 *Waste management workers are doing a great job Thanks.*
- 9 *Don't know if this references weekday hours or all 3 days.*
- 10 *I only go on Saturday mornings. It is inconvenient when the station is closed on the Saturday of a Monday holiday weekend! David M. Obrian*
- 11 *I use Saturdays only*
- 12 *Perhaps 7AM - 2PM*
- 13 *There are too many times when even a Saturday is inconvenient, especially around holidays when the transfer station closes on a Saturday even if the holiday is not. I suggest leaving the transfer station open on Saturdays if it does not fall directly on a holiday. I also suggest leaving the transfer station open until 6 or 7 pm one day per week.*
- 15 *Whatever you do is fine with us.*

Recommendations:

The main purpose of the survey was to assess the convenience or inconvenience of a change in operating hours on Tuesdays from 11:00 am – 4:00 pm to 7:00 am – Noon. Opinion is almost exactly balanced as to whether this change in hours would be less or more convenient and almost half of the respondents said convenience would not be affected. Given this, the best course of action may be to follow a suggestion made in one of the comments and run a 1 year trial.

A few other issues were raised in the comments:

The requests for additional hours in the evening or on Sunday morning are interesting, but unfortunately, any increase in operating hours would mean an increase in operating expenses.

One request was made to stop charging for brush. While this charge may be an annoyance for this user, the charge for brush reflects our actual disposal cost. In addition, charging for brush has greatly decreased the use of the brush pile by contractors and greatly reduced our disposal cost.

The inconvenience of Saturday holiday closures when the holiday does not fall on Saturday is a problem that affects most users. These holiday closures should be discussed with TAM to see if a more convenient schedule can be arranged.

The comments about the Swap Shed were very favorable and the EIC takes pride in the roll they played in creating this Shed.