

Solid Waste Advisory Committee - Town of Granby

TO: Select Board Town of Granby

FROM: Jay Joyce, John McGreevy, Mary McDowell, Joe Furnia

DATE: March 16, 2016

SUBJECT: SWAC 2016 Survey Results Report

The Solid Waste Advisory Committee (SWAC) was **established by the Selectboard in 2014 in response to concern among town residents over the closing of the landfill**. At the time the committee was formed, the town had entered into an initial 3-year contract for curbside solid waste collection and single stream recycling. In addition, the contract provides for curbside bulky waste disposal for a fee. This contract is funded by a property tax assessment of \$0.63 per thousand dollars assessed value, and is subject to the 2.5% tax levy increase each year. Additional revenue is generated through bag fees, with each resident limited to one 35 gallon trash container; and additional trash disposed of using garbage bags purchased by town residents. Trash is picked up weekly, and recyclables collected every other week.

SWAC proposed this survey to the Select Board last year. The initial version was met with opposition and a contentious discussion ensued. Changes were made to address the concerns of the Select Board and Town Administrator. Approval was not unanimous. The **survey was mailed along with the annual town census** at the beginning of the year.

Our committee has tabulated the results of the survey, analyzed the data, and summarized our findings. **Responses from all survey forms through March 16, 2016** have been input into an excel spreadsheet, including written comments. The committee has been tracking and reviewing the results since mid-January. The results, our findings and conclusions; are summarized in this report.

All physical survey responses through March 16, 2016 are provided. SWAC requests that the Select Board advise SWAC where the responses should be stored to ensure compliance with all state regulatory requirements.

We thank the Select Board for their support and believe that the results will provide valuable feedback from town residents as we approach the final year of our contract with Republic Services.

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1. Purpose of Survey

Now that we are 18+ months into our migration from transfer station to curbside pickup, this survey provides valuable feedback from town residents. The genesis of this survey came out of the committee's desire to determine whether the gap programs (Special Collection Days) and curbside pickup are meeting the needs of our citizens.

The purpose of this survey is to:

- **gauge the level of satisfaction** among town residents with current services
- **identify unmet needs** of town residents
- **understand concerns** regarding how services are paid for
- **determine which channels of communication** town residents prefer
- **obtain feedback about the future direction** of solid waste disposal options

The results of this survey provide a barometer by which town management can measure current strategies and policies against the needs and desires of the community.

2. Survey Methodology & Tabulation

Survey containing 7 questions was included in the annual town census mailing in January 2016. The census is mailed to all households in the town. According to Kathy Kelly-Reagan, Town Clerk; this year the census was mailed to 2,525 households, of which approximately 100 census envelopes were returned by the Granby Post Office as undeliverable.

Since legal mandate requires all households respond to the annual town census, piggybacking the SWAC Survey with the annual town census mailing was expected to boost response rates. We believe it did.

Survey results were tabulated as is. Although most survey respondents answered all questions, some respondents did not answer every question. Survey respondents sometimes only answered part of the question. In questions where comments were solicited, some respondent did not check the box; but wrote a comment. In cases like this, we did not count the choice because the box was not checked; but we did capture the comment.

Both the raw value/number and the percentage the response to each answer represents to the total number of survey respondents have been tabulated. With almost one-third of the households responding, the confidence level as to the accuracy of each response is very high; and statistical variation is within a standard deviation.

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3. Summary of Findings

We have summarized the results of the survey below, providing an overview of our findings. Each percentage or proportional relationship is calculated based upon the total number of responses.

- **32.2% of all Granby households responded** to the survey
- **75.3% of survey respondents used the transfer station** in the past
- By over a **2-to-1 margin, town residents are satisfied** with the current curbside pickup program
- **30% expressed dissatisfaction** with the current program. Reasons for dissatisfaction:
 - **20.0% want to have increased opportunities to recycle**
 - **15.2% want to have the trash can volume/weight limit increased**
 - **15.0% want to change to a flat fee service**
 - **3.1% want to change the tax funded service**
- Residential **preferences moving forward** gauges interest in each possible option:
 - **45.7% want the town to negotiate a new curbside pickup contract**
 - **21.4% want a new transfer station**
 - **10% want to leave the responsibility to each individual household**
 - **7.4% want to co-op/yoke with another town**
 - 15.5% no opinion
- **36.0% of all households participated in one or more special collection days.** Of these participants:
 - **42.3% participated in one or more yard waste days**
 - **41.6% participated in the bulky waste day**
 - **68.9% participated in the hazardous waste day**

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- **Communication with town residents remains a challenge** and the town website and cable TV channel remain the most underutilized. Different residents prefer different channels of communication.
 - **38.9% heard about special collection days from the Street Sign on 202**
 - **37.1% found out from the robo call program**
 - **21.1% by word of mouth**
 - **16.2% from the senior newsletter**
 - **13.5% from their OTT monthly phone bill**
 - **8.3% from the town website**
 - **7.0% from town Cable TV channel**
- **52.2% of the survey respondents want more frequent special collection days**, of which:
 - **38.8% want more yard waste days**
 - **78.3% want more bulky waste days**
 - **60.0% want more hazardous waste days**

4. Recommendations based upon Survey Results

This survey provides valuable feedback from town residents. The findings of this survey should be incorporated in future decisions as to the direction of solid waste disposal and recycling. SWAC recommends the following based upon the results of the survey:

- Continue with curbside pickup and negotiate the best deal possible, expanding services where possible without an increase in overall costs.
- Continue and expand Special Collection Days, utilizing all forms of communication to ensure town members know of the dates. Announcing the dates at annual town meeting would be beneficial.
- Extend recycling opportunities, expanding the number of Bulky Waste Days and the materials that can be disposed of; including by products like coal ash.
- Continue funding solid waste disposal through current property tax assessment; not increasing the rate and reducing the rate base if possible.

A small percentage of property owners are negatively impacted by the current funding structure. It is important to be sensitive to their concerns. However, we see no opportunity to mitigate their tax rates without creating a new tax class; which would result in an increase in the tax rate for funding solid waste disposal and recycling.

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5. Survey Questions

The survey was printed together with Granby 250th Announcement on a single side, and consists of 7 questions. Comments were invited. Town resident responses provide context to the survey results.

1. Are you satisfied with your curbside pickup service? YES NO

2. If NO, what would need to change in order for you to be satisfied? Check all that apply.
 - Change volume/weight limit for trash can, increasing the limit above the current 36 gal/40 lb limit
 - Increase opportunities to recycle, either with more frequent collections or additional materials
 - Change to flat fee service from current graduated fee service calculated on assessed property value
 - Change tax funded service to include a fee adjustment for certain situations
 - Other..._____

3. Were you a transfer station user in the past? YES NO

4. With the curbside pickup contract coming up for renewal, the town will begin reviewing the options for trash disposal in the coming months. What would you like to see happen going forward? Rank in order preference from 1-5.
 - Negotiate a new curbside pickup contract
 - Design and build a new transfer station facility to serve the needs of town residents
 - Co-op with a bordering town to use their facility to dispose of trash and recycle
 - Leave it to each town resident to secure their own means of trash disposal and recycling
 - Other..._____

5. Did you participate in town sponsored special collection days? YES NO If YES, check all that apply.
 - Yard Waste Collection
 - Bulky Waste Collection
 - Household Hazardous Waste Collection

6. How did you hear about special collection days? Check all that apply.
 - Cable TV - Comcast Channels 12/15
 - Town Website - http://www.granby-ma.gov/Pages/GranbyMA_Landfill/index
 - Senior Center Monthly Newsletter Insert
 - OTT Communications Monthly Telephone Bill
 - Robo Call from Granby Police Department
 - Street Sign
 - Word of Mouth

7. Does the town need more frequent special collection days? YES NO If YES, check all that apply.
 - Yard Waste Collection
 - Bulky Waste Collection/ Recyclable items beyond current curbside service
 - Household Hazardous Waste Collection

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Survey Results

Survey results are tabulated as of March 16, 2016. **32.2% (814 out of 2,525)** of all households in the Town of Granby responded, providing a valid statistical representation of the town.

1. Are you satisfied with your curbside pickup service?

Q1	# RESPONSES	# SURVEYS	%
YES	542	814	0.6658
NO	247	814	0.3034
DID NOT ANSWER	25	814	0.0307

Q1 Comments

117	1		Need pick up recycles every week! Works relatively well-sometimes worker doesn't pick up the trash even though recyclables or dumps trash on street + leaves it there. Much better in past few months.
137	1		N/A. Apt building with a dumpster
139	1		For the most part.
144	1		We're really not unhappy but we welcome the opportunity to make things better. Thank you
181	1		Republic service missed trash pickup several times. I had to call to have it picked up. I find their service terrible.
190	1		The way it is charged NOW
205	1		I am mostly satisfied but made a checkmark in item 2 below
217	1		we don't use it
223	1		N/A
226	1		I pay for waste management as I have for many years
251	1		We have Waste Management
252	1		We all have to walk down the street with our trash because a trash truck can't turn around on our street
262	1		The service is fine
264	1		but...
330	1		We don't use it We have a dumpster we pay every month
412	1		I am a retired single woman who lives alone. As you can imagine, I generate very little trash. To base my trash fee on my property value is totally unfair when there are families in town that generate far more trash than I and pay for less than I based on their property value. All I ask is to <u>Please</u> come up with a more equitable solution.
445	1		mostly satisfied
474	1		Would like weekly recycle pick up
475	1		extremely!
496	1		N/A I own 3 properties in town only 1 with a house, being charged for 3 NOT FAIR!!
502	1		at Granby Hgts by Republic Services. Collection is very efficient and considerate.
517	1		We pay for good coop alternative - Recycling Systems
520	1		Do not use SWAC

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526	1		Service is good but inadequate
528	1		Overall
536	1		N/A
585	1		very nice gentlemen
599	1		In general, Yes; but
629	1		See below
636	1		yes + no
701	1		but it could improve
726	1		only because of weight limit
753	1		Overall we are satisfied. However, one barrel is not enough for a family of four.

2. If NO, what would need to change in order for you to be satisfied? Check all that apply.

Q2	# RESPONSES	# SURVEYS	%
2A. Change volume/weight limit	124	814	0.1523
2B. Increase opportunities to recycle	163	814	0.2002
2C. Change to flat fee service	122	814	0.1499
2D. Change tax funded service	25	814	0.0307
2E. Other...	58	814	0.0713

Q2 Comments

110	2		base on # of trash barrels
729	2		only if it doesn't cost me money

2A. Change volume/weight limit for trash can, increasing limit above the current 36 gal/40 lb limit

2B. Increase opportunities to recycle, either with more frequent collections or additional materials

83	2	B	every week instead of every other
376	2	B	metal
455	2	B	I would like recycling to be picked up weekly
528	2	B	if I had the choice
673	2	B	Weekly

2C. Change to flat fee service from current graduated fee service calculated on assessed property value

264	2	C	census # of people in household (marked out assessed property value and substituted this)
528	2	C	if I had the choice
560	2	C	It is not fair You cannot base everything on property value!
729	2	C	Yes, just because you have a nice house doesn't mean you have more trash!!

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2D. Change tax funded service to include a fee adjustment for certain situations

526	2	D	What?
571	2	D	for senior residents

2E. Other...

13	2	E	like to see the roll-off area reopened- Saturday only open
18	2	E	Yard Waste pickup every two weeks
22	2	E	Coal Ash collection bin at DPW
28	2	E	pay for own trash removal
35	2	E	make it optional for people to opt in or out
39	2	E	availability of discarding bigger items not allowed in dumpster
44	2	E	They do not accept some materials that have a recycling symbol-very frustrating
45	2	E	I live alone, tired of paying for multiple member families
52	2	E	have a compost bin
55	2	E	Don't use-arranged private pick up before town implement-poor communication-now I pay for service I don't use
96	2	E	allow free disposal of things like paint,oil,etc
106	2	E	open a transfer station + go back to paid stickers
111	2	E	need recycle option for metal + plastics that are recycleable, but not accepted
112	2	E	would rather use a new transfer station
128	2	E	no more town bags=paying for trash Twice!
129	2	E	Use a transfer station if it would reduce taxes
132	2	E	would like to see it cheaper especially cost of bulk items
138	2	E	Change according to household number of residents
147	2	E	not picking up all trash. Issue with recycle pickup
166	2	E	charge based on number of resident/household
166	2	E	allow for business use or exclude businesses from paying the fee if they cannot participate
167	2	E	unfair to pay by value of house
176	2	E	I don't use service! I want REBATE
181	2	E	let resident have their own trash pickup
205	2	E	fee should not be in tax
210	2	E	would like (a) container to roll out each week
211	2	E	we couldn't use the yard bulky or hazardous waste because the dates were either inconvenient or we hadn't raked yet
219	2	E	Do not use Want tax rebate
241	2	E	should be flat fee per person
262	2	E	More opportunity for leaves, yard waste, xmas tree
265	2	E	base fee on # of people living in house not sq footage
292	2	E	Use my own vendor
299	2	E	We need a way to get rid of misc. larger items. If something doesn't fall under a current item fee it's hard to get rid of.
305	2	E	transfer station - 2 days/week with pay per bag
310	2	E	be able to put trash out in strong bags, barrels blow around road when people work

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315	2	E	would be nice if we could recycle wood pellet bags
330	2	E	We pay for a dumpster
341	2	E	I use W.M. I don't need them
351	2	E	We have pick-up at end of road. Want smaller truck to service each household on our road (Private Road)
377	2	E	Those who pay for service should not be charged twice
406	2	E	get rid of it
413	2	E	I don't think we should have to buy blue bags in addition to paying for pickup because our trash weight is over the limit.
425	2	E	fee calculated on property value is unfair should be flat rate
436	2	E	I have and pay for my own dumpster
440	2	E	We own or are the stewards for six (6) parcels within the town. Curbside pickup service is utilized at only one of the six(6) parcels. Frankly, we are getting "screwed" with the way the town accesses pickup charges. We should be allowed abatements on five (5) of own six (6) parcels.
442	2	E	Monthly bulk waste days with longer hrs and yard waste and hazardous waste and building material waste
450	2	E	is actual tonnage above or below projected tonnage? Adjust tax fee accordingly
461	2	E	None They can put recycle in here
470	2	E	We have our own dumpster currently (Complete Dumpos)
475	2	E	concerned for trashman's back - mandate barrels the truck can pick up with hydraulic lift Please.
477	2	E	none
481	2	E	For each resident to handle their trash needs on their own. We continue to use Waste Management because of their convenience and the amount of trash and recycling they take each week
506	2	E	Leave it to each town resident to secure their own service
512	2	E	More bulk waste collection
516	2	E	There should be a opt out program
517	2	E	Get rid of curbside pickup
523	2	E	fee base on volume not on value of house or property
536	2	E	Not using the current system Should reflect in your taxes
540	2	E	As an infrequent user of trash pick-up, current situation is very expensive, there must be alternatives!
548	2	E	Adjust fee/cost for seasonal residents like me!
554	2	E	this is a town not city we need to just stop this
555	2	E	Should be charged for how many people are in your household not based on your house value and need a scrap metal dumpster and waste oil recycle
560	2	E	Double Take!!! Why there is a fax fee if we have a dumpster?
564	2	E	let us get our own company
580	2	E	I would like a bulk pick-up at no cost and leaf/grass pick-up like other towns that don't pay. Our taxes are high enough.
581	2	E	Don't like trash being opened to view, than have driver tak or not take with no explanation
594	2	E	Accept styrafoam/christmas wrap paper

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595	2	E	See question 4 (Leave it to each town resident)
606	2	E	Current system is not an incentive to recycle because I can easily fit a weeks worth of all trash (including recyclables) into a 36 gal trash can. A family of 2 is paying the same for trash service as a family of 4+ and producing much less trash. A pay-as-you-throw is the most equitable and provides the highest recycling incentive.
631	2	E	Transfer station!
633	2	E	pu (pickup) should be free for senior citizens as they have very little trash
636	2	E	Separate fee for 1 household member-shouldn't have to pay the same as a family of 3,4, or more
669	2	E	residents should not have to pay extra for town bags
690	2	E	allow multifamily households more than 1 barrel
695	2	E	Pay only by amount of trash bags - i.e. \$2 per bag no other fees
697	2	E	scrap metal should be available
705	2	E	Bulk Waste more Availability
710	2	E	bulk pickup; town bags too expensive, very poor quality
711	2	E	wish recycling was every week
718	2	E	Should not go by house size. The number of people in a house generate trash. But still a flat fee would be fair. That is the way all companies you hire do it.
721	2	E	Get back to a transfer station
722	2	E	Fee should go according to number of people living at the address
743	2	E	Monitor original usage and have trash cans labeled (on address) - Some trash pickup per address exceeds limits and acceptable items in black bags hide contents
749	2	E	Flat fee not based on property value
752	2	E	I do not use this service. Please do not charge for a service I do not use
764	2	E	Reduced rates for generating less trash
766	2	E	Just be sure the collector's take recyclables with the proper symbols (one particular one does not take approved marked recyclables.
785	2	E	more yard waste opportunities
790	2	E	Does not accept all recyclable items
794	2	E	Have the people who use it pay for it
804	2	E	Trash every 2 weeks, and recycle

3. Were you a transfer station user in the past?

Q3	# RESPONSES	# SURVEYS	%
YES	613	814	0.7531
NO	159	814	0.1953
DID NOT ANSWER	42	814	0.0516

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Q3 Comments

44	3		Then had alternative recycling out of Northampton who were excellent took all recycling
89	3		didn't live here then
102	3		moved to Granby Sept 2015
108	3		don't know
116	3		just moved here 2 mos ago
181	3		I have alternative recycling also picking up my trash because Republic is so unreliable. So I'm paying twice.
330	3		went to dump
397	3		paid private service picked-up
502	3		for recycling only
512	3		Everyone should pay same fee People with large assessment are paying for People with low taxes
543	3		Inconvenient hours
606	3		Transfer station with a take it or leave it station like S Hadley is the way to go.
750	3		N/A - 1 1/2 years here - previous owner yes

4. What would you like to see happen going forward? Rank in order preference from 1-5.

Q4	# RESPONSES	# SURVEYS	%
4A. Negotiate a new curbside contract	372	814	0.4570
4B. Design and build a new transfer station	174	814	0.2138
4C. Co-op with a bordering town	60	814	0.0737
4D. Leave it to each town resident	81	814	0.0995
4E. Other...	35	814	0.0430

Q4 - RANK/CHOICE

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
4A. Negotiate a new curbside contract	372	95	55	27	5
4B. Design and build a new transfer station	174	114	107	45	23
4C. Co-op with a bordering town	60	139	145	57	19
4D. Leave it to each town resident	81	34	40	171	81
4E. Other...	35	13	9	23	68

Q4 Comments

55	4		What does finance committee think most feasible?!!
189	4		I would like to see location (DPW?) for metal and hard plastic drop off
190	4		need more information on cost
264	4		Based on cost to residents
412	4		need more information on each of these
480	4		not enough information to rate
667	4		1 being the best and 5 the worst
729	4		All depends on cost

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4A. Negotiate a new curbside pickup contract

1	4	A	only with flat fee
75	4	A	more recycling even pickup compost
260	4	A	with Republic Services
271	4	A	to keep services the same and lower the cost
328	4	A	with no additional taxes
375	4	A	depending on cost
389	4	A	cheaper!!
480	4	A	Cost analysis??
580	4	A	without our taxes going up. They are high enough!
636	4	A	if necessary
642	4	A	if not a higher cost to us
695	4	A	pay by amount of bags
753	4	A	If cost is reasonable

4B. Design and build a new transfer station facility to serve the needs of town residents

308	4	B	would be nice
375	4	B	depending on cost
480	4	B	Time to build transfer...location
569	4	B	use the old one!!!
599	4	B	depend on costs
636	4	B	no
659	4	B	like the idea but can't afford

4C. Co-op with a bordering town to use their facility to dispose of trash and recycle

375	4	C	depending on cost
636	4	C	no

4D. Leave it to each town resident to secure their own means of trash disposal and recycling

636	4	D	no
661	4	D	unrealistic with the amount of trash and taxes paid
674	4	D	No
745	4	D	Absolutely not!!

4E. Other

1	4	E	those of us being punished to pay more should be allowed to throw out more trash!!
14	4	E	leave it as is
18	4	E	make a yard waste compost area
30	4	E	use old transfer station
44	4	E	I want to be able to pick my own company out of my own pocket without it coming out of my taxes
56	4	E	N/A
79	4	E	satisfied with current arrangement

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81	4	E	include weekly recycle pickup
90	4	E	analyze options for the best value for the town "cost effective"
96	4	E	don't care; pick it up, not my problem anymore
102	4	E	n/a
104	4	E	Flat fee or person decides to do with their trash
108	4	E	leave as is
128	4	E	If we have to negotiate our own trash, we no longer have the tax increase associated with the crappy contract we now have
129	4	E	cheapest way, tax increases are getting out of control.
132	4	E	would like to see it cheaper
133	4	E	Keep the existing service
140	4	E	don't see any reason for changes only 6 months into the present service company (at least give it 1 or 2 years)??
143	4	E	combination of 1 and 2
192	4	E	(rank #5) transfer Northampton
202	4	E	keep as is
210	4	E	do not put on tax bill
216	4	E	leave the same
225	4	E	a waste metal scrape bin at highway department (can be money generator for the town)
232	4	E	provide recycling/composting for scrap metal, brush/wood,c+d (disposal)
236	4	E	most services least amount of money
237	4	E	have bulk pick up day for yard waste and household items
241	4	E	transfer station in addition to curbside pickup
242	4	E	do whatever is the most economical for the town and taxpayers
248	4	E	reopen old dump
253	4	E	No idea I just really like the curbside pickup
289	4	E	Option of less frequent pick-up. Do not utilize current frequency.
292	4	E	I use Waste Management for 15 years
308	4	E	whatever would not raise taxes anymore
310	4	E	Keep current contract
328	4	E	Weekly yard waste # Jan through Nov and monthly-scrap metal and wood and construction waste
330	4	E	We pay for our Dumpster we pay Twice with the town. Bad deal!
333	4	E	Not all vacant land would become a dump
335	4	E	Negotiate new pick up contract- The way it is now is working Great Don't change it
377	4	E	Keep bulky item service
378	4	E	Looking for cost savings. Taxes are getting so high.
384	4	E	We think this has been working great. EOW recycling is ample
397	4	E	recycle should be picked <u>Weekly</u> instead bi-weekly
399	4	E	Keep the same
417	4	E	Present arrangement is terribly unfair. I live in town 6 mos per year. 2 elderly people in household. Being taxed on 26 acres of land. Nothing fair about this.
444	4	E	opportunity to recycle metal fused batteries electronics more frequently

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454	4	E	Focus more on recycling
468	4	E	Pick up recycles weekly
472	4	E	Flat fee service
475	4	E	I love curbside pick up!
488	4	E	Negotiate with another vendor
489	4	E	its fine - same price
499	4	E	Renew contract as is
501	4	E	no suggestions
502	4	E	would like provision for recycling styrafoam, hard plastic as is done in So Hadley at landfill.
508	4	E	transfer station for things that can't go in curbside pick up
517	4	E	use the old transfer station
522	4	E	We like it how it is
528	4	E	negotiate or keep it the same
536	4	E	Leave it to the property owner and reduce taxes by that savings to the town
541	4	E	Keep current program with Republic Services
545	4	E	Keep the same
568	4	E	weekly recycle option
569	4	E	It's ready to go
570	4	E	Ok the way it is
587	4	E	I'm sorry but I really have no opinion about this
591	4	E	continue as is
597	4	E	None of the above. Leave this service as is.
601	4	E	reopen transfer station and let
603	4	E	Wasn't the trash disposal committee supposed to decide what was best?
609	4	E	We are happy so a similar situation is ideal
613	4	E	Can we talk to someone at the airport and ask them if we could us a piece of land for our transfer station
616	4	E	accommodate for bulky items, ie: rugs, non-recycle items too large for barrel
629	4	E	Like the current system-but with increased weight limit
631	4	E	transfer station
636	4	E	Fees base on the # of household members
642	4	E	if you can save us money transfer station good
648	4	E	keep current service as is
667	4	E	N/A
670	4	E	two barrels of trash instead of one!
680	4	E	Honestly we would be most interested in the least expensive option. Our family of 6 has absolutely no problem with the volume/weight limit. Hopefully, this is encouraging others to recycle too. Thanks! Whatever saves the town the most money!
695	4	E	Pay by amount of bags only
718	4	E	Negotiate a new contract w/ flat rate and bigger trash cans
719	4	E	Need a dumpster in town yard and for metals
729	4	E	stop wasting money on fancy bags and use stickers; (on your own bags) you buy, much more cost effective

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736	4	E	whichever is most cost-effective
742	4	E	don't change anything
750	4	E	new curbside every other week enough
755	4	E	Get new schedules
758	4	E	leave as is!
759	4	E	N/A
767	4	E	Negotiate new contract with increased recycling options!
783	4	E	I'm very much for any decision that will keep property taxes within reason.
798	4	E	Keep things the same

5. Did you participate in town sponsored special collection days? Check all that apply.

Q5	# RESPONSES	# SURVEYS	%
YES	293	814	0.3600
NO	482	814	0.5921
DID NOT ANSWER	39	814	0.0479

Q5 - PARTICIPATED IN	# RESPONSES	# SURVEYS	%
5A. Yard Waste Collection	124	293	0.4232
5B. Bulky Waste Collection	122	293	0.4164
5C. Household Hazardous Waste Collection	202	293	0.6894

Q5 Comments

39	5		Did not know this occurs. I work 8-5 M-F
73	5		wanted to but dates didn't work for us
109	5		always seem to be when we are away. We would if home.
169	5		never heard about them
189	5		did not know about it
224	5		Did not know when dates were
262	5		Was not aware until date passed
383	5		didn't receive information
442	5		it's too limited
455	5		We try but the dates don't always work with our schedule
475	5		I never seem to remember on the day
502	5		Granby Heights Assoc rented dumpster, actually 2 for bulky waste.
534	5		not yet no need
630	5		I would have participated if I had heard about them
721	5		Inconvenient!!! Not enough notification
726	5		We would have but date and times were inconvenient - need to be offered more often
742	5		We should participate in these days

5A. Yard Waste Collection

125	5	A	did not need these
132	5	A	too costly!

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489	5	A	needs to happen weekly not just a few x per year!
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5B. Bulky Waste Collection

125	5	B	did not need these
132	5	B	too costly!
390	5	B	did not know

5C. Household Hazardous Waste Collection

125	5	C	when was this?
132	5	C	too costly!
520	5	C	but would participate in
599	5	C	missed due to other plans on that date

6. How did you hear about special collection days? Check all that apply.

Q6	# RESPONSES	# SURVEYS	%
6A. Cable TV - Comcast Channels 12/15	57	814	0.0700
6B. Town Website - http://www.granby-ma.gov/	68	814	0.0835
6C. Senior Center Monthly Newsletter Insert	132	814	0.1622
6D. OTT Communications Monthly Telephone Bill	110	814	0.1351
6E. Robo Call from Granby Police Department	302	814	0.3710
6F. Street Sign	317	814	0.3894
6G. Word of Mouth	172	814	0.2113

Q6 Comments

31	6		was not aware when
41	6		X NONE
52	6		condo newsletter
89	6		wasn't aware of them in 2015
143	6		never heard about it
158	6		Didn't hear
187	6		I did not know about them
195	6		Didn't hear
224	6		NA never heard
226	6		town reminder
243	6		unaware
267	6		Did not hear
292	6		Didn't
301	6		Did not hear
302	6		Facebook
305	6		Didn't hear about it
330	6		Don't feel I should pay tax for dump pickup as we pay for our own dumpster
352	6		did not hear
369	6		We didn't hear

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397	6		Never heard about special collection days. More should be posted
439	6		I did not
442	6		Should be once a Month and longer hrs.
483	6		did not hear/ did not receive information
485	6		Sentinel
553	6		I did not hear
556	6		Never knew of hazardous waste collection and really wished for notification
578	6		I did not hear about it
599	6		I may have heard on the Granby Facebook page (Mark Bails page)
620	6		Facebook page - Good news Granby
644	6		did not know
674	6		Don't remember
703	6		what special days?
743	6		None Apply
745	6		Never heard about them
752	6		N/A
764	6		I didn't find out about special collection days
767	6		I did not hear about them
774	6		Have never heard about special collection days
784	6		Did not know
789	6		I did not hear about it.
797	6		Don't remember hearing about them
800	6		Did not hear
808	6		Never heard

6A. Cable TV - Comcast Channels 12/15

6	A		don't watch tv
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6B. Town Website - http://www.granby-ma.gov/Pages/GranbyMA_Landfill/index

475	6	B	never checked
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6C. Senior Center Monthly Newsletter Insert

475	6	C	don't get
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6D. OTT Communications Monthly Telephone Bill

475	6	D	internet phone
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6E. Robo Call from Granby Police Department 37.9%

262	6	E	Did not receive this
299	6	E	Do not get these
475	6	E	nope - not received
493	6	E	and Facebook
536	6	E	N/A
603	6	E	Excellent

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6F. Street Sign

39	6	F	Saw it but unable to participate
125	6	F	saw the signs for yard waste
199	6	F	and Facebook Page
536	6	F	I see the postings on the West State St/A Rte/202 when the dates are posted

6G. Word of Mouth

2	6	F/G	when dates had already passed
475	6	G	nope
558	6	G	too late
641	6	G	by luck
772	6	G	Facebook Friends

7. Does the town need more frequent special collection days? [] YES [] NO If YES, check all that apply.

Q7	# RESPONSES	# SURVEYS	%
YES	425	814	0.5121
NO	278	814	0.3415
DID NOT ANSWER	111	814	0.1364

Q7 - IF YES WANT MORE OF	# RESPONSES	# SURVEYS	%
A. Yard Waste Collection	165	425	0.3882
B. Bulky Waste Collection/ Recyclable items	333	425	0.7835
C. Household Hazardous Waste Collection	255	425	0.6000

Q7 Comments

55	7		Need better advertising missed hazardous pick up this fall
75	7		more advertising
125	7		and better notification
166	7		not sure
190	7		quarterly would be great
721	7		Need transfer station

7A. Yard Waste Collection

42	7	A	Particularly in fall Oct/Nov for leaves
185	7	A	Christmas Tree Disposal/Recycle
242	7	A	especially in fall
328	7	A	weekly
364	7	A	All day
580	7	A	at no extra charge to us
623	7	A	If branches and tree stumps apply!

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7B. Bulky Waste Collection

89	7	B	I have lots of bulky waste I don't know what to do with
271	7	B	only if no increase in cost
328	7	B	monthly ... furniture, appliances
736	7	B	depends on what can be taken

7C. Household Hazardous Waste Collection

58	7	C	Did we have any? (especially old paint)
291	7	C	Paint oil
316	7	C	we need a way to dispose of fluorescent tubes once a year
328	7	C	quarterly
766	7	C	Paint

General Comments

1			why are some tax payers subsidizing those with smaller homes for trash. I think it is a joke that I have to pay 2-2 1/2 times what it would cost me to secure my own pick up based on current system R Roy
89			Thanks!
260			They defaced personal mail in my mailbox with sticker after changing policy on styrafoam. This is illegal.
261			The town absolutely should not force everyone to pay taxes for trash pick-up. Many people have dumpsters etc, I'm surprised this is even legal. Trash pickup should be optional.
271			Things are fine the way they are. I'm happy to use PAYT bages for excess trash. The one overarching consideration I have is that cost (taxes) must no increase
304			Live in Housing
308			Please-seniors need tax relief
508			It's hard to pick one without knowing the price. Could it be based on the number of people in a household?
536			I choose to have a dumpster. By having a dumpster I feel I shouldn't have to pay the fees assessed to those who use curbside pickup
582			where do you dispose of old furniture? Those type of household items
585			Please nothing to increase taxes
713			need to take more items be recyclable