



SurveyMonkey®

WASTE SERVICES SURVEY
JULY 6, 2015 – AUGUST 14, 2015

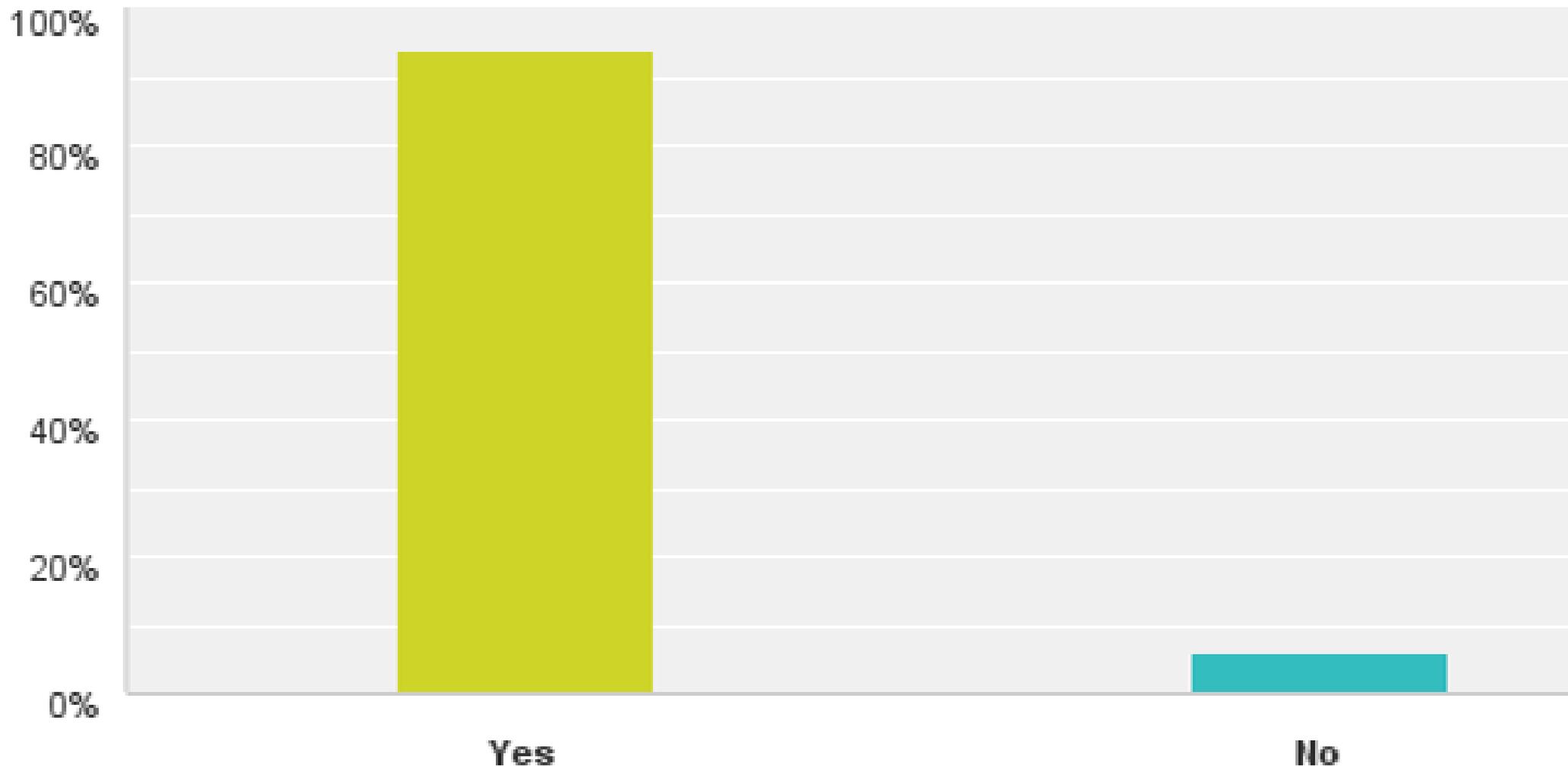
**Q1 Do you currently pay the Town of Eagle
for your Trash Services?**

Answered: 388 Skipped: 2

Answer Choices	Responses	
Yes	93.81%	364
No	6.19%	24
Total		388

Q1 Do you currently pay the Town of Eagle for your Trash Services?

Answered: 388 Skipped: 2



2015 Town of Eagle Waste Services Survey

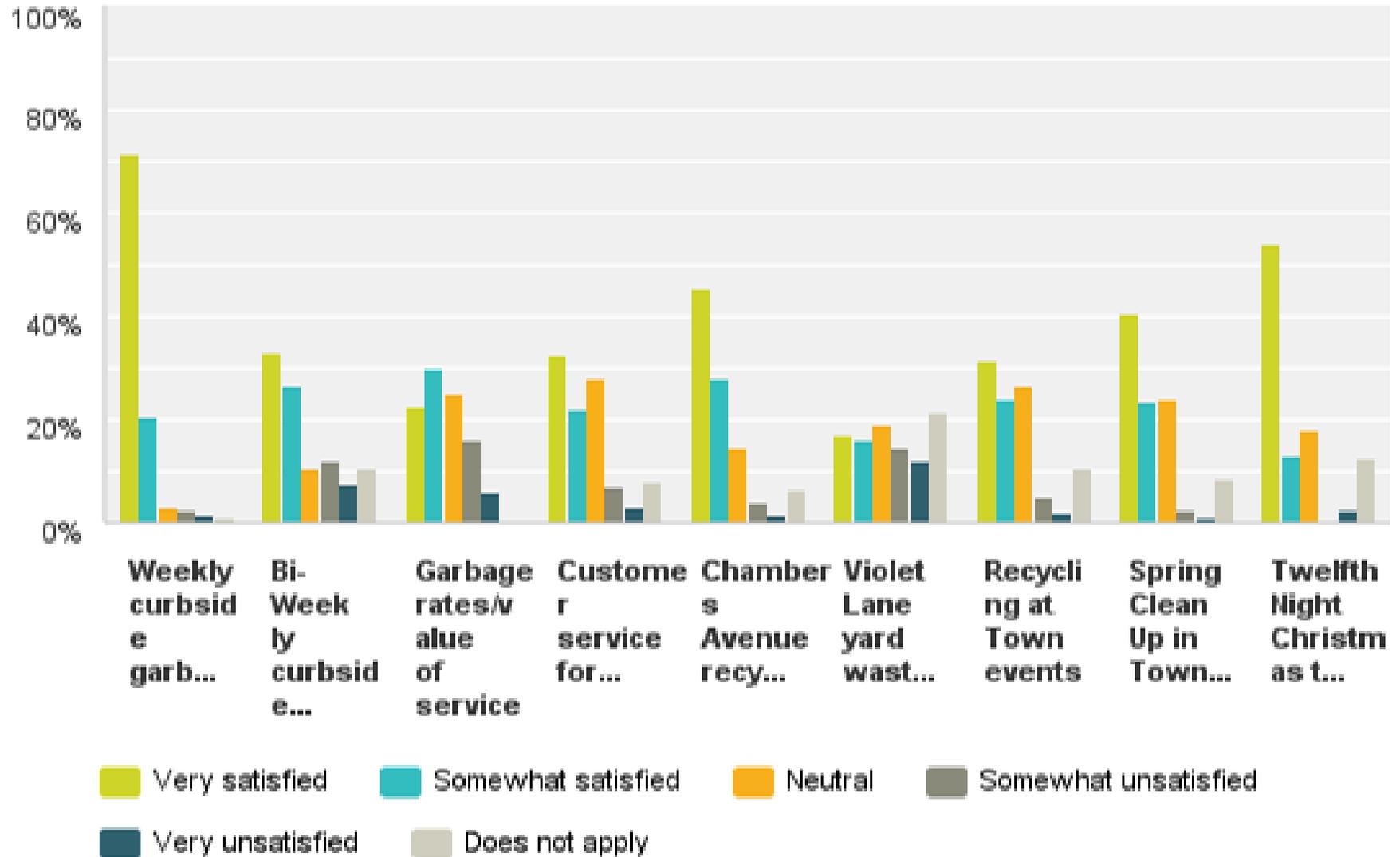
Q2 How satisfied are you with the following:

Answered: 351 Skipped: 39

	Very satisfied	Somewhat satisfied	Neutral	Somewhat unsatisfied	Very unsatisfied	Does not apply	Total
Weekly curbside garbage pickup	71.63% 250	20.63% 72	3.15% 11	2.29% 8	1.43% 5	0.86% 3	349
Bi-Weekly curbside recycling pickup	32.84% 111	26.63% 90	10.36% 35	12.13% 41	7.40% 25	10.65% 36	338
Garbage rates/value of service	22.54% 78	30.06% 104	25.14% 87	15.90% 55	6.07% 21	0.29% 1	346
Customer service for trash/recycle services	32.28% 112	21.90% 76	27.95% 97	7.20% 25	2.88% 10	7.78% 27	347
Chambers Avenue recycling drop off site	45.69% 159	27.87% 97	14.37% 50	4.02% 14	1.44% 5	6.61% 23	348
Violet Lane yard waste site	16.76% 58	16.18% 56	19.08% 66	14.74% 51	11.85% 41	21.39% 74	346
Recycling at Town events	31.59% 109	23.77% 82	26.67% 92	5.22% 18	2.03% 7	10.72% 37	345
Spring Clean Up in Town, in Eagle Ranch and along I-70	40.29% 139	23.48% 81	23.77% 82	2.61% 9	1.16% 4	8.70% 30	345
Twelfth Night Christmas tree burn	53.87% 188	13.18% 46	17.77% 62	0.57% 2	2.29% 8	12.32% 43	349

Q2 How satisfied are you with the following:

Answered: 351 Skipped: 39



2015 Town of Eagle Waste Services Survey

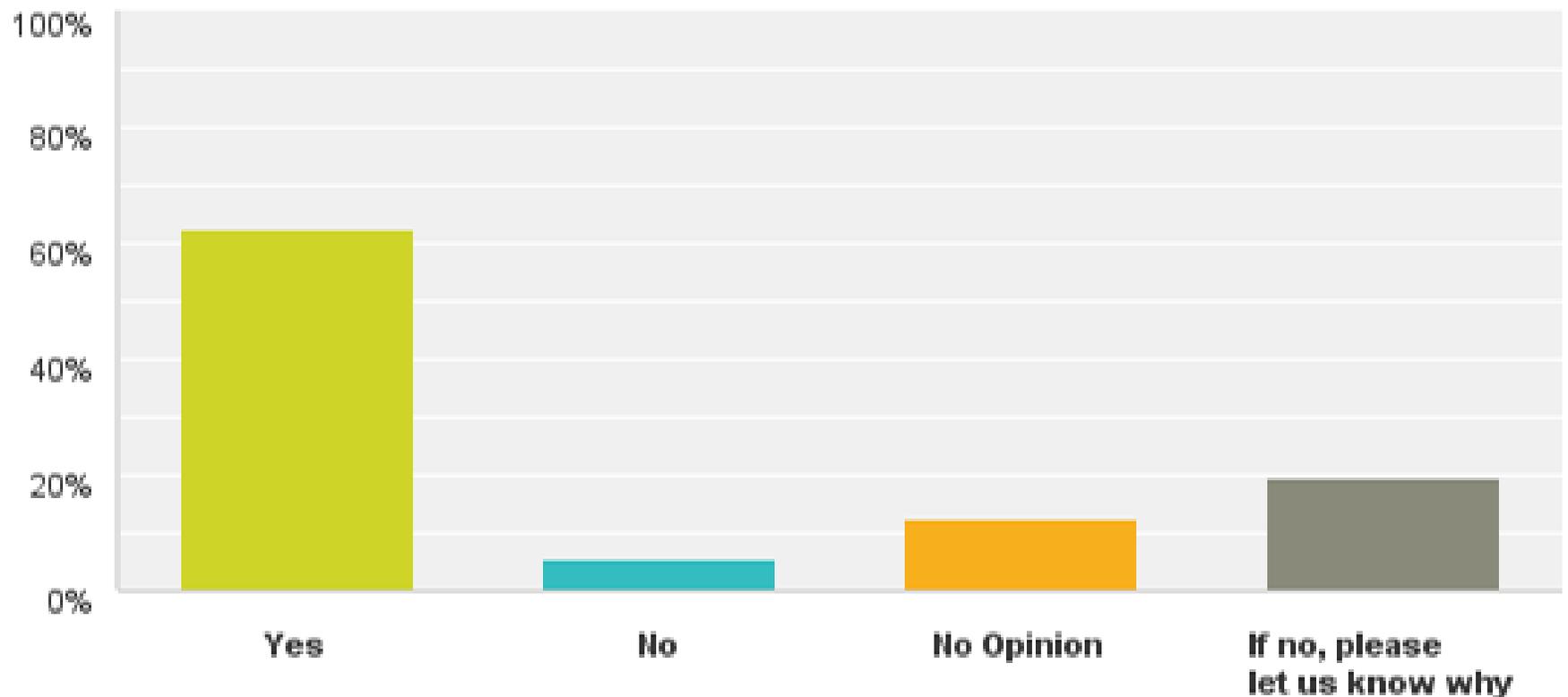
Q3 The Town of Eagle bills \$24.95/month for trash and recycling service, plus a \$1.00/month administrative fee. Do you think this is a good value for these services?

Answered: 348 Skipped: 42

Answer Choices	Responses	
Yes	62.36%	217
No	5.75%	20
No Opinion	12.64%	44
If no, please let us know why	19.25%	67
Total		348

Q3 The Town of Eagle bills \$24.95/month for trash and recycling service, plus a \$1.00/month administrative fee. Do you think this is a good value for these services?

Answered: 348 Skipped: 42



QUESTION 3. The Town of Eagle bills \$24.95/month for trash and recycling service, plus a \$1.00/month administrative fee. Do you think this is a good value for these services? If no, please let us know why

1. Should be able to opt out of trash pick-up
2. The trucks stop and start create road damage we need to charge another fee to repair roads
3. I personally would recycle myself without the curbside recycling, however I realize many people would not.
4. Cheaper where we used to live
5. The recycling is only every-other week and they do not take cardboard etc...
6. Why pay for curb recycle when there's recycle at the TOE shop.
7. The increase in fees for recycling services is too much to only have bi-weekly pickups. The current charge should allow for weekly recycling pick ups.
8. seems a little high//no ideas on how to reduce it
9. Other competitors rates are better,we should be able to pick our own company.
10. we have a tiny unit and never come close to filling the trash can yet we have to pay the same as a large household
11. I would rather do my own recycle than to pay for this bad service.They only take 1&2 so I go to the recycle on chambers anyway.Don't need their service.
12. As a single person, it takes me a month to fill my trash, yet i pay the same price. Have considered opting out, but not sure if this is possible.
13. It was half the price in California for me, however I realize the population there is larger therefore it is less expensive there. Would like to see RECYCLING available EVERY WEEK here to justify this high price
14. Only a few things may go into the recycling bins. We have to go to the Chambers St. site as regularly as they pick up at our house. No cardboard....really?
15. When I moved into my home, I asked for a new trash can as the previous tenants had stained it but the answer seemed to be no-how can I get a new one?
16. could care less about recycling and do not like paying for it when I do not use it.
17. To high of a price for the services. What does our HOA pay for????
18. I wish cardboard was included in recycling
19. Too high, then you add for (yard drop off) don't ever use. I'm a single guy in a single family home, I don't produce much garbage at all. Give me a smaller container at a reduced price.
20. residents should have competitive business bidding for our trash
21. a truck does the work not the secretary or driver
22. Need a bin the size of the trash bins for recycling.
23. if trash is done weekly, then recycling should be weekly and include cardboard/paperboard
24. You should also pick up cardboard
25. The trash hauler does not clean up after they make a mess when dumping trash. The monthly administrative fee for the recycle leaf and hours is not helpful. I use it once every 2-3 years possibly. Why am I subsidizing a service that is hardly used. Additionally, I find the Public Works employees to be unfriendly and unapproachable for issues. They us against them attitude is alive and well in the Town of Eagle.

-
26. Due to my family's recycling efforts, we never fills up our trash bin in one week. It's usually only about 1/4 full, so I feel like I'm paying for more service than I need.
-
27. I would like to see rolling trash can (similar to the garbage trash can) for recycling and better education on what you can recycle (post a video on your website, etc).
-
28. For me personally, there are more weeks than not that I don't have enough trash to put out my cart. But I do because I'm paying for it.
-
29. I find it interesting that at the meeting were the RFP was discussed that a board member basically said that the town never inteneded to hire anyone but the current contractor/vendor. This language was even included in the minutes, so why even nother with an RFP or look to get the best value for the town and its members. I just wonder if the toen is really looking for the best deal or just paying the people that they know.
-
30. too expensive
-
31. No enforcement with it. People regularly set garbage bins out 3 to 4 days in the Bull pasture neighborhood. The bins are overfilled and birds pick at the bags and there is garbage all over. The very people who do this do not even pick it up. I would expect the town to care somewhat.
-
32. Seems a bit high, but it may be good value. i don't really know.
-
33. We all pay enough already. This is excessive
-
34. would prefer weekly recycling including cardboard and paper
-
35. I would rather have cans for recycling rather than the bins.
-
36. The service was less expensive before honey wagon took over. Recycling is a nice idea, but not cost effective, nothing new there. Violet lane does not work as currently structure. If the town wants to do plant recycling, it has to be convent , it is not now convent.
-
37. I believe Western offers a better value. AND I am very unsatisfied with the recycling services. Practically every where else in the valley and all over the U.S. Customers have the option of single stream recycling. I'm a busy working mother and I'm still carting my cardboard and office paper across town once a week. It's absurd. When I inquired about the single stream recycling available elsewhere I was told it wasn't available to me because I live within the town of eagle???!!!
-
38. I know that other companies will provide more service for less money
-
39. It is a little high considering recycle is picked up every other week.
-
40. Recycling is too limited. Don't take certain plastics, no cardboard. Co-mingle would be better and more folks would be inclined to recycle fully. It's also too expensive-would gladly do my own recycling at the Chambers site if I could save the extra money!
-
41. I am being billed \$49.88 per month!
-
42. For this charge cardboard and plastic bags should be included in the recycling.
-
43. Household does not generate that much waste.
-
44. The limited amount of garbage they will take doesn't always meet our needs. Separating the recycled material is an outdated practice too.
-
45. Recycling should be free, we should have to PAY a lot (per pick up) for trash
-
46. Fee should only cover cost of service, it is higher than vendor charges Town and "admin" fee is ridiculous.
-
47. My friends in other parts of the valley are only charged \$20 a month from Honeywagon for the same trash and recycling service

48. It's not hard to go to the recycling center

49. The recycling "service" is ridiculous. The containers will hold very little and there is no convenient storage place inside of my home. I NEVER use it. I instead take all of my recycling to Chambers Ave.. I would prefer to NOT be charged for it but when I inquired as to that option I was told: YOUR BILL JUST WENT UP REGARDLESS OF THE CURBSIDE RECYCLING.

50. Cardboard is not picked up! I have to make extra trips to get all of my recycling done.

51. Cost too much and cardboard is not included.

52. It's a lot. I would prefer to take my recycling to the recycle center myself and not have to pay for curbside.

53. Very pricey when you don't offer single stream recycling. Also, admin fees are a way to nickle and dime

54. I can only compare to what we had at our last residence for about half the price--- weekly trash pick up and weekly recycle p/u including cardboard

55. The price is good, but the drivers are always kind of rude...that's where the question of "value" comes from with the price

56. They come too early at 8 am. I miss them a lot as we cannot leave our cart out overnight.

57. B

58. I only put my garbage and recycling out every other week. I also travel for months at a time and feel that some credit should be available for that. I wish we could have the choice between full -time pickup or twice a month pickup.

59. Expensive

60. Do away with service fee

61. I don't need a weekly pickup

62. You also charge us for the yard

63. I would like weekly pickup with cardboard pickup

64. I'd like recycling every week

65. Rather see \$20

66. The fact that recycling services don't include cardboard is a waste of money. I pay for recycling but still have to go to chambers to drop my cardboard . WASTE of \$\$

67. My water and trash bill is \$80-\$85, so why am I paying \$60 for water in an apartment?

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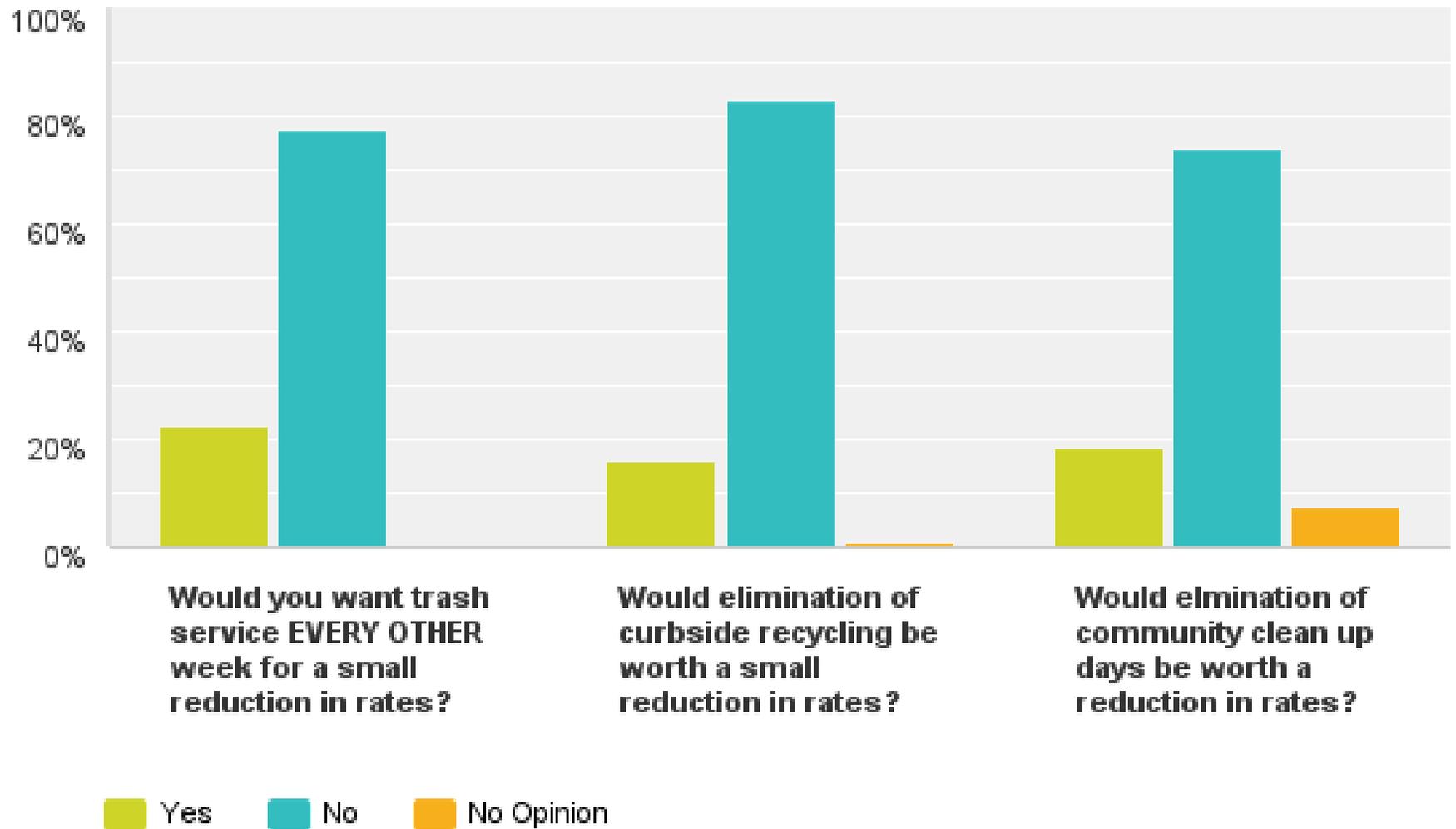
Q4 Options for Reducing Rates

Answered: 345 Skipped: 45

	Yes	No	No Opinion	Total	Weighted Average
Would you want trash service EVERY OTHER week for a small reduction in rates?	22.38% 77	77.62% 267	0.00% 0	344	1.78
Would elimination of curbside recycling be worth a small reduction in rates?	16.03% 55	82.80% 284	1.17% 4	343	1.85
Would elimination of community clean up days be worth a reduction in rates?	18.31% 63	74.13% 255	7.56% 26	344	1.89

Q4 Options for Reducing Rates

Answered: 345 Skipped: 45



QUESTION 4. Options for Reducing Rates - Other (please specify)

Every other week trash service for a substantial reduction.

Need to have recycling weekly like every other normal city! Along with a green waste bin option in the spring and summer months!!!!

Recycling is here to stay. It should be accounted for as such.

I personally should be able to get my own service. I have shopped around and could better rates/service than TOE does. I know other neighbors have double the trash we do.

offer reduced rates for smaller can

I do not use the yard waste refuse site and do not want to pay for companies to use it.

I know every other week would not work. Trashes are already overflowing, which brings in the bears. The bears are than "quietly" exterminated!!!! How about allowing businesses to adopt the round-a-bouts and do the planting, thus saving money there.

what is a small reduction \$\$ or cents

In my opinion the customer service by Vail Honey Wagon could improve at no additional cost. The Donovan's are always talking better customer service. Let's see them put it to work. Additionally, the Town Clean Up day is poorly advertised and seems to have been put on the trail to phasing it out. The trash, weeds, and other items around town is a sore sight. The community code enforcement officer should have plenty to work on if the philosophy were not one of receiving a complaint first. The Town of Eagle Town Hall has two car tires and a car battery being stored on the South side of the building. Looks junky, but if the Town of Eagle is not willing to walk the talk, why should anyone else. The Double Standard has long plagued the Town of Eagle Government. Look at the Sunshine Law violations that have been going on for years!

I'd actually like the proposals from every company that put in an RFP to be available for review for the community.

should try to do a by bag program....works very well in other communities

Start fining people for putting trash out too early, extra \$\$ for the town.

Community cleanup should be volunteer/civic group sponsored. Yard waste should be more available. Because of the limited times you can make use of the yard waste site-I have been placing large amounts in my trash for the weekly pickup.

Recycle center well worth some cost. Usually miss putting out curbside early enough or correct day or week.

I wouldn't even mind paying a bit more for mixed recycling in a larger container

Recycling should be free, we should have to pay a lot (per pick up) for trash.

Trash service every other week should cause big reduction (half of service is half of cost)

If the COMMUNITY is cleaning up then why would I be being charged in any way? Community clean up is COMMUNITY clean up. Why would I pay the town for that when the community is cleaning up?

Unfortunately if there wasn't curbside recycling many people simply would not recycle. But for those of us that would it's too bad we have to pay for curbside when we are willing to take our stuff to the recycle center ourselves.

Why on earth would a community clean up day COST money? Please explain!

The other parts of the bill seem to be high...

Above options are not realistic. How about taking a pay cut or stop buying new police vehicles. Trash is full every week. Really need recycle picked up every week along with the addition of cardboard

Recycling curbside should add cardboard

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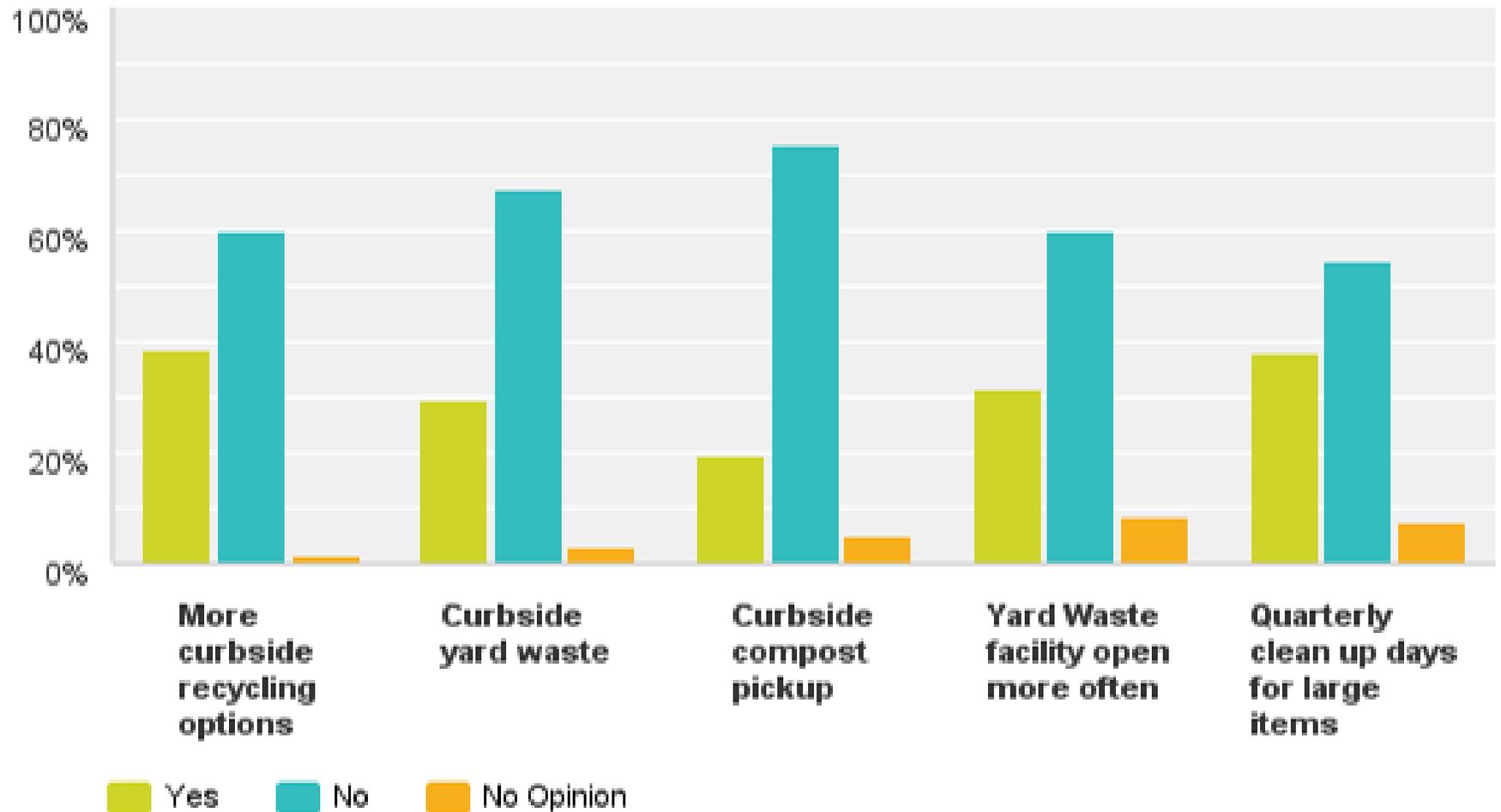
Q5 Would you consider paying more for an increase in any of these services:

Answered: 345 Skipped: 45

	Yes	No	No Opinion	Total	Weighted Average
More curbside recycling options	38.37% 132	60.17% 207	1.45% 5	344	1.63
Curbside yard waste	29.45% 101	67.64% 232	2.92% 10	343	1.73
Curbside compost pickup	19.71% 67	75.29% 256	5.00% 17	340	1.85
Yard Waste facility open more often	31.69% 109	59.88% 206	8.43% 29	344	1.77
Quarterly clean up days for large items	38.01% 130	54.39% 186	7.60% 26	342	1.70

Q5 Would you consider paying more for an increase in any of these services:

Answered: 345 Skipped: 45



QUESTION 5. Would you consider paying more for an increase in any of these services: Other (please specify)

quarterly clean up should be pay only if you use it. same with yard waste facility.

The fact that we now have to PAY for the yard waste service (on our monthly bill) AND it is only open for limited hours is a kick in the teeth. The water and sewer rates continue to be raised and now you have forced the (new) yard waste fee on everyone - regardless of whether they use the service or not.

consider twice a year clean up days at no increase-keep larger items out of trash and more incentive to keep the town cleaner

people need to leave their stuff INSIDE their fences.

I am considering using MRI for waste pick up.

Lets get on board with bear proof cans!

I have only used the yard waste once as the hours are inconvenient

we don't use these services

Need larger size recycling bins

If the Town of Eagle wanted to truly be a progressive organization they would look at the yard waste facility being open more often and the quarterly clean up for large items part of the service that is clearly advertised and proactively COMMUNICATED to the residents of Eagle.

The hours for the yard waste site are fairly inconvenient.

I would like to see rolling trash can (similar to the garbage trash can) for recycling and better education on what you can recycle (post a video on your website, etc).

cardboard pick up would be great. I take it out to the recycling facility but it would be more convenient to do it at the curb.

Why do you want to raise rates on violet lane? We all pay an extra 2 bucks a month to use it now and you haven't the hours . Really?

Too expensive already.

current yard waste price = fair but open times too restricted, hard to schedule and increases congestion

These services should be provided at no increase in costs.

Maybe for large items, but only if the charge was applied only to those who used the service, not to everyone regardless if they use it or now.

We already pay enough. In addition to paying for yard waste facility that we can only utilize on weekend

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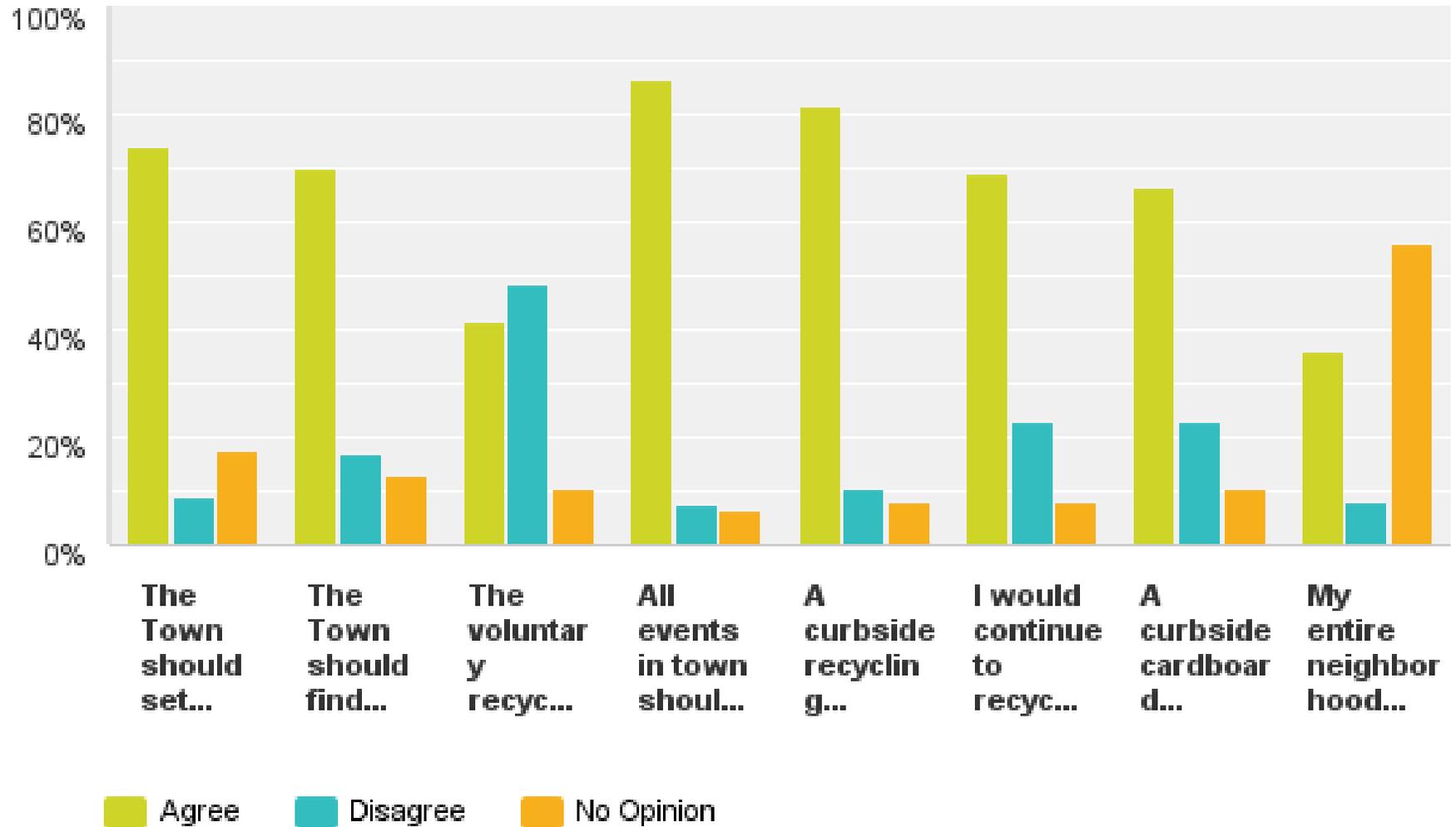
Q6 Do you support the following statements:

Answered: 343 Skipped: 47

	Agree	Disagree	No Opinion	Total	Weighted Average
The Town should set clear goals towards increasing the diversion rate from trash to recycling	73.82% 251	8.82% 30	17.35% 59	340	1.61
The Town should find ways to make it easier to recycle	70.18% 240	16.96% 58	12.87% 44	342	1.56
The voluntary recycling program should become mandatory	41.35% 141	48.39% 165	10.26% 35	341	1.79
All events in town should be required to have recycling receptacles	86.26% 295	7.31% 25	6.43% 22	342	1.27
A curbside recycling service is valuable to me	81.52% 278	10.56% 36	7.92% 27	341	1.34
I would continue to recycle if the curbside recycling service was eliminated	69.21% 236	22.87% 78	7.92% 27	341	1.47
A curbside cardboard recycling service is valuable to me	66.37% 227	23.10% 79	10.53% 36	342	1.55
My entire neighborhood should be serviced on the same day with same color cans	36.09% 122	7.99% 27	55.92% 189	338	2.76

Q6 Do you support the following statements:

Answered: 343 Skipped: 47



QUESTION 6. Do you support the following statements: Other (please specify)

I feel like the recycling program is mandatory, since I have to pay for it curbside whether I want to use it or not. Recycling can't get much easier, people hardly even need to sort it.

An cans should not have to be placed on the opposite side of the strret! WTH?
cost of more recycling stations compared to curbside??

We should be able to make our own decisions as long as trash is picked up by some company!
I don't understand the first question.

There is NO curbside cardboard?! Really!

we get charged weather you recycle or not :(

Need larger sized recycling bins

How in the world would the town police mandatory recycling? what are you going to do, search trash cans and fine people. Good luck with htis in both an actual court and the court of public opinion.

Please don't eliminate curbside recycling. Please offer cans instead of the bins.

Co-mingle with one container if you are going to make it mandatory. I would rather have it voluntary so you could pay for it if you can afford it and if not then use the recycle site on chambers.

Don't understand "diversion rate" statement or consequence of answer

Dog waste around Town is major issue to be dealt with.

If there was a GARBAGE CAN size recycling container then I would be happy to pay an additional fee. BUT AS I MENTIONED EARLIER I'VE BEEN TOLD THE BILL WENT UP REGARDLESS OF RECYCLING OR NOT.

2015 Town of Eagle Waste Services Survey

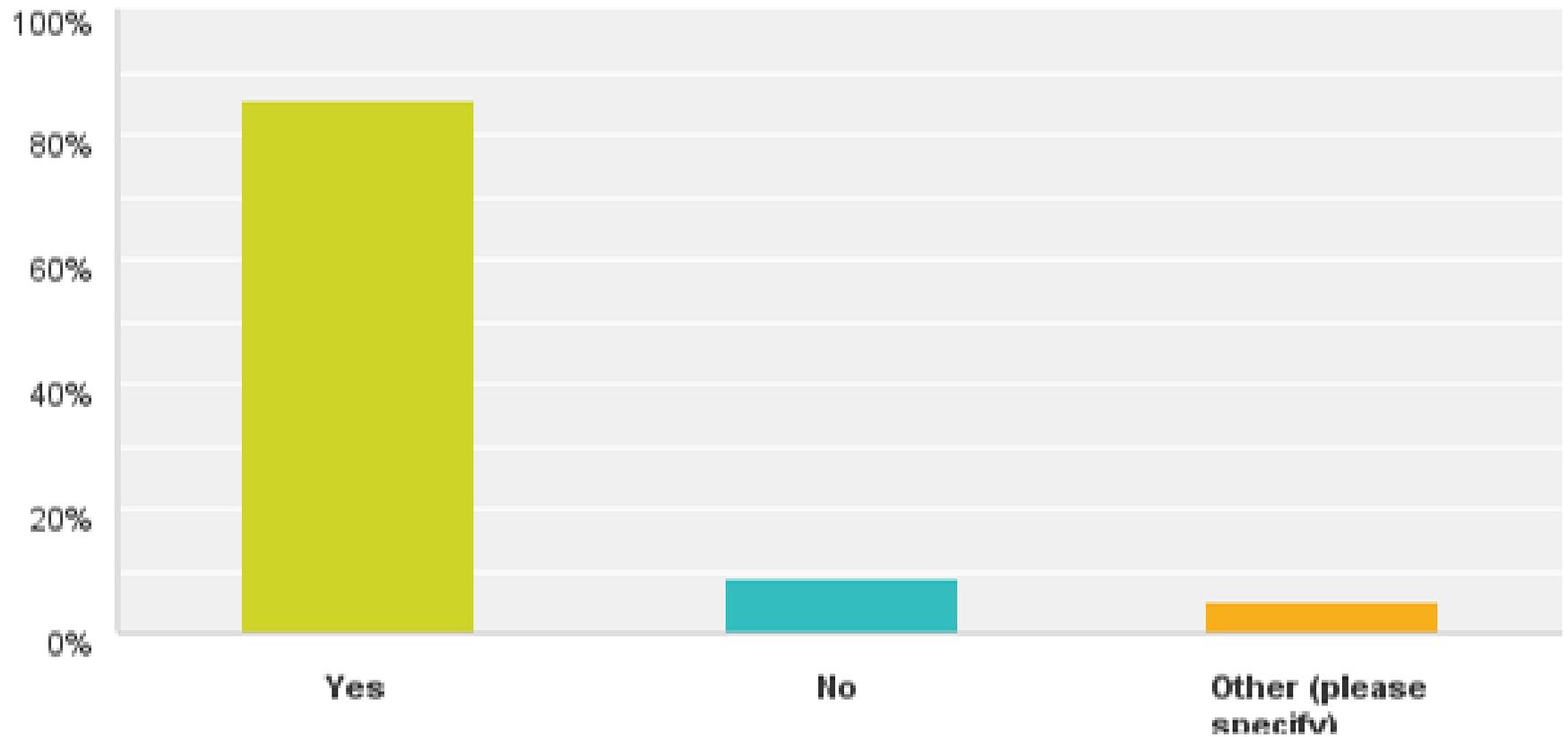
**Q7 Do you currently participate in the
Town's voluntary curbside recycling
program?**

Answered: 342 Skipped: 48

Answer Choices	Responses	
Yes	85.67%	293
No	9.06%	31
Other (please specify)	5.26%	18
Total		342

Q7 Do you currently participate in the Town's voluntary curbside recycling program?

Answered: 342 Skipped: 48



QUESTION 7. Do you currently participate in the Town's voluntary curbside recycling program? Other (please specify)

voluntary? I have to pay for it don't I?

When we look to see if other poeple have placed their bins out too

Didn't know it was voluntary. Thought is was paid in the trash.

Recycle only takes 1&2 ,I go to the recycle center on Chambers anyway for cardboard, paper & mixed recycle. I don't need curb side.

It is rediculous that single stream recycling is available in other areas but not to the town of eagle. The recycling bins are WAY too small!

As far as I know it is not voluntary. You are charged for it!

We take it to the recycling center

The tiny containers are useless for our household and there is no convenient place inside our home to place them. A GARBAGE CAN sized container would be much more useful.

It may be "voluntary" but since I'm paying for it of course I use it.

We do not have that service

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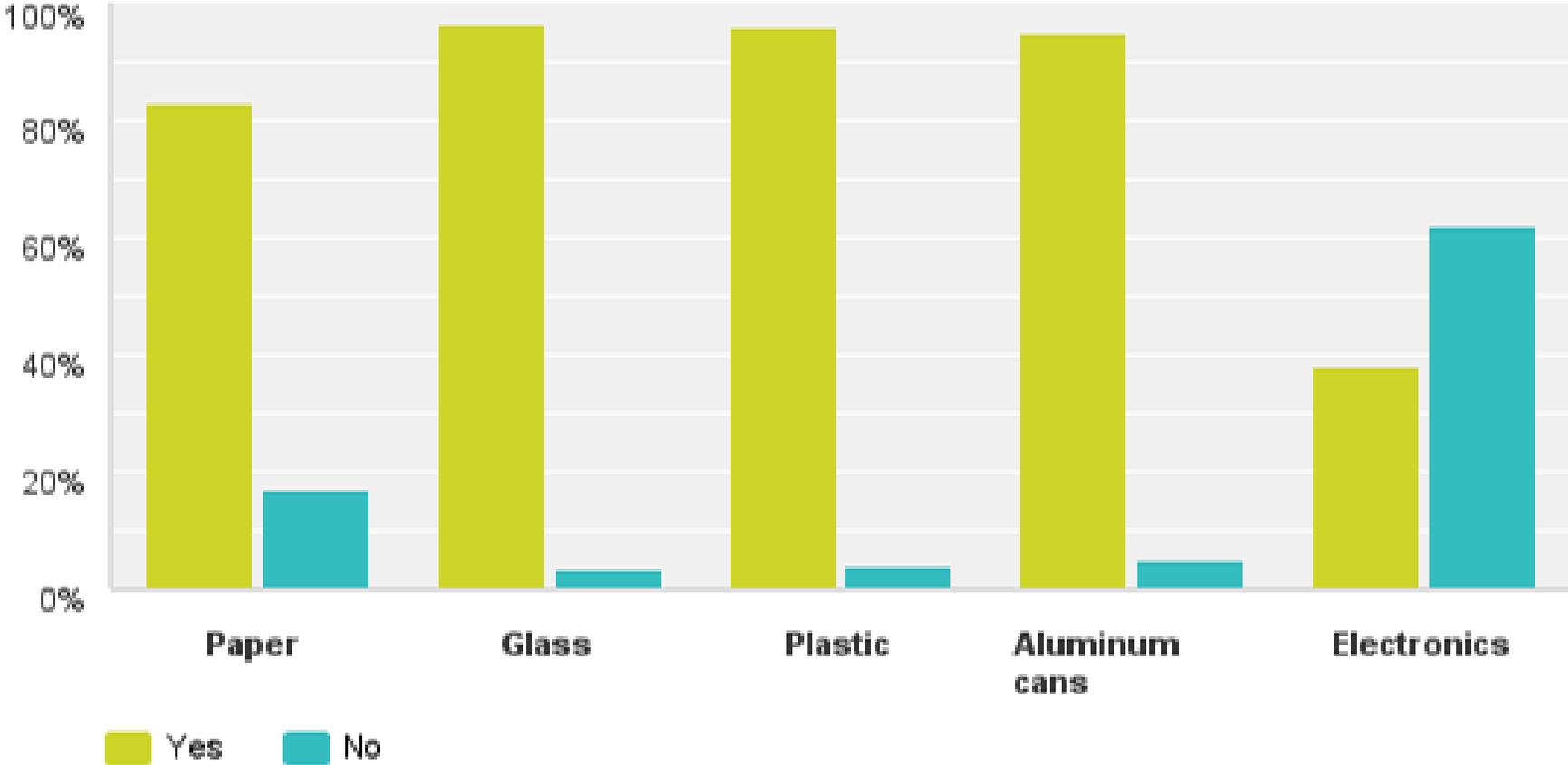
Q8 What do you recycle?

Answered: 337 Skipped: 53

	Yes	No	Total	Weighted Average
Paper	83.02% 264	16.98% 54	318	1.17
Glass	96.42% 323	3.58% 12	335	1.04
Plastic	95.82% 321	4.18% 14	335	1.04
Aluminum cans	95.18% 316	4.82% 16	332	1.05
Electronics	38.00% 114	62.00% 186	300	1.62

Q8 What do you recycle?

Answered: 337 Skipped: 53



QUESTION 8. What do you recycle? Other (please specify)

I take cardboard to the recycling center on Chambers, and electronics, batteries, etc to the County Hazardous Household Waste facility

I bring both cardboard and electronics to Vail to be recycled.

we take steel and aluminum cans to Trinity recycling

cardboard

And I compost. We are behind the times in composting. Visit San Francisco if you want to see how a big city models the best recycling EVER. People need to wake up! It's just wrong that we are not more responsible for our own waste.

cardboard boxes (can you say COSTCO?)

I recycle electronics at my job

Take my electronics to the recycling plant myself.

Would like an expansion of this program to include cardboard. Also need larger recycling bins. Or more of them.

would like curbside paper/cardboard recycling

It is a disgrace that we can't recycle tag board (cereal boxes, beer cases, etc.) or waxed paper like milk cartons, or egg cartons

Cardboard, yard waste (when the site is open-otherwise it goes into the trash can)

Inconvenient to recycle electronics. Used batteries & appliances builds up for years until can drive to landfill-house hold waste. Feel 90% of population would not travel to landfill & would use dumpster

Electronics usually go to Trinity.

cardboard, batteries, hazardous waste, everything possible

Cardboard that I take to Chambers

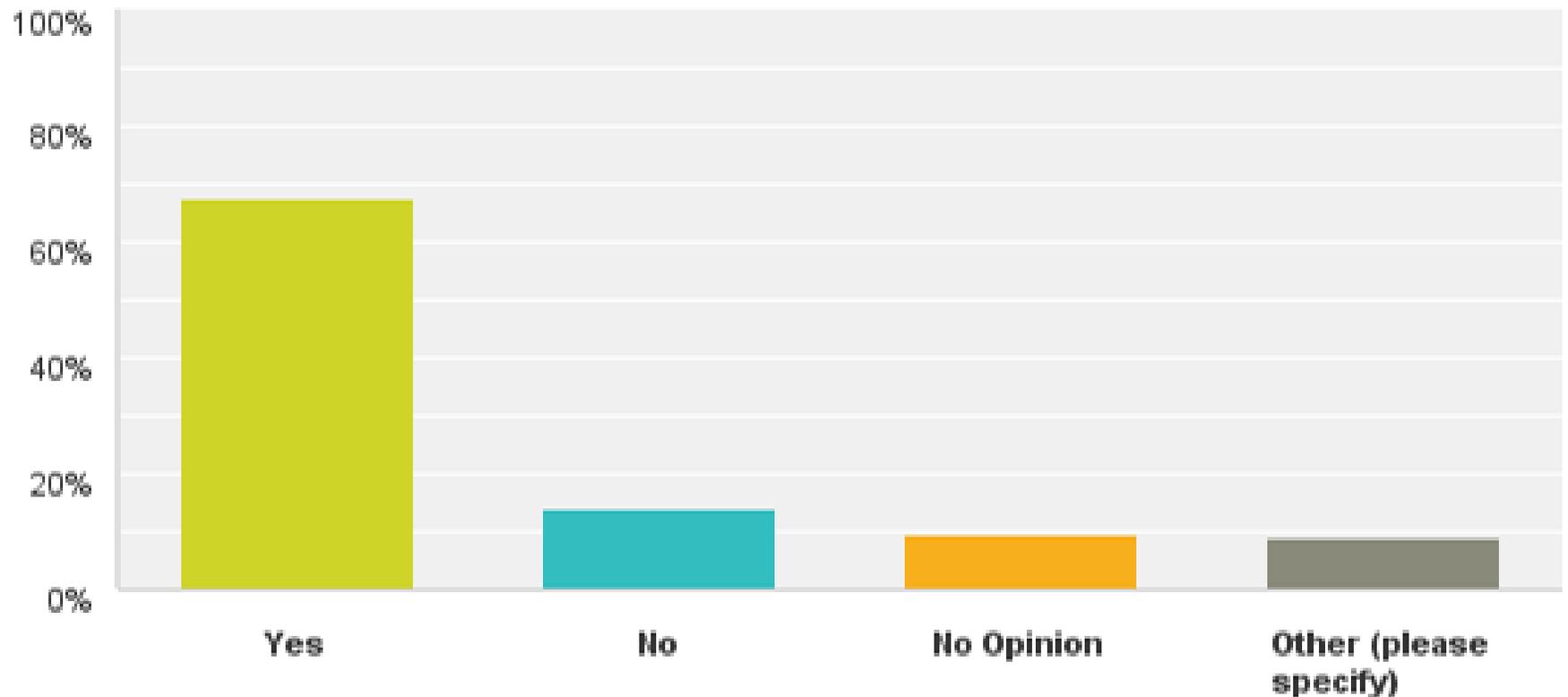
Q9 Would you like to see cardboard added to the curbside pickup?

Answered: 341 Skipped: 49

Answer Choices	Responses	
Yes	67.74%	231
No	14.08%	48
No Opinion	9.38%	32
Other (please specify)	8.80%	30
Total		341

Q9 Would you like to see cardboard added to the curbside pickup?

Answered: 341 Skipped: 49



QUESTION 9. Would you like to see cardboard added to the curbside pickup? Other (please specify)

sort of but wonder about added cost. local recycle center very good as well

Not if it will cost extra

Only if it is all-inclusive (aka: all cardboard is accepted).

yes if it did not require added cost

we can do it ourselves IF bill is cheaper!!!

There is no rain or snow protection for cardboard and paper recycle at curb side so it is put in the trash.

I'm also okay with dropping it off.

It seems like it would be blowing around-I already pick up plastic containers that have blown out of recycle bins.

No added cost please, I will do it myself

Not for additional fees

Not if it means increasing the cost!!!

No. Wind blown, weather soaked-soggy, will add to cost I am un willing to pay more for. feel "center" bins adequate.

Yes, if the cost is reasonable

Curbside recycling, as it is, is NOT useful to us. We take everything to the Chambers Ave. location.

Not if it will be for an additional fee

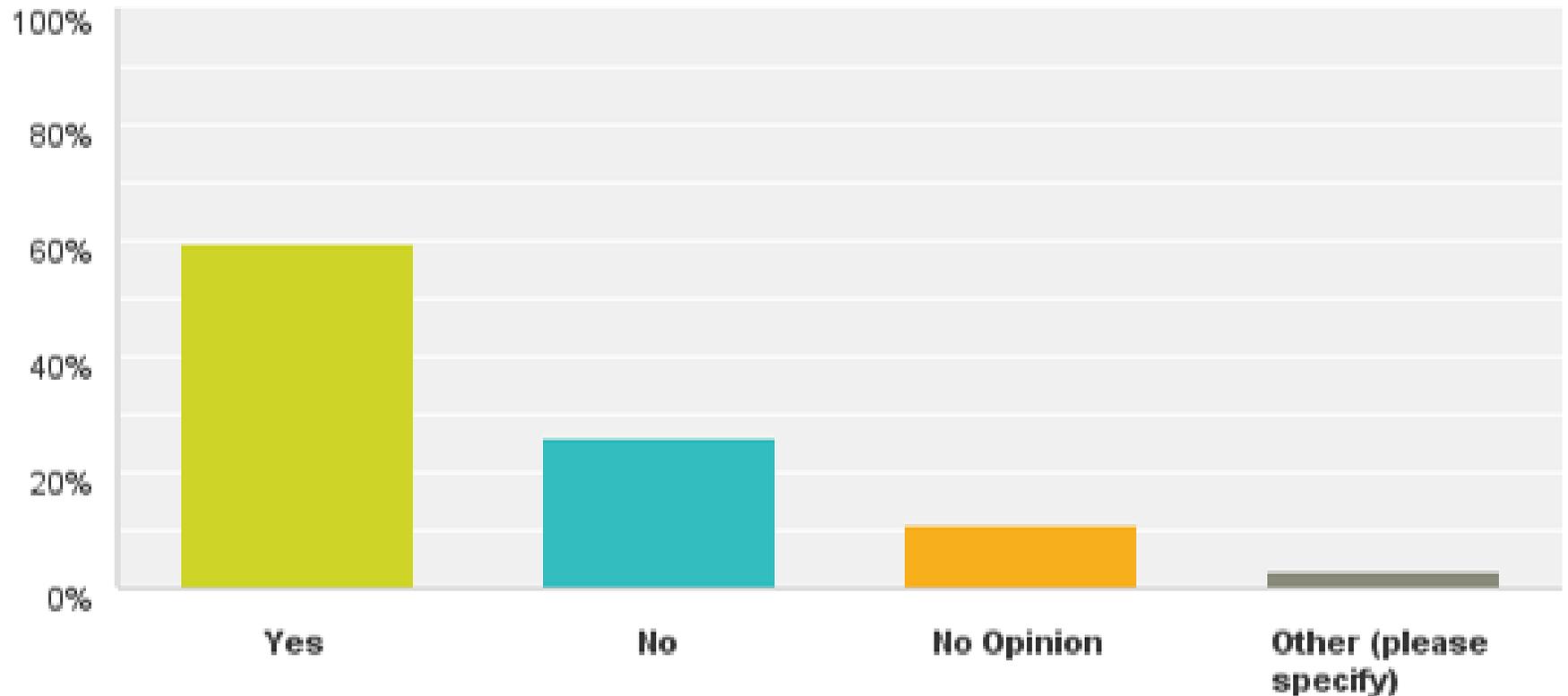
Q10 If adding a cardboard recycling option required glass to be recycled separately, would you still want a cardboard recycling option?

Answered: 342 Skipped: 48

Answer Choices	Responses	
Yes	59.65%	204
No	26.02%	89
No Opinion	11.11%	38
Other (please specify)	3.22%	11
Total		342

Q10 If adding a cardboard recycling option required glass to be recycled separately, would you still want a cardboard recycling option?

Answered: 342 Skipped: 48



QUESTION 10. If adding a cardboard recycling option required glass to be recycled separately, would you still want a cardboard recycling option? Other (please specify)

If done that would be the logical way to do it but it is a loaded question otherwise

Don't want curbside cardboard recycle.

No, we are paying too much for what & how we recycle now! Adding more complex restrictions would be bad! Especially if the extra restrictions and the addition of the cardboard increased the cost!!!

See above.

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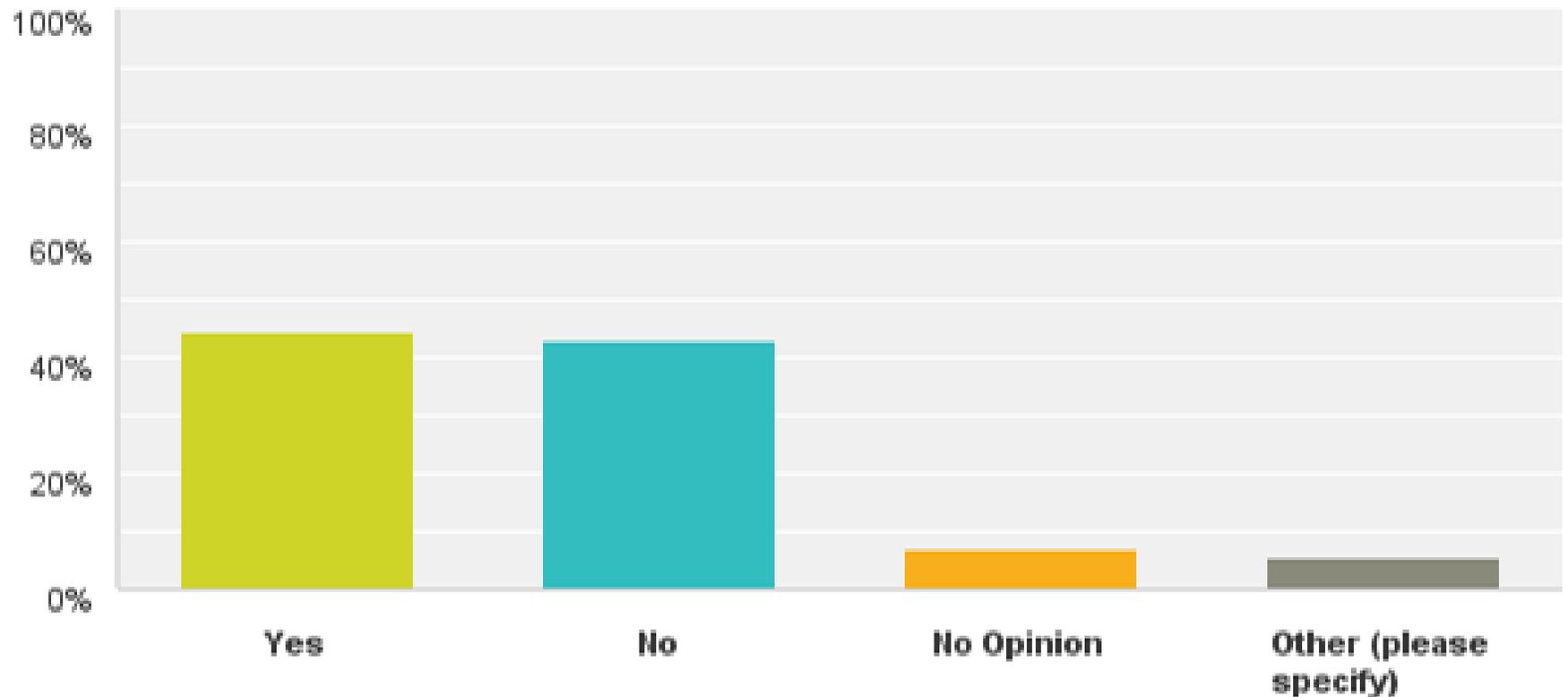
Q11 If adding cardboard required another 96 gallon container would you still want cardboard added?

Answered: 340 Skipped: 50

Answer Choices	Responses	
Yes	44.71%	152
No	42.94%	146
No Opinion	7.06%	24
Other (please specify)	5.29%	18
Total		340

Q11 If adding cardboard required another 96 gallon container would you still want cardboard added?

Answered: 340 Skipped: 50



QUESTION 11. If adding cardboard required another 96 gallon container would you still want cardboard added? Other (please specify)

see above

thats more containers blowing around during a storm!!!

Doesn't seem cost effective.

if you think recycling cardboard requires a 96 gallon container per home, then you're consulting with someone who hasn't done their homework. Using a 96 gal container for cardboard would be ridiculous

I don't need a 96 gallon container for my trash!

Would hope a smaller rolling container is available if everybody broke down their cardboard boxes.

Not for additional fees

If this is forced on me I simply will not participate.

YES!!!! The recycling bin should be larger than the trash!!! Make people pay more fees/fines for NOT recycling to cover increased costs!

Only if it was truly a co-mingle--everything in one recycle container. and especially NO if the cost was going to be increased

The 96 gallon can would be useful for plastics and glass...

I think just a smaller green tub is fine

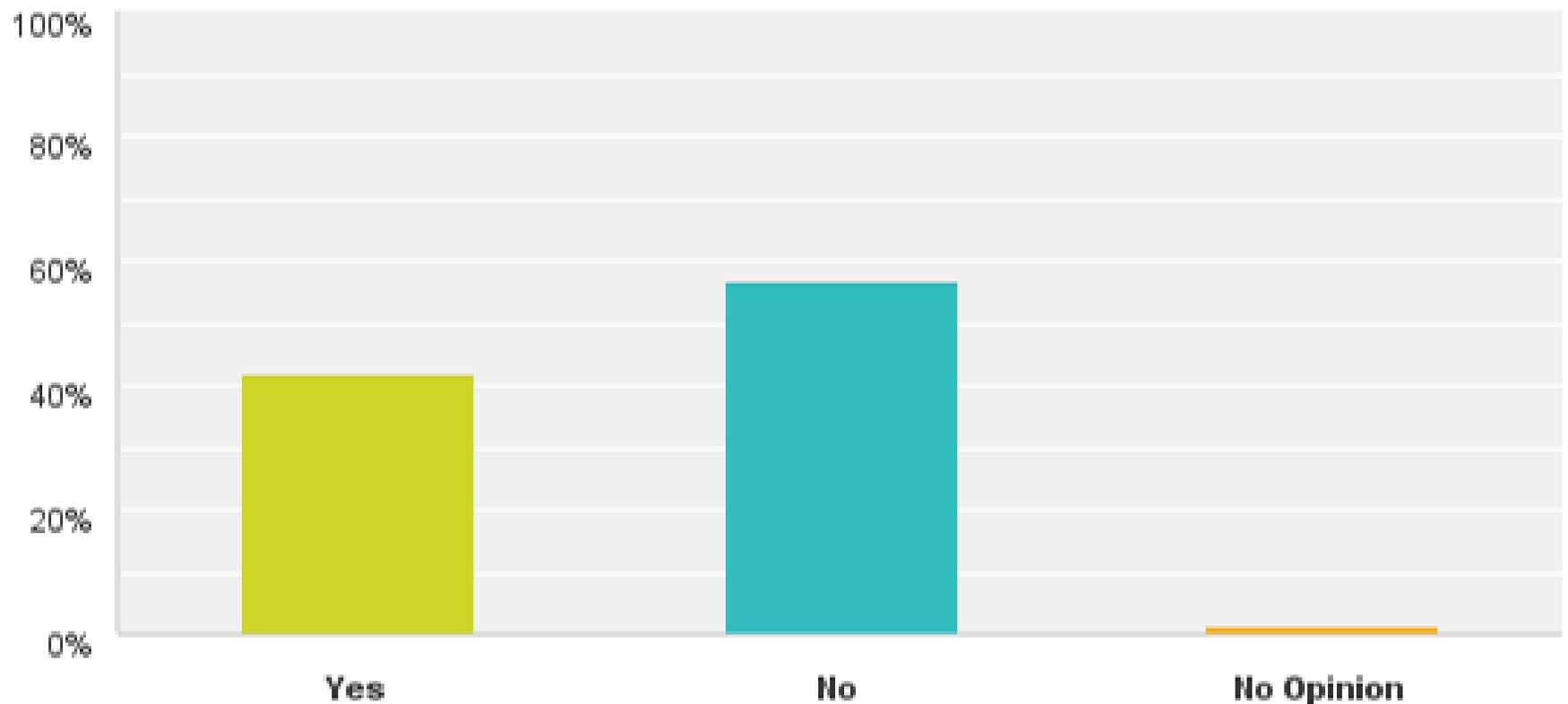
Q12 Would you have room indoors for a 96 gallon recycling container as well as your 96 gallon trash container?

Answered: 342 Skipped: 48

Answer Choices	Responses	
Yes	41.81%	143
No	56.73%	194
No Opinion	1.46%	5
Total		342

Q12 Would you have room indoors for a 96 gallon recycling container as well as your 96 gallon trash container?

Answered: 342 Skipped: 48



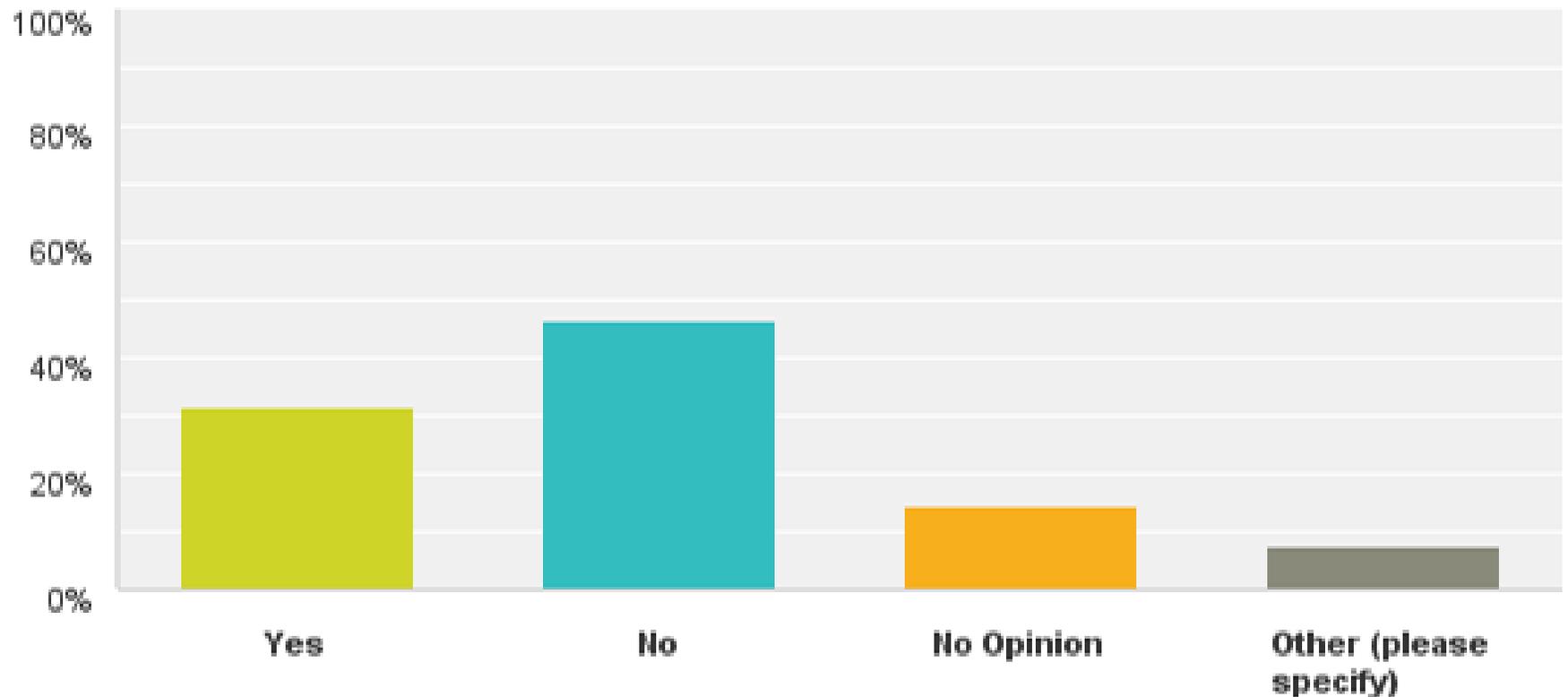
Q13 Would you prefer to have weekly recycling instead of bi-weekly recycling?

Answered: 341 Skipped: 49

Answer Choices	Responses	
Yes	31.38%	107
No	46.33%	158
No Opinion	14.66%	50
Other (please specify)	7.62%	26
Total		341

Q13 Would you prefer to have weekly recycling instead of bi-weekly recycling?

Answered: 341 Skipped: 49



QUESTION 13. Would you prefer to have weekly recycling instead of bi-weekly recycling?

Other (please specify)

not if it added more cost

not if it costs more!!!!

Don't want cubsid recycle

If the cost was the same I would

No added costs please

Or larger recycling bins.

I would prefer to have biweekly recycling. In regards to question #12, I would not be willing to store my trash containers indoors. I do have room for outdoor storage and would gladly participate as long as it is outdoors. Additionally, I keep my trash cleaned up and my alley trash free. It is part of my property and where I live.

Bi-weekely is fine, would prefer a smaller rolling recycle container (32 gallon).

i use Chambers regularly. Two weeks is too long to wait. Don't want to pay more for weekly. Chambers facility very convenient since it is near Post Office.

Perhaps. Depends on the cost increast. Bi-weekly is ok.

Bi weekly is fine - for single stream with a larger bin

Not if costs are increased. Need the current costs to be decreased!

Would like weekly depending on the price

my 96 gallon trash container is OUTSIDE and NOT inside.

2015 Town of Eagle Waste Services Survey

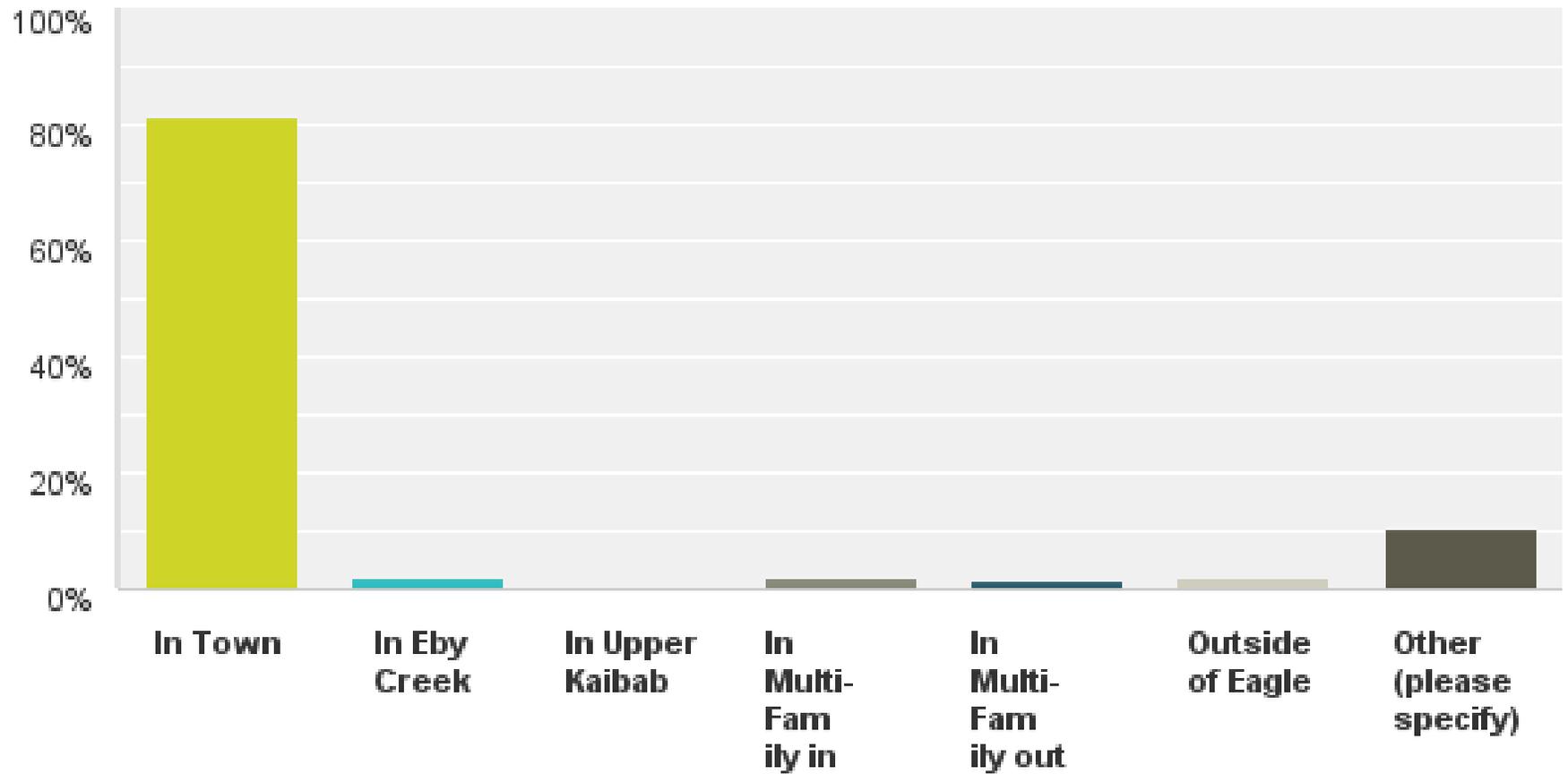
Q14 I live:

Answered: 363 Skipped: 27

Answer Choices	Responses
In Town	81.27% 295
In Eby Creek	2.20% 8
In Upper Kaibab	0.55% 2
In Multi-Family in Town	1.93% 7
In Multi-Family out of Town	1.38% 5
Outside of Eagle	2.20% 8
Other (please specify)	10.47% 38
Total	363

Q14 I live:

Answered: 363 Skipped: 27



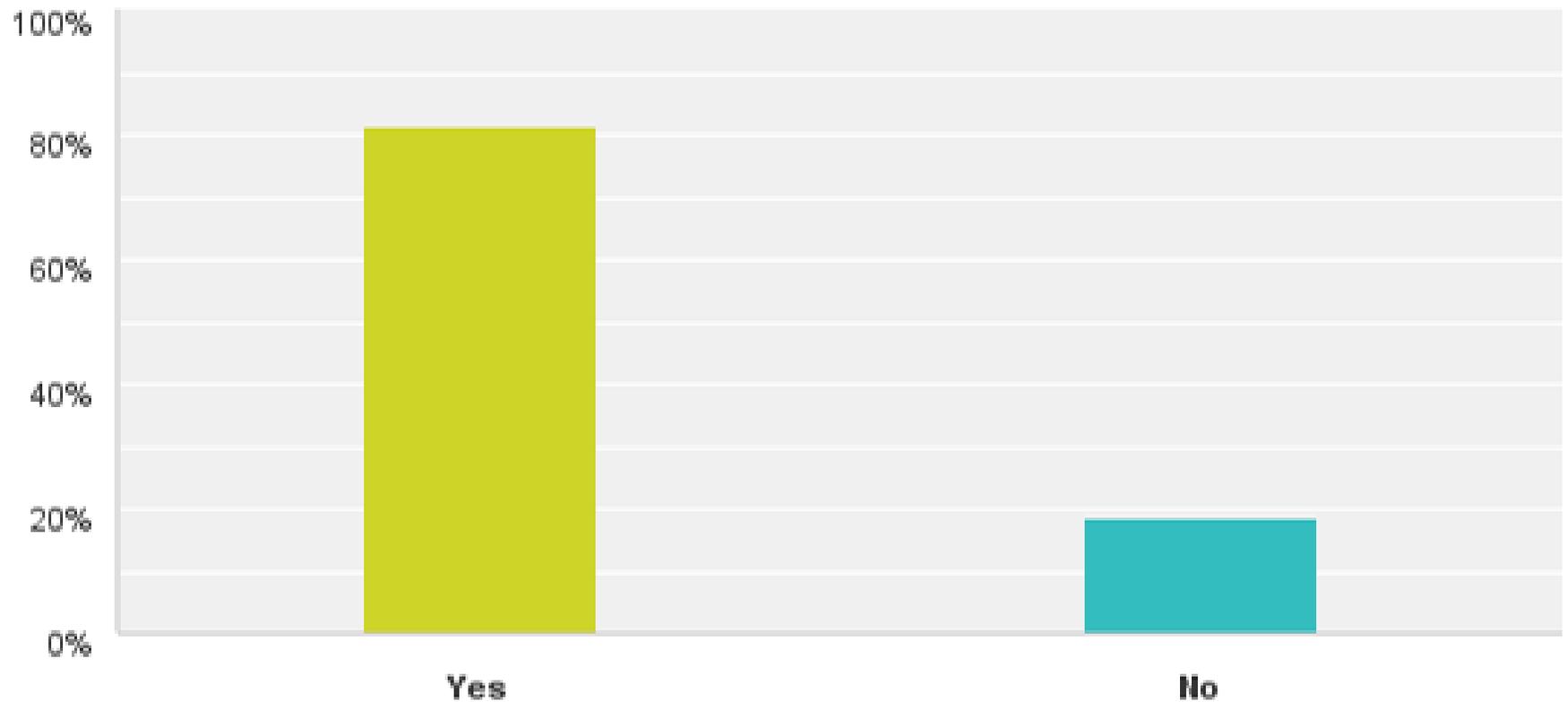
Q15 Do you use the recycling drop site at the Town Shop on Chambers Avenue?

Answered: 361 Skipped: 29

Answer Choices	Responses	
Yes	81.44%	294
No	18.56%	67
Total	361	

Q15 Do you use the recycling drop site at the Town Shop on Chambers Avenue?

Answered: 361 Skipped: 29



2015 Town of Eagle Waste Services Survey

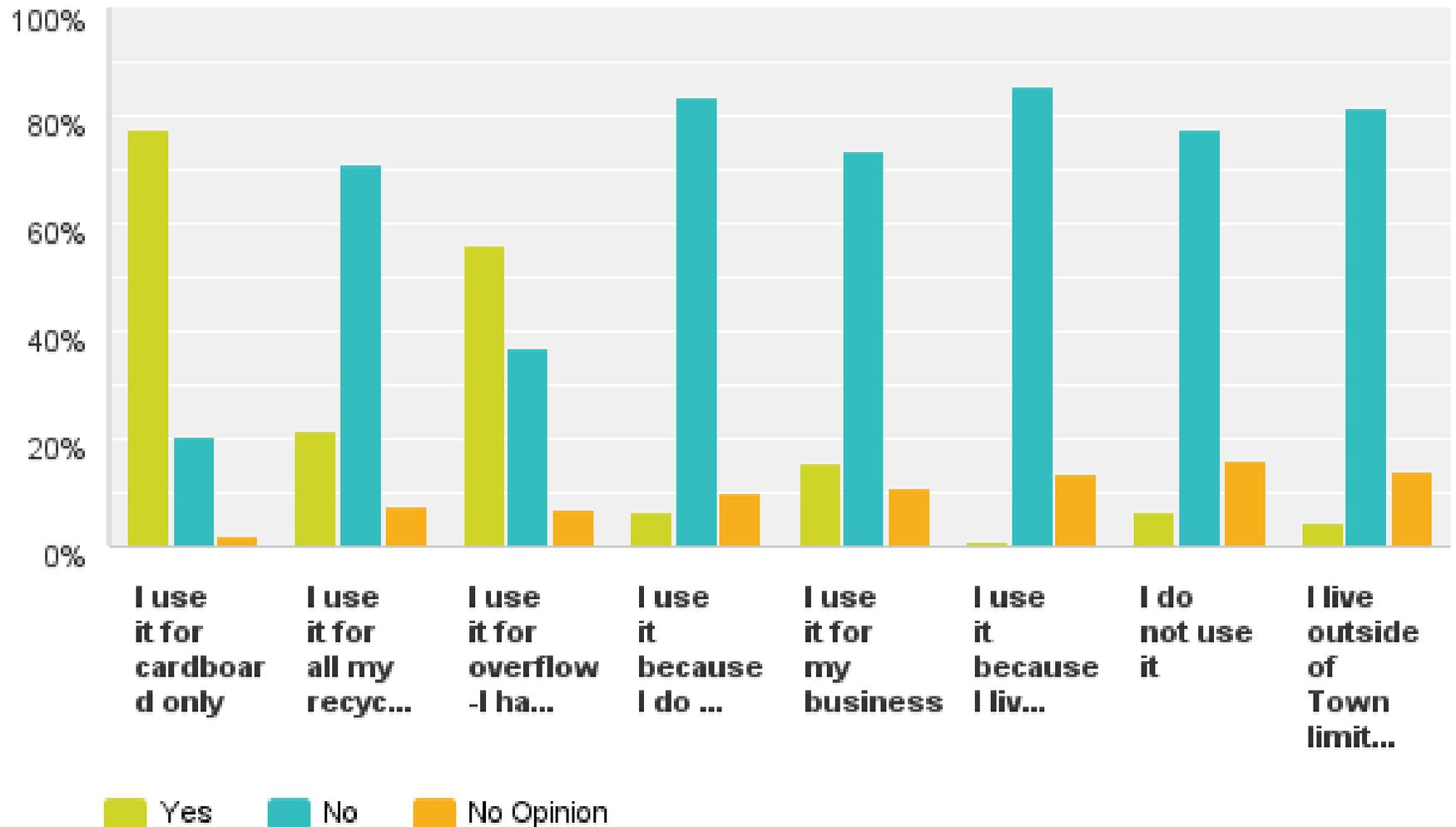
Q16 If you use the Chambers Avenue recycling, please answer the following about your use of the site:

Answered: 320 Skipped: 70

	Yes	No	No Opinion	Total	Weighted Average
I use it for cardboard only	77.55% 228	20.41% 60	2.04% 6	294	1.24
I use it for all my recycling	21.29% 53	71.08% 177	7.63% 19	249	1.86
I use it for overflow-I have more volume than curb bins	56.02% 149	37.22% 99	6.77% 18	266	1.51
I use it because I do not have curbside bins	6.33% 15	83.54% 198	10.13% 24	237	2.04
I use it for my business	15.48% 37	73.64% 176	10.88% 26	239	1.95
I use it because I live in a multi-family unit that does not have recycling	0.84% 2	85.71% 204	13.45% 32	238	2.13
I do not use it	6.36% 15	77.54% 183	16.10% 38	236	2.10
I live outside of Town limits (i.e. Eby Creek, Kaibab)	4.37% 10	81.66% 187	13.97% 32	229	2.10

Q16 If you use the Chambers Avenue recycling, please answer the following about your use of the site:

Answered: 320 Skipped: 70



QUESTION 16. If you use the Chambers Avenue recycling, please answer the following about your use of the site: Other (please specify)

I also use the "used oil" drop

I use it because paper gets wet in rain & snow, all other mixed recycle above 1&2, cardboard.

I use it for magazines too.

I dislike the Town of Eagle site because of the mud and gravel lot. It does not make it very easy to use in the winter. I would like the lot to be paved. We are looking at taking over Highway 6, start more locally first before taking on projects the TOE can not manage or take on to begin with!

Use it for motor oil and cardboard primarily

I would use it weekly to pay less for pickup.

I love this facility.

Use it for plastic bags/material

I use it for cardboard and motor oil

overflow and cardboard

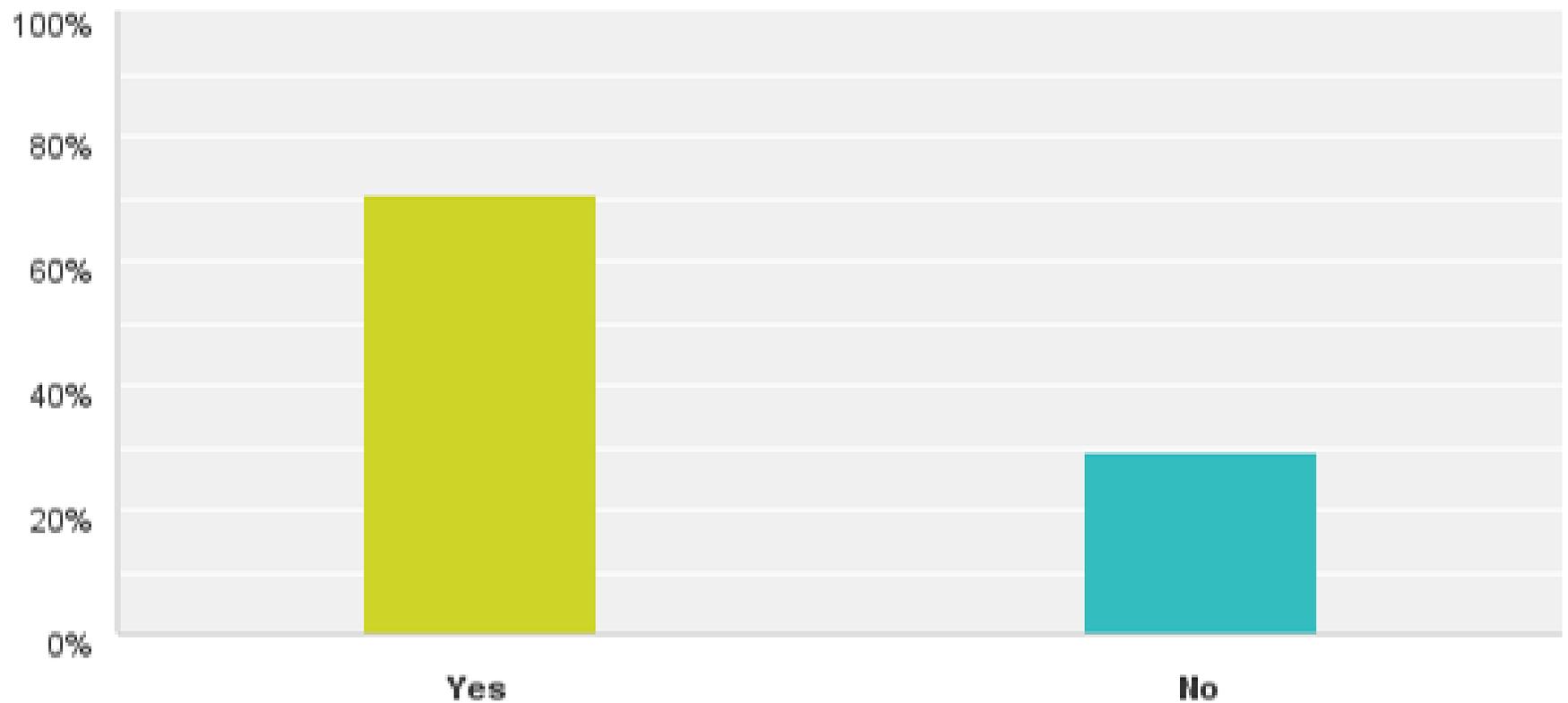
Q17 Did you know the Town of Eagle provides a yard waste drop off facility for \$2 per month to in-town water customers?

Answered: 356 Skipped: 34

Answer Choices	Responses	
Yes	70.79%	252
No	29.21%	104
Total	356	

Q17 Did you know the Town of Eagle provides a yard waste drop off facility for \$2 per month to in-town water customers?

Answered: 356 Skipped: 34



2015 Town of Eagle Waste Services Survey

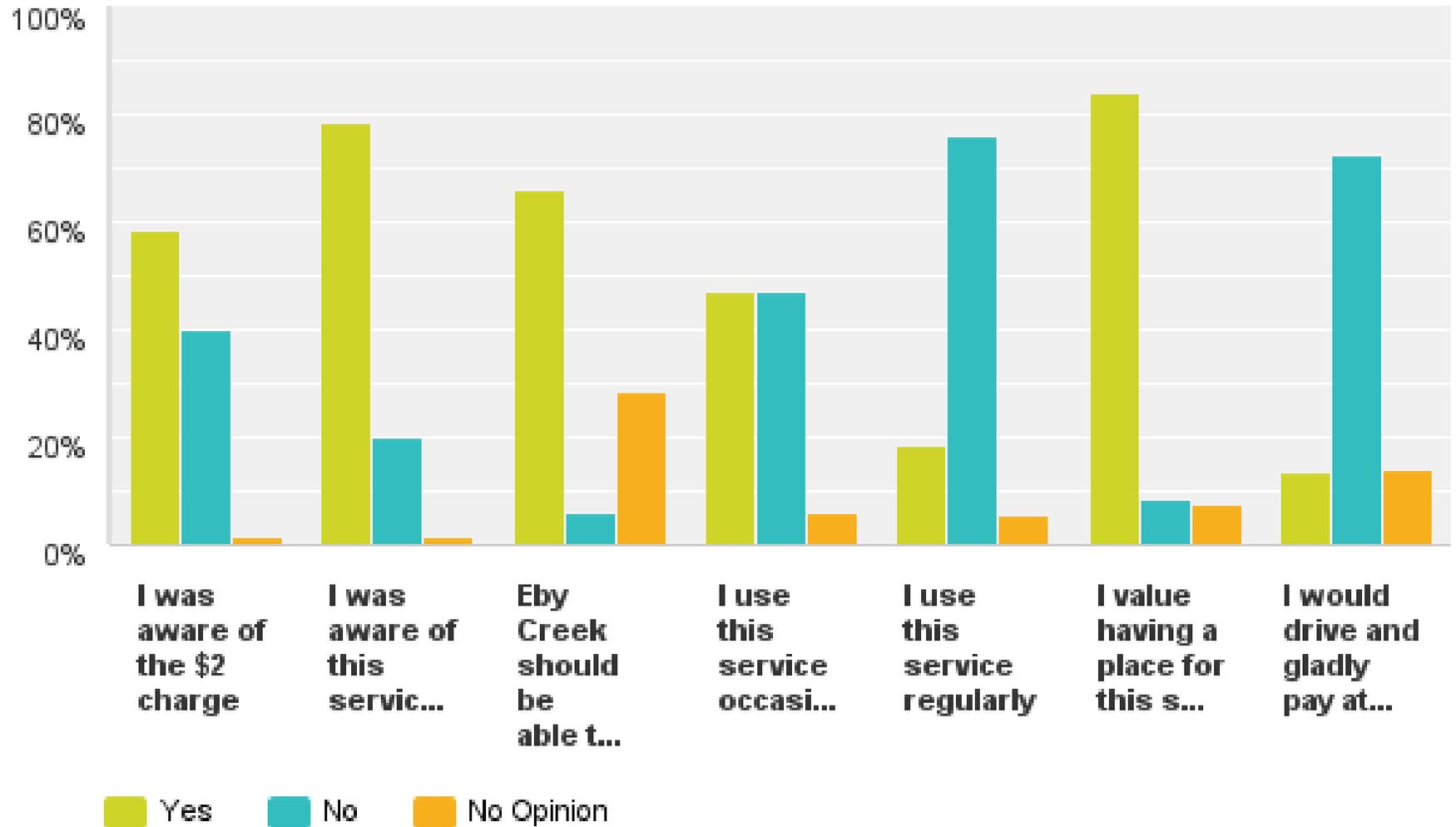
Q18 Please answer the following questions about the Yard Waste Facility:

Answered: 357 Skipped: 33

	Yes	No	No Opinion	Total	Weighted Average
I was aware of the \$2 charge	58.36% 206	40.23% 142	1.42% 5	353	1.43
I was aware of this service and its location on Violet Lane	78.45% 273	20.11% 70	1.44% 5	348	1.23
Eby Creek should be able to pay a fee to use this service	65.80% 227	5.80% 20	28.41% 98	345	1.63
I use this service occasionally	46.88% 158	47.18% 159	5.93% 20	337	1.59
I use this service regularly	18.41% 58	75.87% 239	5.71% 18	315	1.87
I value having a place for this so people do not dump yard waste around town	84.06% 290	8.41% 29	7.54% 26	345	1.23
I would drive and gladly pay at the landfill if the facility in Eagle closed	13.54% 47	72.33% 251	14.12% 49	347	2.01

Q18 Please answer the following questions about the Yard Waste Facility:

Answered: 357 Skipped: 33



QUESTION 18. Please answer the following questions about the Yard Waste Facility - Other (please specify)

I compost most of my yardwaste

Needs better hours!!!

How about "pay per use" at the yard waste?

The movement from where we were last year (no fees and unlimited hours) to where we are now (monthly fees, regardless of usage, and very limited hours) is too drastic.

tree branches are the big thing--can picture a lot of that being left along the streets and or else dumped in the hills

its not convenient, need to just leave it open somewhere

I don't use the yard waste site. Those who use it should pay for the service.

we DO in fact drive to Wolcott landfill to dump trash/yard waste/etc

There aren't enough hours to get there. I have been away on many weekends and then busy on Wednesdays with Bravo or the dance performances.

I don't use it

I do not find the TOE to be very creative about these issues. The TOE seems to limit and put a fee on things instead of being creative and thinking outside the box and finding ways to do more with less and to be positive and friendly about it!

Hours are inconvenient. I do my lawn maintenance over the weekend, but have to wait until wednesday to drop off. Consider making the yard waste facility available on sunday afternoons instead of Saturday mornings.

Would like to see extended days/hours that it is open.

I don't have a way to haul yard waste

I would gladly pay for occasional yard waste pick up

The yard waste facility is valuable, I use it only occasionally but when I see others there

If the facility closes there will be a huge increase in yard waste in town trash containers.

Town should fine people who dump yard waste on paths

it's great getting compost and wood chips from there

We used to use the service... Seems Business's abused the area and so now the citizens of Eagle are being punished by the 2.00 fee. We do NOT use it now and I feel the fee should be OPTIONAL for folks who WANT to use it.

This added charge to my water bill was a surprise. Branches should be received by the energy plant.

I never use the eagle facility. I do not think I should have to pay for it if I do not use it. Also, Eby Creek should have to pay more taxes, fees, etc. like Eagle Ranch.

Should be open 7 days a week - and FREE - the hours are too limited.

Will dump on side of road
