

Report of Temporary Solid Waste Transfer Study Committee  
November 12, 2010

**Introduction**

At the Board of Selectmen meeting of February 3, 2010 a motion was passed for the creation of a temporary solid waste transfer station study committee to be formed from volunteers from the community. The purpose of the committee was; "investigating and recommending to the Board changes in the operations and fee structure of the Solid Waste Transfer Station to promote increased recycling and to establish an equitable fee structure for the usage of the station by residents." The goal of the committee "would result in the Transfer Station becoming revenue neutral."

**History of Committee**

At the Board of Selectmen meeting of April 7, 2010 the Board appointed the following individuals to the committee with their terms expiring on April 7, 2012:

Jay Eustace

Arthur Fournier Jr.

Lowell Humphrey

Bob Namnoun

On April 27, 2010 First Selectman Richard Barlow called the first meeting to order. At this meeting Arthur Fournier Jr. was elected Chairman and Jay Eustace was elected Vice Chairman. Bruce Merritt was introduced as a community member who was appointed to the committee on May 5, 2010 by the Board of Selectmen. It noted that Jeff Shea, the Town's Project Administrator would serve as staff to the committee.

At the initial meeting the following was discussed:

1. 1,500 households, out of 4,500, utilize the transfer station.
2. Recycling at the transfer station was around 15% of waste which was extremely low.
3. What area towns are doing regarding waste removal.
4. A priority of the committee was to increase recycling and enhance increased usage of the facility.
5. A meeting schedule established meetings of the committee to be the second and fourth Wednesdays of the month in the community center and would convene at 5:30 pm.

Many topics of discussion occurred in subsequent meetings including looking at evening hours for the transfer station, pay as you throw, and reduced fees for senior citizens and military personnel.

Michael Paine of Paine's Inc attended the meeting of May 26<sup>th</sup> and was insightful regarding trends of the industry, tipping fees, carting fees and suggestions for town wide curbside pick up. He strongly recommended the town fee for the transfer station be placed on a fiscal year calendar for tipping fees change each July 1<sup>st</sup>. Richard Barlow also discussed town wide curbside pick up noting an initial investment for the town for containers would cost \$50,000 - \$100,000. He also supported the idea that the transfer sticker fees needed to be on the town's fiscal year.

He was convincing to the committee that the current \$100 annual permit fee for use of the transfer station did not come close to covering the costs. A further suggestion was the need for the reorganization of the transfer station to better accommodate single stream recycling.

Walter LeGeyt, Director of Public Works was invited to address the committee and discussed the current use of the swap shack and the bottle/can collection at the landfill. He was also supportive of a reorganization of the transfer station that allowed for better supervision of the area. He noted the lack of sufficient site lighting would make nighttime hours difficult to manage. He noted the current location of the electronic waste container should be moved to the area which presently has the containers for mixed paper, newspapers and cardboard. He stated that much of what is in the swap shack is “junk” and the committee should consider an alternative to this collection.

The committee decided to survey the townspeople for input. While the electronic instrument for surveys, Survey Monkey, was a vehicle for a survey the committee came to rely on the expertise of Lynn McMullin Assistant Superintendent for Canton Public Schools to put the survey together. Her attendance at meetings with the committee was invaluable in creating the survey and guiding us with the mechanics of its distribution and collection of the survey data. The survey was distributed electronically via the town’s webpage and through available electronic mailing lists. Notice was given in local newspapers and a flyer was distributed at Sam Collins Day to let citizens of Canton know of its existence.

Public participation was somewhat limited. Ms. Betty Fiora sent an email and attended a meeting to discuss the issues she would have with townwide pick up of waste. Additionally, Mike Gotiske and John Pech, representing the Canton Land Trust, attended a meeting. They spoke against the closing of the transfer station for they feared if it closed people would begin to

dump bulky waste on Land Trust property. They recently had volunteers collect several tons of bulky waste on Land Trust property and feared more would be dumped if the transfer station were to close.

The impact of new statutory requirements for towns to provide collection of electronic recycling was addressed. By law, towns must provide the collection containers but currently only people with transfer station permits can enter the property. Much discussion related to the conflict of following the law and how to allow all citizens of Canton access to the electronic recycling container occurred within the committee.

### **Survey Results**

Notice of the survey went to town residents via the town webpage, flyers that were distributed at the transfer station and handed out at the Sam Collins Day event urging residents to participate. This electronic survey was conducted using a program called Survey Monkey. The committee designed the questions aided by the leadership of Assistant Superintendent of Schools Lynn McMullin. Two weeks were allowed for residents to respond to the survey resulting in 467 responses that represented a cross section of the community.

The committee noted these conclusions:

1. There is overwhelming support to keep the transfer station open.
2. There is acceptance of an increase cost of the sticker to use the transfer station.
3. There is overwhelming support of continuation of the swap shack.

4. The hours of operation make it difficult for some to access the transfer station.

(Note: The full survey is attached)

**Financial Summary – Transfer Station Costs / Revenue**

The Town of Canton Fiscal Year 2010-2011 approved budget included \$279,347 for expenditures related to the transfer station. This budget includes personnel costs, transportation and tipping fees for the disposal of waste materials, utilities, and other miscellaneous expenses. Personnel included in the budget are 1 full time Transfer Station Operator and 16 hours per week for part time assistance from the Highway Department.

Transfer station revenues projected for Fiscal Year 2010-2011 included the following:

Transfer Station Stickers (1,500 stickers @ \$150)	\$225,000
One Time Transfer Station Stickers and Tokens	25,000
CRRA Hauling Offset (Rebate)	17,500
<hr/>	
Total Revenues	\$ 267,500

The transfer station revenues assumed an increase in the transfer station sticker fees from \$100 to \$150 per sticker for calendar year 2011. The net anticipated deficit for the transfer station based on the approved budget is \$11,847 (\$279,347 minus \$267,000).

**Recommendations**

The following recommendations are being made:

1. The immediate use of single stream recycling must be a priority.

2. With the input of the company that contracts with the town for removal of waste from the transfer station, there needs to be a review and modification of the layout of the transfer station. A better traffic pattern is necessary to properly supervise the area.
3. The electronic waste container must be accessible to townspeople who do not have a sticker to enter the waste transfer station.
4. The town needs to increase the fee for a sticker to utilize the transfer station.

Respectfully submitted,

The Temporary Solid Waste Transfer Study Committee on November 12, 2010.

Arthur Fournier Jr. Chairman

Jay Eustace

Lowell Humphrey

Bruce Merritt

Bob Namnoum

View Summary

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PAGE: INTRODUCTORY QUESTIONS

1. What is your street? (Street number is not required.)

		Response Count
<input checked="" type="checkbox"/>	Show replies	450
<b>answered question</b>		<b>450</b>
<b>skipped question</b>		<b>17</b>

2. Should Canton's Transfer Station remain open?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	93.8%	438
No	<input type="checkbox"/>	6.2%	29
<b>answered question</b>			<b>467</b>
<b>skipped question</b>			<b>0</b>

3. Should the Town of Canton provide curbside pick-up?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	45.8%	214
No	<input type="checkbox"/>	54.2%	253
<b>answered question</b>			<b>467</b>
<b>skipped question</b>			<b>0</b>

4. Should the Transfer Station's hours be changed? [Currently: Tuesday through Saturday, 7:00 am - 3:30 pm.]

		Response Percent	Response Count
Yes	<input type="checkbox"/>	23.1%	108

No	<input type="checkbox"/>	53.3%	249
No opinion	<input type="checkbox"/>	23.6%	110
		<input checked="" type="checkbox"/> Show replies	If yes, suggest hours: 110
		answered question	467
		skipped question	0

**5. Should the Transfer Station be self-supporting, even if it means increased usage fees?**

		Response Percent	Response Count
Yes	<input type="checkbox"/>	41.3%	193
No	<input type="checkbox"/>	39.4%	184
No opinion	<input type="checkbox"/>	19.3%	90
		answered question	467
		skipped question	0

**6. Do you know about 'single stream' recycling?**

		Response Percent	Response Count
Yes	<input type="checkbox"/>	65.5%	306
No	<input type="checkbox"/>	34.5%	161
		answered question	467
		skipped question	0

**7. Do you know which plastics, bottles, and cans can be recycled?**

		Response Percent	Response Count
Yes	<input type="checkbox"/>	91.6%	428
No	<input type="checkbox"/>	8.4%	39
		answered question	467

skipped question 0

8. Should the town use grass clippings and leaves to create and provide finished compost for its residents?

	Response Percent	Response Count
Yes <input type="checkbox"/>	58.0%	271
No <input type="checkbox"/>	16.3%	76
No opinion <input type="checkbox"/>	25.7%	120
answered question		467
skipped question		0

**PAGE: YOUR FAMILY'S CHOICE**

1. How does your family dispose of its solid wastes?

	Response Percent	Response Count
We use the Transfer Station. <input type="checkbox"/>	61.7%	288
We use Commercial Curbside Pick-up. <input type="checkbox"/>	35.8%	167
We are part of a Homeowner's Association that provides this service. <input type="checkbox"/>	2.6%	12
answered question		467
skipped question		0

**PAGE: TRANSFER STATION USERS**

1. What are the reasons you use the Transfer Station:  
(click as many as apply)

	Response Percent	Response Count
Lower cost (currently \$100 per year) <input type="checkbox"/>	80.8%	232

Convenient proximity to home	<input type="checkbox"/>	58.9%	169
Multiple days to use Transfer Station vs. 1 day per week for curbside pick-up	<input type="checkbox"/>	67.9%	195
Hours are more convenient than early morning curbside pick-up	<input type="checkbox"/>	33.4%	96
Curbside would not work for my driveway and/or house location	<input type="checkbox"/>	29.3%	84
Animal nuisance for curbside pick-up	<input type="checkbox"/>	38.0%	109
<input checked="" type="checkbox"/> Show replies Additional reasons:			83
<b>answered question</b>			<b>287</b>
<b>skipped question</b>			<b>180</b>

2. Have you used bulky waste disposal at the Transfer Station?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	88.2%	253
No	<input type="checkbox"/>	11.8%	34
<b>answered question</b>			<b>287</b>
<b>skipped question</b>			<b>180</b>

PAGE: COMMERCIAL CURBSIDE PICK-UP USERS

1. What are the reasons you use commercial curbside pick-up: (click as many as apply)

		Response Percent	Response Count
Transfer Station is too far from my home	<input type="checkbox"/>	6.0%	10
Curbside is more	<input type="checkbox"/>		

convenient	<input type="checkbox"/>	96.4%	160
Transfer Station hours are not convenient for me	<input type="checkbox"/>	22.9%	38
Inappropriate vehicle for transporting solid wastes	<input type="checkbox"/>	46.4%	77
Physically, I am unable to use the Transfer Station	<input type="checkbox"/>	2.4%	4
The Transfer Station does not recycle	<input type="checkbox"/>	16.3%	27
The Transfer Station does not dispose of leaves and grass clippings	<input type="checkbox"/>	3.6%	6
<input checked="" type="checkbox"/> Show replies		Additional reasons:	20
		answered question	166
		skipped question	301

2. Have you ever used a Transfer Station in the past?

	Response Percent	Response Count
Yes <input type="checkbox"/>	66.9%	111
No <input type="checkbox"/>	33.1%	55
<input checked="" type="checkbox"/> Show replies		If yes, why did you use it in the past and not now?
		answered question
		skipped question

3. Have you ever used the bulky waste disposal at the Transfer Station?

	Response Percent	Response Count
Yes <input type="checkbox"/>	65.1%	108
No <input type="checkbox"/>	34.9%	58
		answered question
		skipped question

skipped question 301

4. How much do you pay annually for commercial curbside pick-up?

	Response Percent	Response Count
\$100 - \$200 <input type="checkbox"/>	25.2%	41
\$201 - \$300 <input type="checkbox"/>	46.6%	76
more than \$300 <input type="checkbox"/>	28.2%	46
<b>answered question</b>		<b>163</b>
<b>skipped question</b>		<b>304</b>

PAGE: GENERAL COMMENTS

1. This space for optional comments on any of the questions in this survey. (Limit 150 words)

	Response Count
<input checked="" type="checkbox"/> Show replies	219
<b>answered question</b>	<b>219</b>
<b>skipped question</b>	<b>248</b>

## Solid Waste Transfer Study

What is your street? (Street number is <u>not</u> required.)

Answer Options	Response Count
	450
<i>red question</i>	450
<i>red question</i>	17

Number	Response Text
1	Robin Dr.
2	Robin Dr
3	highfield drive
4	daynard drive
5	Gracey Road
6	Bristol Drive
7	Woodland Dr
8	dowd ave
9	Barbourtown Road
10	57 dyer ave
11	sterling drive
12	High Valley Drive
13	North MOUNTain Rd
14	Atwater Road
15	West Rd
16	Trailsend Drive
17	Tanglewood Dr.
18	Trailsend Drive
19	Powder Mill Road
20	Noja Trail
21	Cherry Brook Road
22	High Street
23	Shingle Mill Drive
24	east hill
25	Garrett
26	Wright Road
27	west simsbury road
28	Dunne Ave
29	sextons hollow
30	Sextons Hollow Road
31	Village Lane
32	Westwood
33	Town Bridge Road
34	37 Garrett Road
35	Albany Tpke
36	East Hill Road
37	Ridge Drive
38	Cherry Brook
39	Gracey Road
40	Village Lane
41	Barbourtown Road
42	West Mountain Rd
43	Uplands Drive
44	Bridle Path
45	Dry Bridge Road
46	Trailsend Drive
47	cherry brook
48	Tanglewood Dr
49	Bristol Dr
50	camille lane
51	Gemstone Drive
52	east hill
53	easthill rd.
54	High Valley Drive
55	Cherry Brook Road
56	cherry brook rd.

57 freedom drive  
58 Lawton Road  
59 20 Dartmouth Drive  
60 TANGLEWOOD DR  
61 Dyer Ave  
62 Michael dr  
63 East Hill Road  
64 Mohawk Drive  
65 Pond Road  
66 Cherry Brook Rd.  
67 Old Albany Tpke  
68 East Hill  
69 Drake Lane  
70 New Road  
71 Cedaridge Road  
72 Torrington Ave.  
73 east  
74 Village Square  
75 Mohawk Drive  
76 Orchard Hill Road  
77 Forest Lane  
78 brook ridge dr  
79 Mohawk  
80 Shingle Mill Dr  
81 60 CASE St  
82 Dartmouth Drive  
83 North St.  
84 Center street  
85 Elizabeth  
86 Orchard Hill  
87 Freedom dr  
88 high  
89 Village Lane  
90 cherry brook  
91 Dyer Avenue  
92 High St  
93 Bel Air Lane  
94 Dyer  
95 Pond rd  
96 wilders pass  
97 Robin Drive  
98 bahre corner rd  
99 Gildersleeve Avenue  
100 High Hill Road  
101 Pond View Dr  
102 West Rd.  
103 Washburn  
104 Wright Rd  
105 crown point rd  
106 dyer ave  
107 Case Street  
108 Colony Road  
109 Dyer Ave.  
110 Sunrise Drive  
111 Winterbaume Lane  
112 Indian Hill  
113 atwater rd  
114 Olson Road  
115 Westwood Drive  
116 CHRISTMAS TREE HILL RD  
117 Birch Road  
118 Wright Rd  
119 Andrew Drive  
120 East Hill Road  
121 scoville road  
122 40 Cherry Brook Road  
123 Dyer Ave  
124 Bristol Drive  
125 11 woodridge circle  
126 Collins View Road

127 Ellsworth Lane  
128 Barbourtown Rd.  
129 livingston road  
130 East Hill Rd  
131 cherrybrook rd  
132 East Hill Road  
133 Gracey Rd  
134 Cherry Brook Road  
135 High Street  
136 Shingle Mill Drive  
137 Cherry Brook Rd  
138 Pheasant Hill Rd.  
139 Rockledge Lane  
140 Dartmouth Drive  
141 Atwater Road  
142 Dyer Ave  
143 Robin Drive  
144 Andrew Dr  
145 High Valley Drive  
146 BARBOURTOWN ROAD  
147 Pheasant Hill Road  
148 Hih  
149 Bridge street  
150 Simonds Ave  
151 Torrington Ave  
152 High Hill Road  
153 Crown Point  
154 Maple Ave  
155 Freedom Dr  
156 Thompson Hill Road  
157 east hill rd.  
158 Colony Road  
159 Wright Road  
160 57 dyer ave  
161 Barbourtown Road  
162 Bunker Hill Rd  
163 Indian Hill Rd  
164 1 Foxcroft Lane  
165 Birch Knoll Rd  
166 Queens peak  
167 barbourtown  
168 Daynard Dr  
169 Barbourtown Rd  
170 wilders pass  
171 East Hill Road  
172 Hanson Rd  
173 Dyer ave  
174 Scoville Rd  
175 e hill rd  
176 3 Overlook Drive  
177 Old Mill Drive  
178 High Valley Drive  
179 Bahre Corner Rd.  
180 Cherry Brook Rd  
181 Cherry Brook Road  
182 Pond View Drive  
183 high valley drive  
184 Bunker Hill Road  
185 Hoffmann Rd  
186 Pond View Drive  
187 Case Street  
188 Washburn Road  
189 Atwater Road  
190 barbourtown rd  
191 Mohawk Drive  
192 Cherry Brook Road  
193 Thompson Hill  
194 morgan road  
195 woodland drive  
196 cherry brook road

197 ridge rd  
198 131 Dowd Avenue  
199 BLUEBERRY IANE  
200 Dyer Ave  
201 east hill rd  
202 Dyer  
203 197 Cherry Brook Rd.  
204 high hill  
205 490 Cherry Brook Rd  
206 Freedom  
207 dyer ave  
208 gemstone  
209 High Valley Drive  
210 Pine Acres Dr.  
211 88 dyer avenue  
212 Sweetheart Mountain Rd.  
213 spaulding road  
214 Sextons Hollow Road  
215 Sunset Terrace  
216 Highfield Drive  
217 Cherry Brook Road  
218 Cherry Brook Rd  
219 east mountain rd  
220 Thompson Hill Road  
221 Queens Peak  
222 dyer cemetery rd  
223 Robin Dr  
224 6 Allen Place  
225 Country Lane  
226 Indian Hill Road  
227 Queens Peak Rd  
228 Cherry Brook Rd  
229 Dunne Ave  
230 Hill Street  
231 Hill Street  
232 Shingle Mill Drive  
233 Queens Peak  
234 Gracey Road  
235 Mohawk Drive  
236 Old Mill Drive  
237 torrington ave  
238 125 high valley dr  
239 East Hill Road  
240 Bart Drive  
241 52 Powder Mill Rd  
242 High Hill Road  
243 Livingston Road  
244 Indian Hill Rd  
245 Torrington Ave  
246 Barbourtown  
247 Country Lane  
248 High Hill Rd.  
249 Freedom Dr  
250 Uplands Dr.  
251 forest lane  
252 Gracey Road  
253 Atwater Road  
254 Torrington  
255 Pheasant Hill Rd  
256 cherry brook road  
257 Trailsend Drive  
258 Dyer Ave  
259 Gracey Rd  
260 torrington ave  
261 40 east hill rd  
262 Bart Drive  
263 Andrew Drive  
264 Village Square  
265 Barbourtown Road  
266 thayer ave

267 colony rd  
268 Ridge Drive  
269 Thayer ave  
270 Ponc View Drive  
271 HIGH VALLEY DR.  
272 Thompson Hill Road  
273 Wilders Pass  
274 cherry brook road  
275 Barbourtown Rd  
276 28 Country Lane  
277 Robin Drive  
278 Silvermine Acres  
279 albany tnpk  
280 Silvermine Acres  
281 oldmill drive  
282 Robin Drive  
283 Dyer Cemetery Road  
284 pheasant hill road  
285 Simonds Ave  
286 bahre corner rd  
287 Michael Drive  
288 wright road  
289 uplands drive  
290 74 West Road  
291 trailsend drive  
292 bunker hill road  
293 Cherry Brook Road  
294 Atwater  
295 Bristol Drive  
296 Dowd Ave  
297 Gracey Road  
298 Colony Road  
299 Cherry Brook  
300 bunker hill road  
301 ellsworth lane  
302 Wilder's Pass  
303 river rd  
304 9 Highledge  
305 Country Lane  
306 Hilltop Dr.  
307 East Hill road  
308 Albany Tpke  
309 morgan rd  
310 church street  
311 North Mountain rd  
312 pondview drive  
313 main st  
314 Main Street  
315 Morgan Road (house way back from road)  
316 Blueberry  
317 Village Lane  
318 west mountain rd  
319 Freedom Drive  
320 Deer Run Rd  
321 High hill  
322 Canton Valley Circle  
323 Andrew Drive  
324 Indian Hill Rd  
325 freedom drive  
326 Dyer ave.  
327 Cherry Brook  
328 center  
329 Christmas Tree Hill  
330 west simsbury rd  
331 East Hill Road  
332 Silver Mine Acres  
333 Crown Point Rd  
334 Country Ln  
335 North Mountain Road  
336 Cherry Brook Road

337 Case Street  
338 Old Canton Rd  
339 Center St.  
340 Dyer  
341 Village Square  
342 Andrew Drive  
343 Sterling Dr.  
344 freedom drive  
345 bahre corner rd  
346 Wright Road  
347 East Hill Road  
348 stonemeadow lane  
349 Dowd  
350 Robin Drive  
351 Bridge Street  
352 Bristol dr  
353 High Hill Road  
354 Bart Drive  
355 andrew dr  
356 168 Gracey Road  
357 Barbours town Rd  
358 Simonds Ave  
359 tanglewood dr  
360 high hill rd  
361 Old Canton Rd  
362 Christmas Tree Hill  
363 Lawton Rd.  
364 cherry brook rd  
365 Bristol Drive  
366 dyer ave  
367 Morgan Road  
368 Andrew Drive  
369 Gildersleeve Ave.  
370 gemstone  
371 Cherry Brook Road  
372 Rustle Meadow Lane  
373 morgan road  
374 queens peak  
375 church st  
376 Deer Run  
377 Cherry Brook Road  
378 West Mountain Road  
379 Deer Run Road  
380 Pine Acres Drive  
381 Dunne Avenue  
382 51 Maple Ave  
383 Case St  
384 queens peak road  
385 Freedom Drive  
386 Old Mill DR  
387 North Mountain Rd.  
388 Stonemeadow Ln  
389 East Mountain Road  
390 East Hill Rd  
391 maple avenue  
392 Cherry Brook Rd  
393 Pond Road  
394 Country Lane  
395 Old Line Lane  
396 Albany Tpke. (Route 44)  
397 Simonds Ave.  
398 Bidwell Farm Road  
399 Thompson Hill  
400 Collins Road  
401 collins road  
402 Dowd Ave  
403 Maple Ave  
404 east mountain rd  
405 country la.  
406 Country Lane

407 Erickson Drive  
408 Breezy Hill Road  
409 Uplands Drive  
410 center street  
411 Bart Drive  
412 torrington avenue  
413 Cherry Brook Road  
414 Whitney Lane  
415 wright rd.  
416 Robin drive  
417 Timber Lane  
418 High Valley Drive  
419 Triangle Rd  
420 Morgan Road  
421 Freedom Dr  
422 Thayer Ave.  
423 Gildersleeve Avenue  
424 case st  
425 Breezy Hill Road  
426 Colony Road  
427 Pine Acres Dr  
428 crown point  
429 Andrew Drive  
430 Pheasant Hill Road  
431 663 Cherry Brook Road  
432 Country Lane  
433 West Mountain Road  
434 Tanglewood Drive  
435 case street  
436 Robin Dr.  
437 Dyer Ave  
438 east hill rd  
439 Colony Rd  
440 Morgan  
441 Bunker Hill  
442 Torrington Ave  
443 Ellsworth Lane  
444 Dyer Ave  
445 Bunker Hill Road  
446 colony rd  
447 Cherry Brook Road  
448 collins road  
449 Erickson Drive  
450 Thompson Hill

## Solid Waste Transfer Study

Should the Transfer Station's hours be changed? (Currently: Tuesday through Saturday, 7:00 am - 3:30 pm.)

Answer Options	Response Percent	Response Count
Yes	23.1%	108
No	53.3%	249
No opinion	23.6%	110
If yes, suggest hours:		110
		answered question 467
		skipped question 0

- Number    If yes, suggest hours:
- 1 Remove one or two weekdays, add Sunday
  - 2 Be open 7 days a week from dawn to dusk
  - 3 Keep open so folks getting home from their 9-5 can actually get to the station before it closes.
  - 4 Early (7:30-11) and later for those who work (3-6:30), Saturdays and Sundays but closed 2 days a week?
  - 5 Eliminate Thursday hours to save money. It is always empty on Thursday
  - 6 Make it one day less a week, maybe Thursday
  - 7 I can't imagine that Wednesday is busy. Probably wouldn't hurt to have a half day or even close that day
  - 8 Wednesday- Sunday, 7AM-3:30PM
  - 9 If you must change them for it to stay open then ok.
  - 10 Open later  
Extend hours to 6:00 PM several days a week to accommodate working residents that can't get there on a
  - 11 Saturday.
  - 12 If it saves money
  - 13 09/05/2010
  - 14 Sat Sun hours
  - 15 make it a shorter schedule - either shorten each day (make it 8-1) or get rid of some days.
  - 16 One late day for people who work to 5:00pm and can only get their on Saturdays
  - 17 Suggest every other day to limit expenses to staff/operate.
  - 18 One night until 6pm
  - 19 Tues, Thurs, Sat 9-2
  - 20 I think the hours are convenient.
  - 21 If 7 days is not possible at least open Sundays 7 to 3.
  - 22 Open later (until 7PM?) at least one weekday. Open both weekend days.  
longer on Saturday but still opening at 7:00 -- could even open earlier. We should accomodate the regular
  - 23 residents more than businesses!  
Tues, Wed, Thurs: 7 AM to 3:30 PM;
  - 24 Fri, Sat: 7 AM to 4:30 PM
  - 25 there should be one day with extended hours.
  - 26 Longer on Sat
  - 27 tuesday-sunday 7-6
  - 28 WED-SUNDAY CLOSE MON/TUESDAY
  - 29 include Monday as an operating day
  - 30 What are the busiest times for the Transfer Station? If you are looking to reduce costs then have it Wednesday to Friday from 8 to 4 and Saturday from 8 to 5 to give people plenty of time and days to drop off.
  - 31 Thursday - Saturday 7-3  
MONDAY IS A DAY WHICH WOULD BE HELPFUL TO BE OPEN (AFTER CLEANING, PARTIES, ETC ON
  - 32 WEEKEND); PERHAPS ANOTHER WEEKDAY COULD BE CLOSED
  - 33 Would like to see Sunday afternoon hours.  
MTW 7:00am-3:30  
ThF 7:00-6:300
  - 34 Sat & Sun 7:00-3:30
  - 35 7- 4:30
  - 36 Perhaps one or two days during the week and Saturdays.
  - 37 fewer days open and / or later opening times (8:30 or 9am) but later into the evening (6:00 or even 7:00)
  - 38 The transfer station does not need to be open as much as it is.
  - 39 they should be open every day of the week, if even just a few hours in the morning  
knockout one weekday and use those hours to remain open later. Ex:[]
  - 40 T,W, F, S 7-5:30
  - 41 Open later and stay open until 5 or 6 during the week
  - 42 Stay open later
  - 43 Same Hours but fewer days; Tues, Thurs, Sat
  - 44 Monday verses tuesday, most trash is generated on weekends .

- 45 open later and close later, after work is better. before work is too messy for this errand
- 46 i believe that Simsbury is only opened two days per week.
- 47 I would support more amended hours if that meant the station stays open
- 48 Have one or two days open up until 6:00 or 7:00
- 49 One night till 7pm. That way working families can get to the dump another day on top of Saturday.
- 50 Later on weekdays.
- 51 less hours would be fine
- Monday is an important day to be open after a weekend of work. I would like to see another day closed rather
- 52 than Monday.
- 53 At least one or two days need to be open later for people who work. Not every one has Saturday off.
- 54 Change hours during the work week. Stay open til 5- 5:30pm. At least during the summer.
- 55 Past 3:30pm at least one day a week.
- 56 A little later than 3:30 would be nice
- Tuesday through Friday 7:00 am - Noon
- 57 Saturday 7:00am - 3:30pm
- 58 Possibly at half day on Sunday 7-11AM or 8AM to Noon
- 59 Thursday thru Saturday 7 a - 3:30p
- it would be great to have it open on Sundays too. Working full time, it would give two different days to go to the
- 60 dump, not just one.
- 61 Thursday, Friday and Saturday only 7:00 am - 3:30 pm
- 62 i would not mind if the #of days was reduced, s long as saturday was still available.
- Having one night with longer hours would make it easier for families that work...possibly open later and close
- 63 later, for example Thursday hours could be 10:00a.m.-6:30p.m.
- 64 Maybe go to Wed-Sat to cut back on cost?
- 65 can't there be a late night during the week?
- 66 increase hours
- THEY SHOULD STAY OPEN LATE ONE DAY FOR THOSE OF US WHO WORK TIL 5:00 AND WOULD LIKE
- 67 TO DROP STUFF OFF AFTER WORK.
- 68 7:00am to 5:00 pm
- 69 To save cost it could be closed one day in the middle of week such as Wednesday.
- 70 Monday through Saturday 7 am to 4:30 pm
- 71 I am not sure, but if we minimize use hours could be shorter. Possible two or three days a week instead of 5?
- 72 Sunday hours
- 73 At least one week night w/late hours.
- 74 i think if it was open one evening a week it would help people who work late, like my spouse!
- 75 late hours one day a week
- 76 two day a week, if not closed entirely
- Extra hours: A Sunday in the May - June and September - October, possibly a late closing once a month during
- 77 warmer weather.
- 78 later hours
- 79 Decrease number of days.

- The transfer Station should be open until 7:00 PM one day per week and 5:00 on Saturday's. I'm guessing that
- 80 opening later on weekday mornings could make up the hours without affecting many people.
- 81 have 2 day a week opening late and closing later to accomodate working families
- 82 Work week hours should offer one or more later options 5pm-6p.m.
- 83 Don't reduce the hours.
- 84 Eliminate Wednesday or Thursday (to save money)
- 85 Mon-Sat with some 1/2 days to reduce need for addtl. work hours and/or addtl. cost to taxpayers.
- 86 Later on Saturday, as weekdays are not as less useful to working people.
- 87 Unless a strong budget consideration, then close one or two days mid week (Wednesday Thursday?)
- 88 2 days a week earlier 6:30 Am or one day late
- 89 Mon/Wed/Fri/Sat 9-5
- 90 PERHAPS one less day per week to save money
- 91 i think they should at least remain the same, but possibly add Monday hours as well.
- 92 Mon-Sat, 8:00-4:00
- 93 7:00 Am to 5:30 Pm
- 94 Would like to have Mondays included in the schedule like we had years ago.
- 95 Evening hours
- 96 Stay same during week, but Open till dusk on Saturdays
- Transfer station should be open until 5 p.m. on Saturday and on Sunday for at least four hours. It could be
- 97 closed on Monday and Tuesday.
- one weekday opened until 6:00pm would be nice. for those of us who work a day job, Saturday is the only
- 98 option right now.
- 99 mon - sat and one evening
- 100 open sundays and longer on weekends
- 101 open only tues, wed, fri and sat
- 102 one day during the week and saturday

- 103 7:00am to 7:00pm
- 104 open late one day
- 105 Later on Saturday, until 4:30 or 5:00.
- 106 possibly shorten them....Avon for example has fewer hours (and a larger population)
- 107 Wednesday through Sunday. M-T 7:00 - 3:30. Friday: 7:00 - 5:30; Sunday 7am - noon.
- 108 Shift hours one later.
- 109 Tuesday, Thursday and Saturday
- 110 8:00to 4:30 one day week

## Solid Waste Transfer Study

What are the reasons you use the Transfer Station: <br> (click as many as apply)

Answer Options	Response Percent	Response Count
Lower cost	80.8%	232
Convenient	58.9%	169
Multiple	67.9%	195
Hours are	33.4%	96
Curbside	29.3%	84
Animal	38.0%	109
Additional reasons:		83
		<i>answered question</i> 287
		<i>skipped question</i> 180

Number Additional reasons:

- 1 Besides all these reasons, it's a wonderful community place to see your neighbors!
- 2 Takes any and all waste of any size.
- 3 We create a lot of trash.
- 4 No other choice
- 5 Can dispose of more waste at a time. The curbside containers do not appear big enough for a 1 time week pickup.
- 6 I enjoy the swap shack. It's true recycling!  
I am 750 ft from the road. I also put things in the swap shack and from time to time put items in metal bin,
- 7 salvation army, along with bulky waste  
Th transfer station should not be for profit but for taxpayer service. We pay too much in taxes with nothing in return.
- 8 Swap Shack
- 10 Frequent visitor to Swap Shack. I have found many treasures there.  
We cannot afford curbside pickup. On windy days, curbside pickup is the main cause of litter in our neighborhood.
- 11 BRUSH & LEAVES, BULKY
- 13 Swap shack
- 14 Access to dispose of other then daily waste.
- 15 Encourages recycling lifestyle  
Don't like the big garbage cans; we recycle as much as possible and this is awkward with curbside; I like the flexibility of choosing when to go to the dump; and I LOVE the swap shack!
- 17 Love the swap shack, both to drop off items others can use and to pick up items for us  
Ability to recycle items curbside pick-up will not take..
- 18 Assurance that recyclables get into the proper place.
- 19 We use both transfer station and curbside pick up
- 20 Curbside pickup is ridiculously expensive
- 21 we use it once a week and is very convient
- 22 Love the swap shack.
- 23 Like the swap shack
- 24 The dump is a New England institution. You see neighbors and say hi to people you usually would never see.  
only because the town doesn't offer something - don't we pay enough in taxes that the town of canton can and should provide curbside pick up ??????
- 25 greater flexibility in when and how much you utilize it.
- 27 it gives me many ways to dispose of many different things and I sure like the Swap Shack too!!
- 28 We love the swap shack
- 29 Only for bulky waste items
- 30 The swap shack is not something that is offered via the curbside pickup.
- 31 the swap shack
- 32 Use the swap shack, bottle recycling (deposit bottles) and salvation army box.
- 33 we also dump large items curbside would not pick up
- 34 My husband chooses to use the Transfer Station
- 35 Convenient , is , and should remain !  
Curbside refused to pick up anything except trash - no bulky waste, brush, leaves and charged additional to recycle.
- 36 I am happy to schlep my trash and recyclable to the transfer station and also cannot afford the luxury of curbside pickup.
- 37 Use of the Swap Shack
- 39 There are more recycling options at the Transfer Station. Specifically, motor oil and antifreeze.  
The SWAP SHACK!! Wonderful way to "re-purpose" & "Re-cycle" ...good usable items. Don't EVER get rid of that.
- 40 that.

41 bears would be a problem. plus, i would have to tow my garbage to the curb (long driveway).

The Transfer Station offers more recycling options and also has the Swap Shack where I can leave or pick up things (more recycling of gently used items and less trash). At the Transfer Station I know my trash is disposed of safely, not left on the curb where someone could go through it (identity theft) or the wind can blow it and cause more litter. I can bring out the trash when I am ready to and feel like it, not when it has to be ready for one day curb side pick up. The staff members are polite, friendly, and helpful when needed...more personal than the driver of the garbage truck. With the increase of bears and other wild life, bringing our trash to the 42 transfer station doesn't attract them to go through the trash can and making a big mess.

I only need to go once every 2 to 3 weeks and combine it with other trips on Saturday. Also when going on 43 vacation I can drop my garbage at the station before I leave and bears don't visit my home while I am gone.  
we like the swap shack!  
use of bulk disposal!

44 ash disposal

45 Once a week pick up in the summer time is not enough, trash gets pretty nasty by end of week.

We love the swap shack. We have recycled and picked up many useful items over the years. It has saved us 46 money as well as feeling good these items were not wasted.

47 often, boxes, rugs, broken shovels etc, and some items are too large for the trash bins supplied.

48 Swap Shack

49 individual responsibility

50 bulky waste things that won't fit in container

only one person at residence. curbside too expensive for amount generated. also need bulk waste for brush, 51 old appliances, and renovation projects.

By having the swap shack, the Transfer Station encourages recycling of goods; the goodwill drop off is useful to dispose of usable clothing and the bottle and can recycling helps the booster club. it is also a social nexus of 52 which there are VERY few in town.

53 You pretty well covered them all--except difficulty in snowy weather--on a hill

1. Disposal of bulky waste that curbside would not take.

54 2. Disposal of motor oil. I change my own oil.

55 Re animal nuisance-there are too many bears !

56 We are on a dangerous blind turn in the road

Swap Shack is a good way to "recycle" unwanted but still usable items. This is a good resource since

57 scavenging was unfairly banned in 1997

I am able to take advantage of swap shack!

58 I like that our town offers this service as a community

59 FYI...I do not believe the \$100 cost is appropriate. True it is lower than commercial options but it is too high.

60 One stop to meet all the political candidates

61 We can use the transfer station when we need it without the commitment of curbside pick-up.

I believe the transfer station provides for a wider range of recyclable items, such as motor oil, electronics, etc.

62 not to mention the swap shack.

63 Who wants to be woken up by the garbage truck early in the am.

The swapshack is a plus; instead of throwing things out which ends up in the landfill; other people have the opportunity to use them. Also, actively being able to separate and then properly dispose of it yourself at the

64 station is very fulfilling. And, many would agree, it's a great place to see other residents!

65 Convenient for oil waste, bulky waste metal and appliances

66 The transfer station accepts for then household trash such as bulky waste, scrap metal

67 Meeting other residents and catching up

The transfer station is a community location. We often run into friends that we may not see that often. We all have something in common here - we recycle. By taking our trash here our kids learn hands-on about where

68 our trash goes and the beginning of the recycling process. That is so valuable!

69 Ability to get rid of bulky waste with tokens

70 I like the swap shack

71 The recycling.

I also like the 'swap shack', not only have I found useful items for free, I also leave items in good condition to

72 pass along to someone else in my community

73 900 foot driveway - Hill! How would I get the can up and down the driveway? Too big and heavy

74 I like the idea of meeting my neighbors and the local politicians at the TS. Love the xchange shack.

75 recycling!!! several MORE options at the transfer station and the STAFF there is WONDERFULLY Helpful!

76 for bulky waste items, and brush

77 I frequently use the swap shack and donate bottles and cans to the sports teams.

78 to see fellow townspeople and drop items off at the swap shack

79 Curbside pickup does not pick up bulky waste, all recyclables, used motor oil, cardboard, paper, etc. etc.

Residents should have options: some people want curbside pickup and some what to go to the transfer station.

80 The town is better with more options.

81 Transfer station offers easier disposal of large quality of items as well as bulk items.

82: Can use multiple times a day

increase sense of community - I often run into folks that I rarely see - so it provides an impromptu meeting place

83

## Solid Waste Transfer Study

What are the reasons you use commercial curbside pick-up: <br> (click as many as apply)

Answer Options	Response Percent	Response Count
Transfer	6.0%	18
Curbside is	96.4%	160
Transfer	22.9%	38
Inappropriate	46.4%	77
Physically, I	2.4%	4
The	16.3%	27
The	3.6%	6
Additional reasons:		20
		answered question 166
		skipped question 301

- Number Additional reasons:
- 1 We actually use both. Hoped to change to transfer station exclusively but it was too inconvenient. Also I think it would be great, if you pay the transfer station fee, to be able to dispose of bulky waste on "one day" or certain days, as part of the fee.
  - 2 We also have a transfer station pass that we use infrequently to get rid of larger items. I find bulky waste disposal to be expensive, inconvenient (coins) and very random as to charges/number of coins.
  - 3 By the time I pay for transfer station fees and factor in gas, vehicle wear and tear and my time, commercial pick up is vastly easier for not that much more money.
  - 4 public resources wasteful vs private markets
  - 5 Expensive considering I'd have to drive it there.
  - 6 I use the transfer station. The questions used in this survey do not allow for accurate compiling of data.
  - 7 Able to recycle
  - 8 Would prefer not transporting solid waste in my vehicle.
  - 9 You've got to be kidding if you would expect town residents to transport garbage in their vehicles to any location. Curbside pick-up should be a right and an expectation of living in town.
  - 10 I also use the Transfer station from time to time.
  - 11 Costly.
    - I do not want to pay for curbside pickup AND \$100+ for a transfer station sticker. Other towns provide a transfer station free of charge (ie inc in taxes). Additionally I would like to see the Town provide curbside bulky waste pick up a few times a year, as other towns do.
  - 12 I like single stream recycling
  - 13 town doesn't have curbside pickup
    - Hours of the Town Hall to get the annual pass are not convenient for working families. Offer mail in for dues and/or weekend hours.
  - 14 Just FYI, we use both! We use Paine's and the Transfer Station for recycling, bulky items and of course the Swap Shack!
  - 15 just moved to canton and have always had curbside pickup
    - We already pay for commercial curbside pick-up. Other towns such as West Hartford provide curbside pickup. Their taxes may be higher than ours. If our taxes do not increase more than what we pay Paine's annually then I would agree with curbside pickup by the Town.
  - 16 It costs too much compared to the better curbside service I receive.
  - 17 We don't use curbside. We use dumpsters for trash at our business. Also #4 does not apply but there is no
  - 18 other

## Solid Waste Transfer Study

Have you ever used a Transfer Station in the past?

Answer Options	Response Percent	Response Count
Yes	66.9%	111
No	33.1%	55
If yes, why did you use it in the past and not now?		96
		answered question 166
		skipped question 301

Number If yes, why did you use it in the past and not now?

- 1 see above
- 2 It is more convenient.  
we used to have a pick up and husband could do it - we don't have that vehicle any longer and it's also easier to wheel a can down my driveway
- 3 We used it from 1998 until 2007. Got to be too much going to the transfer station each week.  
We can't accomodate hours during week days and weekend is busy accomodating needs of kids schedule and other tasks to be accomplished for the family.
- 4 Just got to be too much trouble to go every Saturday morning for us!
- 5 tokens for bulk waste
- 6 Avon's was closer to my home in Avon, and cost less
- 7 single large item
- 8 Bulky waste disposal
- 9 I was 14 years old and my dad made me!
- 10 see all of the above
- 11 have only used it for occasional large, bulky waste  
I used it when we fist moved into town. I like the "swamp shack", as it allows good stuff to be reused instead of putting it in the trash, but I feel this should be free for Canton Residences.
- 12 I still use the transfer station. The questions used in this survey do not allow for accurate compiling of data.
- 13 it is more convenient to have curbside pickup. I like that they recycle
- 14 Use it for recycling pastic, cans, bottles and newspapers
- 15 phone books
- 16 I have gotten a single day use coupon (from town hall) to get rid of bulky waste
- 17 dispose of oil, bulky wastes
- 18 Too difficult to get it there now. (senior citizen)
- 19 too expensive now
- 20 I use both now but could choose both as an answer in the previous question
- 21 Use currently for cardboard - newspaper - can, plastic & glass recycling
- 22 Had a lot of move-in trash that Payne's would not pick up
- 23 Larger items or a one time need. Do not use for routine disposal.  
For large items, bulky waste, or to drop items at the swap shack. I've also left my Christmas tree there for disposal.
- 24 No other services available
- 25 to dispose of excess garbage and bulky waste. love the swap shack it is great to recycle unwanted items
- 26 large items
- 27 Only use it for bulk waste
- 28 Had large/nurmerous items that would be difficult for curbside pick-up
- 29 large items
- 30 Swap shop, engine oil disposal and bulky waste
- 31 Christmas tree disposal
- 32 when needed for bulk
- 33 Bulky waste disposal
- 34 Dispose of large items  
We use it only for those items that can not be picked up curbside. I like that there is an to appropriately dispose of items. However, we have to rent a truck that can be used to transport the items.  
In a city we lived in previously, we paid per pound (they weighed your car going in and going out) and used it for 40 times when we had excess garbage, about 4-6 times per year.
- 35 Bulky waste disposal in another town.
- 36 We had no local curbside pick up.
- 37 For bulky waste disposal
- 38 More convenient to have curbside pick-up.
- 39 I use it sometimes. Curbside pickup is more convenient for me.
- 40 I only used it as a young girl - it was what my family did. I would like to return to this routine.
- 41 to dispose of an old airconditioner, give items (large plastic toys) to swap area

- 48 Still do for Bulky waste
- 49 For bulky waste only
- 50 Bulky items
- 51 Convenient but, I thought it was expensive .
- 52 we use both commercial AND transfer station for recycling
- 53 I do still use it now.
- 54 no longer have vehicle for transporting materials
- 55 budget restraints
- 56 disposal of large items (couch, tv, etc)  
My old home had a very long driveway--had to load waste into car anyway to get to end of driveway so might as well take it all the way to the Transfer Station
- 57 well take it all the way to the Transfer Station
- 58 bulky items only
- 59 large items, special recycle items, moving clean-up - new resident, used in old town, not yet used in Canton
- 60 I still use it for oil, anti freeze, and excess trash  
Found out that commercial pick up was not that much more expensive. Took too much time to go to the transfer station.
- 61 transfer station.
- 62 It was close to my other home and i had an older vehicle to transport
- 63 We use it for bulky waste only
- 64 Still use Transfer Station - used for bulky waste, oil, drop off items at Swap Shop.
- 65 convenience  
When we first moved to Town we used it but as the cost went up it was easier to pay for commercial service
- 66 since it was so convenient
- 67 curbside is more convenient
- 68 Fees  
Used Simsbury's TS for bulky waste and yard waste. Had large amounts of yard waste with no other means of disposal.
- 69 disposal.
- 70 I have had large items to dispose of in the past.  
I like having a specific day for curbside pickup. Did not like finding time to get to the transfer station. I did not like putting trash in the same car that my children ride in. Transfer station did not offer as much recycling as curbside.
- 71 curbside.
- 72 JUST TO DISPOSE OF BULKY WASTE
- 73 Have a permit also for the full year. We use the bulky waste disposal and the Swap Shack.
- 74 Only means available for refuse.
- 75 lived in Avon ... used it for bulk waste only
- 76 its too expensive for the occasional user  
We have bought the pass so we can go and dump once or twice a year. But it is just not in our schedule to do weekly and we try to recycle and compost as much as we can.
- 77 weekly and we try to recycle and compost as much as we can.
- 78 Convenient for bulky waste
- 79 bulky waste
- 80 large objects
- 81 Used for bulky items and only 1 time in 7 years in Canton
- 82 bulky waste
- 83 We dropped something at the swap shack and the bulky waste disposal.  
I use the swap shack and transfer station fore
- 84 bulky waste often.  
I used the transfer station once with a token to dispose of bulky waste. We should have a Transfer station, that should not be in question, since I may have (and know will have) a need to dispose of bulky or other "special" waste in the future.
- 85 waste in the future.
- 86 Curbside is easier
- 87 we've only used it when necessary to dispose of bulky items that our commercial pick-up doesn't handle
- 88 not worth the fee charged
- 89 i use it for anything over my normal household trash and recycling
- 90 I use tokens once or twice each year
- 91 Larger disposals with special permits
- 92 I tried it...VERY allergic to bees..they are everywhere because of the garbage
- 93 Had more time to get there, and had bulkier waste than now.
- 94 Hours of operation, curbside doesn't cost much more
- 95 For my Christmas tree and the swap shack
- 96 I use it periodically for items too big for pick up or if I have an over abundance of trash

## Solid Waste Transfer Study

This space for optional comments on any of the questions in this survey. (Limit 150 words)

Answer Options	Response Count
	219
red question	219
red question	248

Number	Response Text
1	The bulky waste process is inconvenient (obtaining coins at the town hall), expensive (I have been charged what I feel is excessive coins for the amount of waste disposed of) and there is no rhyme or reason to how many coins are charged. This is primarily what we use the transfer station for and I find it to be the most inconvenient and confusing of the services offered.
2	The transfer station is needed as long as there is no town curbside pick-up. It is well run and less expensive than private trash-pick. I am fortunate that I can afford private.
3	Go Green. Recycle as much as possible.
4	Another factor of convenience is being able to avoid the left onto Rt 202 once done, at busy times when it's most popular to get to the transfer station on Saturdays. When it's bad - it's really bad.
5	Asking if the transfer station should be self supporting is like asking if the library or the clerk's office should be self supporting. It's a town service. I do not want curb side. I want to be able to go as often as I want to drop off household, recycling and bulky. Perfectly convenient-sometimes I drop off before work, sometimes on the weekend. Besides, the swap shack is the best way to find stuff I want and get rid of perfectly good stuff I don't need any more. What I think is there needs to be more education about how much money the town could save if those that used the transfer station recycled. Most people do not understand the disposal fees and that if you pull out the recycling you can save enough to keep the yearly pass fees low.
6	The station should only remain open if it is self supporting, without addition tax payer funds.
7	I am sure that many people - who don't use the station - don't care if it closes. They feel if they don't use it, what does it matter? My response to that is that I don't have any children so I don't use the school system. I don't use the town pool since I have a pond. It doesn't mean that I don't have the responsibility as a resident of Canton to pay for all of these things. It's "the cost" of living in a community. You pay for part of everything, whether you use it or not. Please don't close the transfer station. Maybe reduce the hours by one day, or use a vendor that will give US money to take our scrap metal, but don't get rid of it. It's also one of the few places in town where you get to see people coming and going - a great community "activity", if you will. I know it sounds crazy, but going to the transfer station is one of my favorite errands to run.
8	I would be tempted to use the transfer station if it were much less expensive. I just don't know if that is possible. My taxes support the transfer station even though I don't use it because of all of the reasons listed.
9	More fair and more convenient to do away with it and have universal curbside pickup.
10	Bulky Waste should be paid for at the transfer station rather than at Town Hall. Large loads of bulky waste should be handled through scales capable of weighing a truck or car.
11	The transfer station is a scalable model that promotes recycling and composting. Cost control options need to be considered to insure viability. Outsourcing the operation should be investigated.
12	I can't imagine having to pay MORE TAXES to get town provided waste pickup for everyone. Just let the ones that want to pay for the Paines truck keep paying. The town does a good job with the dump and I don't mind bringing my stuff there. It's easy, organized and I always seem to bump into someone I haven't seen in a while which makes it enjoyable too.
13	Our family would definitely feel the loss should the transfer station close. We would also feel badly should people lose their jobs!
14	It would be great if we had more single stream recycling. We were just discussing this the other day and thought that for rare items maybe a few towns could go in together on the cost. It would also be great if there were 2 "bulk" or odd collections (trees/batteries/light bulbs). And it would be fabulous if we as a town started recycling our clippings. It would probably cut down on the cost of landscaping.
15	Bear in mind that charging by weight or volume will disproportionately affect different residents. (ie. Bag of wet diapers is much heavier than a larger bag of foam peanuts, thus potentially hitting the family more than the business)
16	High taxes should already pay for trash disposal!

We pay very high taxes and should have curbside pickup. Lots of towns have it and I'd like to get something for my taxes. My street is a mess and never gets redone except for the lousy small stones that are put down. We  
17 also needs curbing.

The survey is not designed to allow an accurate responses from those who use both curbside pickup and the  
18 transfer station for garbage disposal. I prefer to have both options available to me.

The town should do all it can to encourage recycling.!

b

19 Would like to see CFL bulb collection at the transfer station.

I am often see residents using the Transfer Station without sticker.ç

20 and people who do not pay for this service should not use Transfer Station!

The Transfer Station should collect used motor oil without fee. I moved from Burlington where this service was  
21 offered at no fee. Southbury charges no fee.

I would ask that you keep the transfer station open. Options are good for residents. Being tied into curbside  
22 pickup as the only option would not appeal to me at all as a taxpayer.

23 I hope that decisions will be made that work for the entire community.

24 we would love to have a recycle/garbage pick up provided by the town

It would be great to keep the transfer station, but not if it is fiscally impossible. Perhaps shortening the  
hours/days would help. I have never had to "wait" in a line when we go there and when I have gone to other  
transfer stations I have had to wait in longer lines. To me this stands out that the transfer station isn't continually  
25 busy.

Stop the fees, provide taxpayers a service and cut spending.e.g.school salaries and benefits; hydro dam project;  
collinsville bridge project;police chief search;too large an ambulance;too many fire stations and equipment; a  
26 free spending BOS and BOE. The elderly bear too large a tax burden with no service.

If offered curbside pickup I would prefer that to the transfer station. Also opening up the transfer station to local  
27 business could help off set some of the costs.

If the costs to run the transfer station exceed the current funds available, Canton should raise fees so that it is  
self sufficient. I pay for curbside pick up, I do not want my tax monies spent on the transfer station that only  
28 benefits some of the town.

Only one commercial vendor covers the town of Canton. Unlike surrounding towns who can choose between  
competitors, the only options are to use Paine's for curbside removal or to purchase a vehicle that can haul  
waste to the transfer station. s

b

29 If the town will not provide waste removal, can we invite additional vendors in to offer some competitive pricing?  
30 the fees to use anything in the transfer station are absolutely ridiculous!!

To cut costs, hours should be cut drastically. Canton is open 42.5 hours per week! Avon, 19.5 hours.

Simsbury, 14. Burlington, 16 or 10, depending on time of year. Sure, I find it convenient to be able to go 5 days  
a week, but it's a luxury we can no longer afford. Why do we need to be open more than twice as many hours per  
week as surrounding towns? We don't. Often when I go there, I'm the only one, and the attendants are inside the  
31 office/trailer watching tv.

We would like to use the transfer station on occasion -- especially to take things to the swap shop -- but it is too  
32 expensive. It would be nice even to be able to use the swap shop without needing a tag.

If Canton provided curbside pickup, it would be more convenient than loading our car to take trash to the transfer  
station; however, we cannot afford the current high cost of curbside pick up. Please do not raise the cost of the  
transfer station. Additionally, the transfer station is a "community" place where residents interact (ex: girl scouts  
33 self cookies, swap shack, etc.).

Like the blue recycling containers provided by Paynes but there is no place to store it with a large trash can, too.

I have no idea what we are going to do with it during the deep winter months! Would prefer weekly recycling pick  
up, even if this came at a higher cost. .

b

34 Can the transfer station be combined with another neighboring community to share the cost?

Would much prefer the town offered curbside services. Canton tends to be 'fast' or late in comparison with other  
towns in offering services. It is often difficult to see town taxes used for convenient services and overall  
35 maintenance of our town., which is disappointing. Canton needs to upgrade services offered.

36 The Swap Shack is the best thing since sliced bread!!

37 curbside pickup would be nice but we don't want our taxes raised needlessly

The services have become much more expensive in the 15 years we have used the station. Would like to  
38 services expanded.

39 It would be nice to have it open on Mondays, but I realize we all need down time.

The town must offer curbside pick-up for regular, weekly garbage service. The service from Paine's has been fine for the past 7 years. I also think the Transfer Station is fine for what it offers. However, residents should be able to pay at the station rather than having to go to the Town Hall. It would be nice if residents could schedule pick-up of large, bulky waste type items.

40 1) We NEED the transfer station to reduce illegal dumping -- DON'T CLOSE IT. If it were gone many people would simply throw stuff into the woods. 2) Swap Shack is GREAT -- should expand it. 3) People should NEVER have been given a rebate for NOT using the transfer station! 4) Transfer station is a public benefit to the town and cost should be partially borne by all residents as well as those who use it. 5) Need better checking of dump stickers by staff and tidying up of swap shack.

41 Consider using a "drop in fee" like \$10 per visit for a max weight for each use - or a sliding scale weight and price - or a cost per item. This way, if people need to dispose of one or two items, they don't need to spend \$100. I would use it that way instead of waiting for the hazardous disposal or computer disposal days in other towns. Those that use the transfer station often could still get the \$100 permit.

42 We have used the transfer station for 15 years - we like the ability to dispose of our trash in this way - There is no way that we could get our garbage to the side of the road from our driveway.

43

I feel the questions are limited, in other words answers were given without knowing what the alternative would be without having a transfer station. What would a resident do with their bulky waste, or excess garbage that will not fit in the weekly commercial roadside bin? If a commercial company was to increase their services to include bulky waste, scrap metal and additional bagged garbage, what kind of fee increase could we expect? None of these obvious questions were addressed in this survey, therefore I feel this mailing and survey is inadequate.

44 The transfer station is an economical way to dispose of household waste and recyclables. The crew that works at the transfer station are great and very helpful as well as good at making sure people follow the rules. It would be a shame if the transfer station did not exist.

45

Transfer Station should be made into a regional facility with surrounding towns sharing the costs. A traffic signal should be installed at the intersection of the road with 202. We have used the Transfer Station for 14 years and find it very convenient and would hate to lose it. We need competition to the one private trash hauler in town. There should be a better solution for bulky items (curbside pickup). Offer other options besides \$100. e.g. If you want to use transfer station later during the year you still have to pay \$100. I heard Avon residents have to pay nothing. How does Avon do it?

46 Closing the transfer station will lead many people to find out of the way places to dump their stuff. The open spaces owned by the town or the land trust properties will likely be a target and become unseemingly and a health hazard.

47

48

I would say due to the economy, if we could save money by going to a town provided trash pick up then it would be something I would be interested in at least researching. Freeing up money in our town budget so we might be able to use it somewhere more important is always a good thing. However, if it would better serve our budget to ask for additional fees for use of the transfer station I also wouldn't be opposed to that. I would could afford probably another \$100 or so if necessary.

49

I am satisfied with Paine and have single stream recycling. I use the hazardous waste occasionally and hire someone to haul off large items. I am not sure there is a good reason for the town to provide curbside, unless there would be savings to the town and the users.

50

I love the single stream recycling that Paine's offers - we recycle many, many more items this way, and my spouse (who will remain nameless) actually recycles because it's so much easier this way. I don't know much about the transfer station, but I have the impression there are additional fees for various larger/special items, and it gives me that 'nickel and dimed' feel (admittedly, I don't know if this is accurate). Also, the lack of the right vehicle to transport our trash is a big issue for us.

51

Although I do not use the Transfer Station on any sort of frequent basis it is good to know it is there for those occasions I need to use it. Perhaps a second option is a daily pass besides tokens...

52 It would be nice if tokens were available for purchase at the transfer station.

53

I THINK #1 THE SWAP SHACK HAS GOT COMPLETELY OUT OF HAND INSTEAD OF GETTING TOKENS OUT OF HAND INSTEAD OF GETTING TOKENS FOR BULKY WASTE THEY THROW THERE JUNK IN THE SHACK..#2 THERE SHOULD BE A PLACE FOR PLASTIC BAGS TO RECYCLE LIKE GROCERY AND GARBAGE

54

Curbside pick-up for me means a 400' up-hill movement of trash to get to the 'curbside'. I'm sure I'm not the only resident with this situation. The transfer station provides for many needs not offered by curbside pick-up and is more cost effective. Curb-side is expensive.

55

Provide bulky waste weeks instead of the coin system. Most towns have 2 bulky waste weeks a year included with their property taxes, not additionally charged to dispose of their bulky items.

56

It is important that Canton provide its residents with convenient access to hazardous waste (electronic components, oils and lubricants, fluorescent bulbs, batteries, etc.) disposal, so that these items don't end up in our local land fills because they are being thrown out in the regular trash.

57

- We also bring our bottles in for the Canton Sports, as well as use the Swap Shack. I think many residents use  
58 the Swap Shack for both recycling their pieces and picking up things that others no longer want.  
on occasion we have had to use bulky waste but really prefer to recycle most of what is allowed. I believe we  
59 should go back to burn barrels!
- I like the transfer station and feel it needs to stay the way it is. the personnel could stand a little intervention with  
60 the personality department though.
- 61 The token cost for bringing a pick-up truck of bulky waste is too high.
- 62 I would be willing to pay more money to keep the transfer station "as is".  
I think that the cost for residents to use the transfer station is very low. We are lucky that it is available to us and  
are going to have to get used to paying for services. The town can not continue to provide services with no  
63 additional costs associated for them. Times are changing.
- 64 We are really pleased with the transfer station features and convenience. We do not feel any changes are  
required in the way it operates.  
Increasing the ease and effectiveness of recycling is the most important thing our Town should do in regards to  
65 solid waste issues.  
The transfer station provides an easy way of disposing of bulk waste and we have obtain useful items at the  
66 swap shack.  
I would prefer to see single stream recycling. Also I'd like to see more oversight at the transfer station to make  
67 sure waste is getting into the right containers. Single stream would alleviate this problem.  
Better education, communication needed about transfer station and what can be brought to the location. Greater  
focus on bulky waste and recycling (ie, more locations to obtain tokens, better communication on times, etc).
- 68 Thank you for the opportunity for the survey.
- The dump is a handy way to get rid of waste. Curbside pick up would be nice too. It all kind of comes down to  
69 cost. Whatever is more cost effective is what the town should do.
- 70 need to have the ability for curbside pick-up a few days per year.
- 1) Canton, like all communities, should make a much larger commitment to recycling. The Transfer Station  
should be renamed the Canton Recycling Project.E  
b  
2) Sorting our waste much more extensively should be a priority. The recycling center should be a "Recycling  
Education Center". It should be a place where the community can go to get rid of deposit bottles and cans, all  
things metal, used oil, electronics, all kinds of batteries, hazardous waste. There should be a covered, extensive,  
and monitored "Take it or Leave it" area. ]  
b  
3) The Recycling Education Center should have extensive and convenient hours, including Saturday and  
Sunday. Weekend hours are very important, it is when people are home cleaning, doing projects. Saturday and  
Sunday are days that people want to go to the Recycling Center. ]  
b  
4) Community Leaf Compost should be a center piece of the town recycling project. The town should invest in  
the expensive equipment needed to turn brush and leaves into bark mulch and compost. The finished product  
71 should be made available to the community free of charge.  
Bulky Waste should be pay as you go/make tokens available at Transfer Station. Needless bureaucratic hassle  
to have to go to two different places for one dump trip. Also, many people have work hours (even past the  
72 extended hour day) that make it impossible to get to town hall during week.  
What alternatives would there be for bulky waste if the transfer station closed? I would be concerned about the  
73 possibility of more illegal dumping.  
If us residents do and should want or expect it to be fully run and maintained by our annual fee and tokens there  
would be a need for very tight controls. Especially on who is dumping what and how much. Maybe base it on the  
address and SIZE of the 'family' using it and I would question 'full truck loads' of stuff coming in. Please keep the  
74 Transfer Station in full operation. Thank You.  
If the price to use the transfer station ends up being equal to or more than curbside pick up, we will probably  
75 switch.
- 76 Please provide details to the Town about single-stream recycling--what it is, when it will be available, etc.
- 77 I think bulky waste should be provided for transfer station members without cost perhaps 2-4 times a year.  
If costs are going to rise, fewer days per week for the transfer station should be considered to maintain or reduce  
the cost of service. The town should be looking at ways to continue services (not expand services) while  
78 maintaining or reducing costs via all available vehicles - through good financial times & bad.

It would streamline things if you could somehow eliminate the need to go to Town Hall to purchase bulky waste  
79 tokens. Perhaps tickets that could be purchased at the Transfer Station itself.

Don't change anything!! It's working fine, has been for years, and I've been around long enough to remember the  
80 "real" town dump across the road, in the quarry.

81 The town should offer semi-annual curbside bulky waste pick-up

82 You should offer free disposal of residential used motor oil.

The swap shack is also a wonderful means of recycling gentle used or new items you do not want..

b

The Canton Town Dump is an asset to this town and to those who use it. The staff is always helpful and  
83 pleasant. I hope that the town officials see its benefit.

Everyone has a choice on how to dispose of solid waste. I have chosen the convenience of curb side waste and  
84 recycling. I would prefer to see the transfer station become self supporting.

It would be nice not to have to come in to buy coins for bulky waste. We should be able to pay on line or by mail  
85 and be sent a coupon. The hours to purchase coins is too restricted.

86 We have used the transfer station for 18 years and find it extremely convenient, well managed and cost efficient

If the transfer station fees need to increase to keep it sustainable, so be it.!

BUT find a way to keep contractors from abusing the system. I've bought bulky waste tokens only to see guys in  
pick-ups offload entire truckloads for free. .

87 Residential users should pay one lower fee, and contractors/business owners another significantly higher fee

88 I would like to see Canton have curb side pick up of trash and also use streamline recycling.

I feel that this system is working very well. In regards to the grass clippings being composted for residential use,  
I think it would be better for use on town properties. The transfer station should definitely remain open. It makes  
recycling much more convenient, and more likely that residents will utilize the resources instead of making it

89 more difficult with curbside recycling on specific days.

90 Love single stream recycling available from commercial curbside pick-up

We like the transfer station very much, it is convenient and well maintained. thank you (we have lived her more  
91 than 5 years and our relatives have lived here almost 20 years).

Transfer station is easy to access and for the most part accepts all of my trash. They are also very helpful with  
92 informing me which plastics are recyclable or not. I love the swap shop.

I actually enjoy using the Transfer Station. The hours are satisfactory and the staff helpful and friendly. I  
previously used Paine's curbside pickup service, but I prefer the Transfer Station. It is less expensive and more  
convenient. The staff also does a great job of keeping the Transfer Station from looking like a dump! I also think  
93 the Swap Shack is a great idea, too. Please keep the Transfer Station.

A fee increase should not be considered. If necessary, reduce hours/days that transfer station is open in order to  
94 save costs.

95 It would be more convenient for me if the transfer station was open earlier in the morning.

The cost of curbside pick up is getting out of control. I think alot of people in the near future will begin to use the  
transfer station as a means of garbage disposal, including me. I just need a car/truck that can hold garbage and I  
96 need a place to store it mid-week so the bears can't get to it (I have no garage).

It would be good if the swap shack portion could be a free service to the Town. Admittedly, it would take some  
97 management to be sure people weren't dropping off junk/trash.

98 I like the Transfer station. I think it is fine the way it is. I understand that the fees may increase.

Transfer Station is an effective way to get rid of solid waste. Closing it would create a hardship, and probably  
99 result in greater cost to us.

100 No opinion on the transfer station b/c we have never used it.

Had heard a rumor you may not have the Swap Shack anymore?? I hope that's not true...it's very  
needed, appreciated for the people who use it for items they need or can't use anymore. It also "green" because  
101 people re-use things instead of adding to the garbage heap.

I think the transfer station should stay open for those who prefer it. If the town is not going to provide curbside  
pickup then it can't force people to pay a high price for it. The bulky waste disposal is a definite benefit to our  
102 family as well as the swap shack. The swap shack keeps good stuff out of the garbage  
With the economy, love the swap shack. Have been able to provide the kids with toys and sometimes clothes for  
103 free.

I would like to compliment the Transfer Station Staff on the tidiness and cleanliness of the facility. They do an  
104 excellent job!

We pay an above average amount of yearly taxes to the town and feel garbage disposal should be something  
105 the town absorbs. There is no trash pick up, no bulky waste pick up and no leaf pick up in town currently.

I would like to be able to recycle motor oil without buying a transfer station permit. The commercial curbside  
106 service serving Canton does not accommodate motor oil recycling.

I LOVE the transfer station. So much less expensive and more convenient than curbside -- You can get rid of  
107 just about anything there -- I love donating clothes, bottles and cans and even stuff for the swap shack!!  
108 Maybe by cutting the days, the transfer station could become some self sufficient.

Who ever thought of the Swap Shack should be given a raise! All towns should encourage this. Secondly,  
109 Patrick is a difficult man to deal with at the transfer station. He can be extremely unpleasant.  
Not opposed to having a transfer station if it is largely self-supporting. Ability to optionally utilize for bulky waste  
and yard waste (including christmas trees) on an as-needed basis would be worth some town funding if low cost  
110 and value-added.

I'm concerned that the town will switch to charging per bag, or by the weight. To me, I can only imagine that the  
experience of disposing of waste would become very burdensome - long line waiting while garbage is inspected,  
measured, counted. And it seems like this would be a costly wage issue - need to pay folks to do this task.

b  
111 We are happy with the current options for waste management.  
My only other suggestion would be to add the possibility of 2 bulky waste drop off days for free to sticker  
residents twice a year, once in the spring and again in the fall (you could limit the amount...one free truck load,  
two free car loads for example on each 'free bulky waste day'). This may attract more residents to get stickers  
for the station also. I rely on the station at least twice a week, and more, and would hate to see it close. I hope it  
112 will remain open.

We are generally happy with the Transfer Station and definitely need a facility of that type..

b  
113 It would be nice to have a hazardous waste disposal day for Canton (in Canton) once in a while.  
bulky waste is too expensive - I can't afford to get rid of big stuff! I already pay to use the station - why do I pay  
more for bulky? curbside would be great but not if it raises my taxes significantly. I already can't afford this town.  
I would love curbside because the hours at the station are terrible. the only day I have available with those hours  
114 is Saturday - if I miss that I have overflowing garbage for the entire next week.

We thought you could use bulky waste if you had a dump sticker and the necessary tokens.

If you make compost from leaves, grass clippings etc., you should charge a fee as they do for Green Cycle in  
115 Farmington.

116 It seems that a commercial business can abuse the current system in place. Charging for bulky waste is foolish.  
The facility seems to run well. Too bad there is not a better way to pay for bulk waste but I understand not  
117 retaining cash at the station. Single stream recycle at station would be much better.

118 the transfer station is a requirement and should be maintained and expanded to suit the growing community.  
The transfer station should be the low cost option to residence. Those that want curb side pick up can pay  
Paines to do it. The trucks cause road hazards blocking most of the street as they stop at each home and go  
through their hydraulic dance with every container. Transfer station should remain open and be free to home  
119 owners in town with additional cost for bulky waste only.

Bulky waste tokens are too expensive for what little metal or wood scraps I need to dispose of. I have to store  
120 debris for months before it is cost effective to dispose of it by token. This is both dirty and potentially dangerous.

Not sure what this study is all about ... with amount of taxes each resident pays you'd think we'd have have trash  
/ recycling curbside pickup ... seems like a simple thing ... the town doesn't offer it so we pay for commercial  
121 pickup ... no one wants to load garbage into their car and drive it to a transfer station and pay to dump it.

I enjoy going to the transfer station, it's nice to see your neighbors, the folks that work at the transfer station, and  
getting the trash out of the House more often. I think they should open for Commercial use, for the small  
businesses that don't have rm. for dumpsters, I would be willing to pay addition for dumping my construction  
122 materials.

I have lived in town for sixteen years and I believe that Paines has been the only company serving the Transfer  
123 Station. Does this contract go out to bid to insure that we get the best price for the service?

The transfer station has been a great value for our family. However, transfer station employees are, most of the  
124 time, downright rude!

125 Bulky waste fees very high example \$30.00 for a couch

I believe if a resident wishes to use a commercial vendor, they should pay the cost, entirely. The Town should not be given a subsidy for commercial vendors. The choice is: Town recycling center, yearly fee, pro rated if necessary; or commercial vendor at resident's cost. If more residents used the Town recycling center, we would probably see an increase in recycling. When driving the roads, look to see how many trash bins and recycling bins are at the end of driveways. A good deal of the time you see one bin - trash. Recycling helps everyone and the Town recycling center provides more options. Added plus - you get to see some neighbors and town residents you might not otherwise see - as in the "olden days" - a town social center. I believe that it is NOT in the best interest of the Town if the Town recycling center is closed. I do believe that we can continue and increase the recycling in town to the benefit of everyone. I have brought my children up to believe in recycling, and taking care of our own (ie. you contract for a service, you pay the service - no subsidy).

126 These were tough questions to answer Y/N. We need to determine what the economical and environmental impact is on the town and try to make our decisions that way. People need to be more committed to recycling and composting. Possible the transfer station could be limited to items that can't be recycled or put in normal trash. Hazardous items and large items? I respect the history of this and the town tradition - but this isn't a decision that will hurt our history it can determine it.

128 You've covered it all.

129 when can we start doing single stream recycling? maybe more people would use it if it were easier.

The bulky waste token program is very inconvenient. Tokens may only be purchased at the town hall which is open very limited hours. This makes it almost impossible to get the required tokens when needed. You also cannot decide "spur of the moment" to dispose of an item that requires a token if the town hall isn't open. The fees at the transfer station are high compared to other towns. Both annual rate and fees for items that are deemed as requiring a fee. Are all these fees honestly justified? If yes then why is it so difficult to get the required tokens. A good suggestion would be to eliminate the token program and raise the annual fee instead to make up for the revenue loss.

130 Charge flat rates - have pricing structures for normal household waste and another tier for use of bulk waste/mulching. Eliminate the need to keep going to town hall to buy additional coins for bulk items.

132 Do not increase user fee for individual use of transfer station.

I think w/recycling offered, at least 1 late week night and also curb side for a fee as an additional offering, that this would increase use and provide needed funds to run and sustain itself.

133 We use the Transfer Station a lot and really value it. I don't know if being "self-supporting" is urgent, but I think if the prices went up a little, we would definitely still use the Station. It would be great if you could take grass

134 clippings and leaves/branches and use some eco-friendly method for compost. I'd buy that. People have to get rid of trash and it should be as easy as possible. This need is met by the transfer station and it should not have to be self funding or expensive. Those that get curbside service are paying a transport convenience charge to have someone pick up their trash rather than take the responsibility of doing it

135 themselves.

the town transfer station NEVER had tight control of tipping. I hear residents brag about ripping off the town by sneaking extra trash. If the place is not self-supporting with its own fees, then it should be closed!

137 It works good. Leave it alone.

138 I don't think it is fair to make the transfer an entirely self-supporting.

Love the new large bins for recycling!

139 YOU realize most of the waste is recyclable.

It'll be interesting to see any conclusions--you meet people at the transfer station; there's the swap shed, a place for telephone books, old oil disposal, and one learns of the days for getting rid of "old oil based paint cans, etc.--

140 plus occasionally some town news comes your way!

This was a great idea. I'd suggest using this sort of survey for soliciting input from a larger segment of our town's population on a wide variety of issues. Thanks.

I believe that the transfer station is an important resource for anyone who does their own (does not hire contractors) for their yard and home improvement projects. It should however absolutely have fees high enough so that it pays for itself.

143 I like the compost idea if it could be self supporting but not if it would cost the town.

We switched to using the transfer station just this year- but am wishing it used single stream recycling for ease. I think if the town charged an individual usage fee for actual garbage, more people would be inclined to recycle.

It is always confusing what is recyclable per town and state and what is not- even though there are lists on the website, it would be great to have a presence at community events to begin to educate our community about what is recyclable and what isn't- make it fun and available- like Sam Collins day.!

It would be great if the town offered recycling of old Christmas trees as well. That is the similar concept to making a town mulch pile.....we can all benefit - and less waste. Thanks for asking!

144

The token system would be a good system if they didn't have to be purchased in advance. The town hall hours are short and is not open on Saturdays which is the day when most people utilize the transfer station. The cost is high for bulky waste disposal compared to surrounding towns. Town is very fussy about what items are acceptable at the transfer station. I've asked friends in other towns and they've said bulky waste is cost is determined by individual situation which is something Canton should consider vs based on vehicle size. Swap shack could be better maintained as unusable items are placed there, potentially to avoid the cost of disposal or  
145 unable to obtain necessary tokens.

Would not want to have curbside pickup if it means increased taxes/cost. However, I could see where curbside  
146 would be beneficial, but what is the cost? In this economy, additional costs to the town does not seem prudent.  
147 get rid of pains and have our town workers truck it to Hartford they don't do too much in town as it is  
The transfer station is a valuable and simple way for Canton residents to manage their trash/recycling. Keep it  
148 open!  
149 Set traffic flow.

Transfer station services should NOT be self-financed through fees. Many towns offer services of this level for free or far less than \$100. Our tax payments should provide for this service or supplement this service. If fees remain where they are or even go higher there should be reorganization of the current facility to handle higher volume and provide more services. Removal of scrap material by residents should be considered as well. Swap  
150-shack mentality should include metal, wood, compost... Thus reducing volume of overall waste. Thank You!  
151 I would pay for the trash people to pick up leaves if I rake them to the curb  
Enforcement of the rules should be more strict. I pay for my permit other users don't. Don't charge the same for 1  
bulky waste item as a truck load or give 5 tokens for permit holders each year as part of the deal. The swap  
shack seems to be a free bulky waste drop point. Charge for occasional users who don't have a permit. Enforce  
152 recycling to reduce trash fees.  
Using the transfer station gives us low-cost total control over our trash and recycling. We also appreciate the  
153 bulky waste option.

Recycling is a habit and it's hard to establish in the family. Residents would benefit from town (or Paine's) training on recycling. Recycling sorting bins for in-house use could aid the sorting process?  
b  
We already pay for commercial curbside pick-up. Other towns such as West Hartford provide curbside pickup. Their taxes may be higher than ours. If our taxes do not increase more than what we pay Paine's annually then I would agree with curbside pickup by the Town. However, level and quality of service should remain similar. )  
b  
We should have a transfer station and there should be a live attendant for any questions or disorderly conduct by  
154 the users.

Transfer station can, is and should be an asset to the town. If we all took proper care of what we buy and  
155 dispose of, there should be less of a need. Curbside pick up makes it easier to continue wasteful habits.  
Our taxes are higher than other communities, yet services for folks with no kids in school are limited. I feel the  
156 transfer station does not need to be self-supporting.  
I just have one question.  
157 Why people without 2010 transfer station sticker still use waste transfer station?

Bulky waste costs are too high. To ask someone to pay \$50 to dump a broken air conditioner seems ridiculous. Also I wasn't clear on what 'self-supporting' means. Does that mean the attendants wouldn't be there? If so then  
158 no, I think they do a good job of keeping things organized and without them it would be a utter mess.  
Composting is a good idea however the use of lawn products and chemicals can taint the compost. I would  
159 rather provide information to residents on how to compost their own organic waste.  
I also am in favor of keeping the swap shack in operation. It encourages recycling and keeps many useable items out of our landfills. If a more diligent staff would/could supervise what is dropped off, it would not get out of hand and be kept manageable. Items such as dehumidifiers, mattresses etc. would not end up at the swap shack. Those who are too cheap to purchase tokens, get away with disposing of them at the swap shack  
160 because of the lack of oversight.  
If composted yard waste is made available, grass clippings should not be included due to the amount of chemicals used on many homeowner's lawns. These chemicals (often pre-emergent weed control) effects the  
161 quality of compost. I would not use compost from the town if grass clippings were accepted.  
I believe recycling is a community responsibility and that we need to provide a collective solution that allows for  
162 the maximum amount of recycling.

The transfer station should remain open. Curbside pick up is costly, very fussy about what items that there "allowed" to accept so items they deem unacceptable would be left on the road leaving the homeowner stuck with no way of disposal. Pick up is often early in the morning. The trucks and pick up process are very noisy which disrupts sleep. The slow moving trucks cause traffic slowdowns. The cans could also blow into the road on a windy day if someone didn't arrive home in time to relocate them. Transfer stations hours are reasonable, annual fee is affordable, bulky waste disposal fees are high compared to other towns and unlike other towns, should not have to plan in advance to discard bulky waste since tokens are required in canton and are only available at the town hall that closes too early before most people get out of work and not open Saturdays to make the program

163 more useful.

164 see comments under #4

The hours for the transfer station are not practical for people who work during the week, leaving only Sat to go, nor is buying tokens during town hall hours. If you don't have a vehicle capable of transporting bulky waste to the transfer station, you are out of luck. Placing smelly garbage and 4 separate recycle bins in your car is not fun. If curbside wasn't so expensive (3X as much) and had an answer as to what to do with yard waste, I wouldn't use

165 the transfer station at all.

166 We would like to have continued use of the transfer station, even if it means a slight increase in the fee.

The town provides a good service for bulky and oil, metal etc. I think that these waste streams would not be

167 disposed of as well if there wasn't a good local option.

1. Closure of the transfer station and /or a significant increase in fees will lead to illegal waste dumping in town. Removal of illegally dumped waste will then need to be borne by others.

168 2. Closure of the transfer station and incorporation of townwide pickup runs the risk of becoming captive to the waste hauler(s), the town will give up its bargaining position and have no other options for waste removal.

169 Seeing as how the people that pay the most taxes in the town cannot use the transfer station,(businesses), it should not be available to anyone.

The current staff needs to be friendly and helpful most transfer station users just throw waste plastic, cardboard etc in the wrong places. Just because it is waste doesn't mean it has to be a mess.[]

170 recycling can be neat and orderly.

I believe that the transfer station provides me with the necessary flexibility to get rid of our garbage / recycle / support the booster club/ and every so often leave/obtain items from the swap shack. I think that it is well

171 arranged and run and would hate to lose the flexibility as I travel quite often.

172 Transfer Station fills important environmental role, and I appreciate the hard work of the T. S. staff.

I think it would be a terrible shame to get rid of the transfer station. I do, however, think that residents who use it are not as diligent about recycling as they should be, and transfer station workers do not monitor this enough. If cost is an issue, perhaps the town should do observations of what the transfer station workers are actually getting paid to do (Sit in a little trailer). In my former town, workers actually spot checked bags to ensure that

173 items that should be recycled were not being thrown in with regular trash.

I think having the transfer station is an asset to the town, and would like to see even more effort put towards

174 recycling.

Regarding the compost question, since many people use chemical fertilizers and pesticides on their lawns, We don't think grass clippings would be appropriate to make compost.[]

Regarding the "self supporting" question, we need more information as to what "self supporting" means and what the potential costs would be to the Transfer Station users

175 176 Think about allowing all residence to use the swap shack

My street is small, and many of my neighbors also use the Transfer Station, if everyone had to put their cans out on the curb, (there is no room for a sidewalk on my street) its just not good, the large waste pick up trucks would also have a challenge dodging cars, driveways etc. High winds would blow things around, animals are also attracted to these cans. The transfer station is also cost effective, and far less that it costs for curbside pickups, I also like the convenience of being able to take my trash several times a week when necessary, instead of

177 letting it hang around for a week. We need the transfer station!

We feel the transfer station is a useful, and often necessary, service that the town provides. Would be very disappointed to see it go. It is great to have multiple days as options to dispose of trash, especially during the holidays or when entertaining. We live in a modest house with little to no room for trash storage. Would be

178 difficult to transition to once-per-week pick-up.

Employees' interaction with town residents is not as consistent as it should be. The token system is excessively complicated. I like having the transfer station but it needs attention to be run efficiently and fairly.

Not having the transfer station option will give the curbside pickup contractor a monopoly. Some families can't afford the fees for curbside.[]

180 Both of these reasons will contribute to illegal dumping, WHICH WILL INCREASE if the transfer station closes.

The transfer station meets all the needs of the Canton community at a lower cost - we just need to educate our community regarding the benefits and services of the transfer station. We would much rather see the town realize the margins on waste disposal than give them up to the waste management corporations. In these economics times and our ongoing concern for the environment, we should all consider the ultimate cost vs  
181 perceived inconvenience. The transfer station is the best option overall for us.

A separate single stream recycling box be placed outside of the fenced area for 24hr recycling with no fees or  
182 restrictions. It must be lit and TV monitored. This will reduce the garbage that needs to be hauled.

The lay out of the TS should be looked at...seems inefficient. The electronics area was such an eye sore for quite some time...glad they now have an enclosed bin.

183 Thanks for asking for resident input.

Tokens for bulky waste and other items should be available at the transfer station. Unable to get to town hall  
184 during the work week to purchase tokens, so unable to utilize bulky waste.

Keep current hours on weekdays but extend hours till dusk on Saturdays. Allow tokens to be purchased at the transfer station since the town hall is not open late enough during the week and is not open at all on Saturdays which makes the program inconvenient for most residents and results in people discarding unusable items at the swap shack or throwing them into the household trash bins so attendants have to spend a great deal of time picking these items out of the dumpster and swap shack becomes a dumping ground when its supposed to be for usable items such as tag sale leftovers or dated household items that are still usable. Perhaps Canton should consider combining services with Avon or RRD1 for bulky waste disposal if they are better equipped to handle it but still keep Canton open for household trash and recyclables disposal and for use of the swap shack  
185 to promote recycling of unwanted usable items vs just disposing of them.

186 The transfer station needs better organization to create a better traffic flow.

-Town should compost leaves and allow residents to pick up finished compost, the way West Hartford does it. If grass clippings are included from yards where pesticides and chemical fertilizers are used, the finished compost will not be organic. ☹

-If the town is not doing so already, branches, Christmas trees and other natural waste should be chopped up and composted, not mixed with trash. .

-I strongly support the Town's effort to increase recycling numbers; town should provide clearly marked recycling  
187 containers in public spaces beside trash cans.

If I lived in a home that did not have curbside pick-up provided through an association fee, I would pay the  
188 annual Transfer Station fee and bring my trash there myself.

If the town provided curbside pickup, would taxes be raised to make it self-supporting or would it be a separate fee and self-supporting? The transfer station should be self-supporting as long as the cost is not more than curbside pickup. Curbside pickup would be very inconvenient for us. The swap shack and bottle return donation  
189 bins should both be retained at the transfer station.

The staff there deserves a huge pat on the back for knowledge and assistance!!!! This is a great way to recycle  
190 and feel good about it! its very forward thinking! Thank you SAVE THE TRANSFER STATION!!!!!!

The convenience of being able to use the Transfer Station almost any day of the week is a good use of our tax  
191 dollars.

I would suggest contacting the town of Barkhamsted and New Hartford, as somehow they're able to generate  
192 money from their transfer station.

193 Community transfer station..promotes better recycling.

We regularly use the transfer station and find the hours to work for us. We love the Swap Shack and the ease of recycling. We used to use a private contractor and found that it (a) expensive (b) annoying on the 1 day pickup (c) animals kept knocking things over and (d) we were still going to the transfer station for better recycling and bulky items. The T.S should not have to be self-supporting-as long as the town is not offering garbage pickup. If the town offered pickup, then I would agree that it should support itself. I do not want pickup offered if it would result  
194 in an increase in my property taxes...give that money to the schools instead!

In my hometown of Enfield, we had curbside garbage pick up weekly, as well as Fall leaf pick up. I think we  
195 should have it here for the tax dollars we spend each year.

I think the Transfer station is great. I like that I can recycle most everything and that there is a swap shack for useable items I want to get rid of. I like that I don't have to store a huge curbside pickup barrel somewhere (no  
196 garage, no basement, no attic). I also like that it is a great place to meet neighbors and friends on Saturdays.  
I love the staff at the transfer station. they are pleasant and helpful. wish there was a regular drop off for  
197 hazardous waste (flourescent lightbulbs, poison cleaners, lithium batteries).

We believe that it is important to keep the transfer station. We have a long driveway which makes all other  
198 options much more difficult and/or expensive.

It seems Canton tries to "reinvent the wheel" for anything we do!!! Don't do it this time. Look at the way other  
199 towns conduct their transfer stations to decide what works and what doesn't. Maybe there is a better mousetrap.  
Please do NOT close the transfer station!! I would be willing to pay double the current fee to keep it open. It is  
such a great thing - plus my kids chores involve recycling the plastic/paper at the TS and it teaches them such  
valuable lessons. ]

Create a connection to the Freecycle network to handle the swap shack overflow. Freecycle.org.

200 Amy miller :D

The transfer station is an important service for this town and should be continued. Curbside pickup would be  
201 much more expensive.

Great facility, friendly workers, I love the Swap Shack, I use every part of the facility, please do not close it. I  
used Paine's curb side pickup for 10 years and I still had to go to the Transfer Station for everything that would  
not fit in the Paine's plastic can. Please do not close the Transfer station. If it is closed, I fear that our back roads  
202 would become dumping grounds for bulky waste!

The only comment I would like to make is that there should be a way, other than just the town hall, to purchase  
tokens. Many times I have spontaneously wanted to use the bulky waste bin on a Saturday but didn't have the  
tokens. Maybe the police station? How about right at the transfer station? Must be some answer. I don't always  
203 plan that far ahead!!

If bulky waste cost is a problem eliminate the Swap Shack. Too much junk is dropped off instead of paying for  
bulky waste. What % of Paines customers have recycling pickup. Those that don't throw the recycleables in their  
204 solid waste. Why can't single stream recycling box be located outside of the solid waste area and open 24/7?

The people that work there care and take pride in their work. They make sure everyone follows the rules. It  
would be a real loss to the town if the transfer station did not exist. We enjoy using the swap shack for many  
205 reasons, both to drop off and to pick up items.

The transfer station is one of the things that makes Canton better than other surrounding towns. The transfer  
station should remain open, even if various changes become necessary, including higher costs or single stream  
recycling. ]

b

There were no questions about the free wood chips or the swap shack: we love both those parts of the transfer  
206 station, too!

Some of the questions that were asked could stand to have an explanation next to it as some do not understand  
the questions without that. For example, the question about the transfer station being self-supporting. An  
explanation about what you mean could help.

b

I believe taking the transfer station away would highly inconvenience many people in town. It should without a  
207 doubt STAY OPEN!!

I like our Transfer Station because we as a town can control the cost more than a private hauler. I also enjoy  
using our town's Swap Shack because I am able to use a lot of things that my neighbors no longer need or want.  
Reuse of these items is the most efficient method of recycling that I know. The cost of the Bulky Waste disposal  
by homeowners is very high and should be adjusted for smaller loads so that people will use bulky waste rather  
than throwing things in the Swap Shack that are really junk. In general I feel the cost to use the Bulky Waste bin  
208 is punitive.

Many people, ourselves included, who currently use the transfer station would not want town curbside pickup.  
Many homes, particularly in North Canton and off the "Mountain" roads, have very long, hill-side driveways,  
making curbside pickup very difficult for the homeowner. Let residents continue to choose their trash solution.

209 Closing the transfer station and going to town curbside is a "one size doesn't fit all" solution.

I heard rumors that the Swap Shack might be closed. Please don't as my family does find useful items there that  
210 find new life with us [e.g. tables, books, toys, bins, lights, etc.].

One major problem with the transfer station that needs to be addressed is for those who own local businesses in  
town. Those residents who own a local business (meaning a business in Canton) and live in town SHOULD be

211 able to buy a pass...as of right now, they are not....you should be supporting local businesses!!

212 We use it twice/year for bulky waste, and that meets our needs.

Presently it looks like the swap shack is people's answer to bulky waste disposal. How about some enforcement.

213 Or something similar to the New Hartford model.

We could use town-subsidized recycling and garbage pick-up. Right now, it's unfeasible to pay for both to be  
214 picked up curbside.

- 215 I think more checking of material would help the lady does a fine job the others are questionable  
The transfer station should remain open only if it can be run without losing money and without subsidies from tax payers..  
The Town of Canton should not be per se in the curb-side pickup business. Rather the Town should provide contract management services to consolidate billing thereby reducing vendor (and with luck user) costs. The cost of waste collection should be include in our taxes. The Town should not provide any customer services other than contract management. Complaints and all other items should be handled by the vendor. The town
- 216 should intervene only if citizens are unsatisfied with vendor service.  
The swap shack needs to be better managed. Many people seem to use it as a 'bulky waste' dump - leaving items that are truly trash and skipping out on the bulky waste token fee.!
- 217 The New Hartford swap shack might be one to take a look at. The transfer station there actually makes a little money (at least to offset costs) in New Hartford. A friend from New Hartford is very pleased with their operation.
- 217 We should take a look at what they do.  
I would suggest lower or no charge for homeowner bulky waste and prohibiting commercial bulky waste disposal
- 218 or at least charging substantially more.

I would use the transfer station more often - but I need my son-in-laws help and vehicle and he isn't a resident..

219 I do purchase a sticker every year - but do not use it often.