

Trash Survey

Avon Lake, Ohio - 2023



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Avon Lake Trash Survey - 2023

We are grateful for the resident feedback received at the April 26, 2023 Trash Contract Roundtable Forum, which helped to tailor this survey. While not all requests can be met for every resident, this survey will help the City understand what is most important to the majority of residents when reviewing bids for a new contract in 2024.

This survey was available online and in hard copy, starting May 22, 2023 and was open until June 9, 2023. During that time, 525 were completed online, and 9 were completed with pen or pencil and then, those hard copy surveys were entered individually, as if they were done online. The results of those 534 surveys follow on pages.



Trash Survey

We are grateful for the resident feedback received at the April 26th Trash Contract Roundtable Forum, which helped to tailor this survey. While not all requests can be met for every resident, this survey will help the City understand what is most important to the majority of residents when reviewing bids for a new contract in 2024. Results of this survey will be posted on the City's website, once they have been tabulated. Deadline is June 9th.

Trash Cart Size Options:

- 1) Three cart size options, to include a smaller size for those with less trash volume.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 2) Ability to upgrade or downgrade your cart size, based on changing needs of your home.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 3) Fees tailored to size of cart used.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 4) I am satisfied with cart size options offered with the current contract.
 Strongly Agree Agree Neutral/Neither Agree nor Disagree Disagree Strongly Disagree
- 5) Other thoughts on cart size options?

Bulk Pickup Service: Extra trash items that do not fit in your regular trash cart.

- 6) Unlimited volume for bulk pickup.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 7) Weekly bulk pickup.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 8) Bulk pickup *only* on demand
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 9) Cost of Bulk Pickup Service
 The cost should be included with the standard contract
 I would be willing to pay extra for this service
 I prefer to be charged per pickup
- 10) I am satisfied with bulk pickup options offered with the current contract.
 Strongly Agree Agree Neutral/Neither Agree nor Disagree Disagree Strongly Disagree
- 11) Other thoughts on bulk pickup service options?



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Yard Waste Collection: This does *not* impact the City's collection service for leaves, branches, etc.

- 12) Ability to opt out of yard waste service, with a discount in fees.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 13) Yard waste collection through the end of December.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 14) Proper disposal of yard waste (not placed in landfill).
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 15) Reduction of yard waste collection to once per month.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 16) Yard waste pickup *only* on demand and charged per pickup.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 17) I am satisfied with yard waste collection service offered with the current contract.
 Strongly Agree Agree Neutral/Neither Agree nor Disagree Disagree Strongly Disagree
- 18) Other thoughts on yard waste collection options?
-

Recycling Service:

- 19) Smaller recycling cart option for those with less recycling volume.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 20) Larger recycling cart option for those with more recycling volume.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 21) Reduction of recycling pickup to once per month.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 22) Clear label on recycling cart listing acceptable items.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 23) Tagging of carts that violate recycling requirements.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 24) Recycling bin/dumpster available at the City Service Center.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 25) E-cycling opportunities (recycling of electronics and their components).
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 26) Recycling collection *only* on demand and charged per pickup.
 Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All
- 27) I am satisfied with recycling service offered with the current contract.
 Strongly Agree Agree Neutral/Neither Agree nor Disagree Disagree Strongly Disagree
- 28) Other thoughts on recycling service options?
-



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Composting:

29) Curbside composting program

- Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All

30) Other thoughts on composting options?

Service Days:

31) What is your preference for trash/recycling collection days?

- Collection limited to once per week throughout the City.
 Collection over limited days throughout the City.
 I am satisfied with the service days offered with the current contract.

32) Other thoughts on collection day options?

Additional Fee Options:

33) Senior discount on services.

- Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All

34) Ability to place service on hold while on vacation, with a reduction in fee.

- Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All

35) Ability to place service on hold while for seasonal residents, with a reduction in fee.

- Absolutely Essential Very Important Average Importance Somewhat Unimportant Not Important At All

36) I am satisfied with current fee options offered with the current contract.

- Strongly Agree Agree Neutral/Neither Agree nor Disagree Disagree Strongly Disagree

37) Other thoughts on fee options?

Overall Preference:

38) What is the *most* important category regarding the trash contract? (Select One)

- Trash Cart Size Options
 Bulk Pickup Service
 Yard Waste Collection
 Recycling Service
 Composting
 Service Days
 Fee Options

39) What is the *least* important category regarding the trash contract? (Select One)

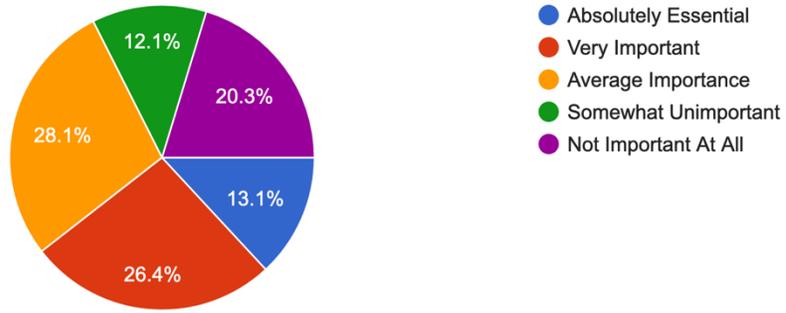
- Trash Cart Size Options
 Bulk Pickup Service
 Yard Waste Collection
 Recycling Service
 Composting
 Service Days
 Fee Options



Trash Cart Size Options:

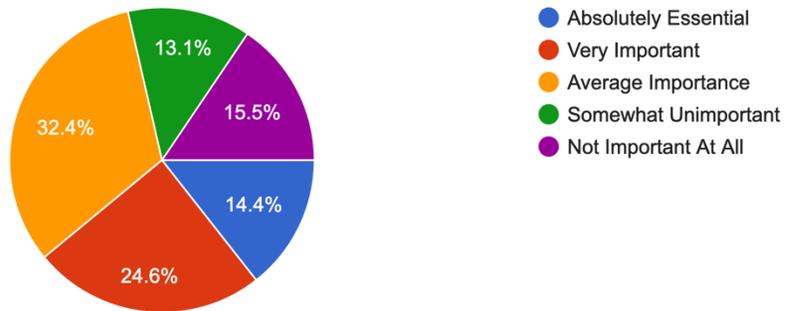
Three cart size options, to include a smaller size for those with less trash volume.

527 responses



Ability to upgrade or downgrade your cart size, based on changing needs of your home.

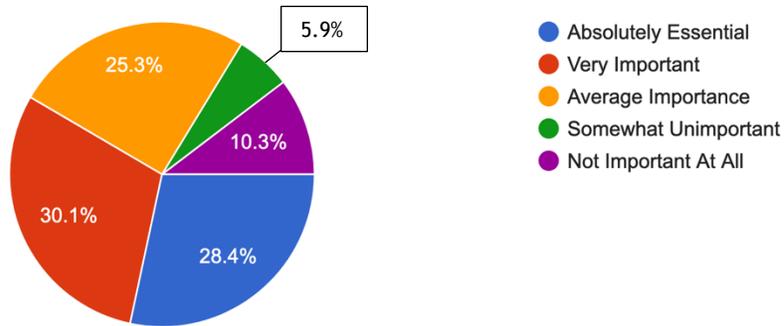
528 responses



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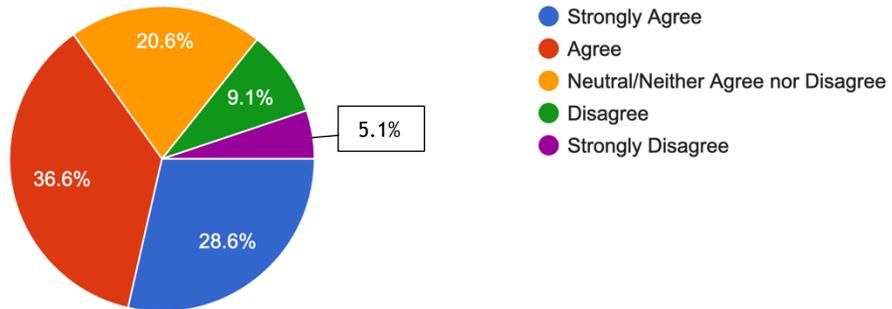
Fees tailored to size of cart used.

522 responses



I am satisfied with cart size options offered with the current contract.

525 responses



Highlight of Additional Comments:

19 comments similar to “The current options work.”

13 comments similar to “A smaller trash cart would be nice.”

9 comments similar to “A smaller fee for a smaller cart” or “You toss more, you pay more.”

9 comments similar to “I don’t think fees should be based on cart size.”

7 comments similar to “A bigger trash cart is needed.”

7 comments referenced recycling cart size, yard waste, or composting.

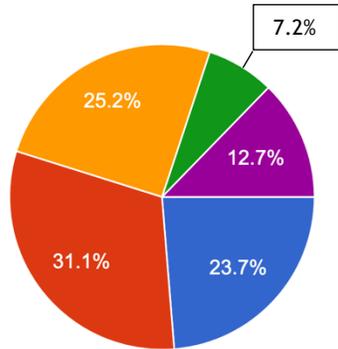
4 comments similar to “A smaller cart for Seniors and single dwellers is needed.”

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Bulk Pickup Service:

Unlimited volume for bulk pickup.

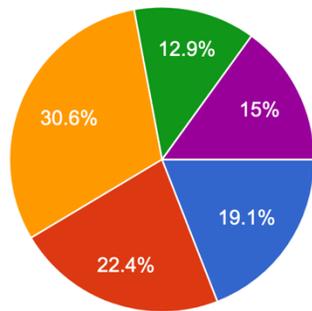
527 responses



- Absolutely Essential
- Very Important
- Average Importance
- Somewhat Unimportant
- Not Important At All

Weekly bulk pickup.

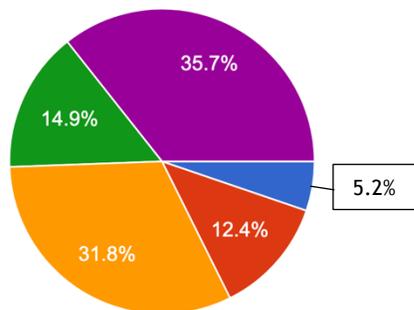
519 responses



- Absolutely Essential
- Very Important
- Average Importance
- Somewhat Unimportant
- Not Important At All

Bulk pickup only on demand

516 responses

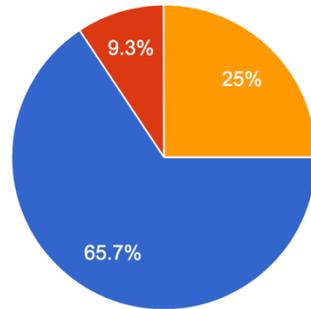


- Absolutely Essential
- Very Important
- Average Importance
- Somewhat Unimportant
- Not Important At All

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Cost of Bulk Pickup Service

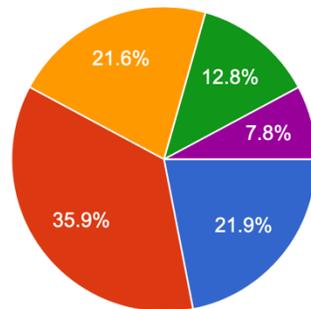
527 responses



- The cost should be included with the standard contract
- I would be willing to pay extra for this service
- I prefer to be charged per pickup

I am satisfied with bulk pickup options offered with the current contract.

524 responses



- Strongly Agree
- Agree
- Neutral/Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Highlight of Additional Comments:

17 comments requesting weekly bulk pickup.

15 comments expressed a problem or issue with the current system or with Kimble specifically.

12 comments similar to “I don’t want to pay for others wastefulness.”

9 comments similar to “The current option works”

9 comments requesting monthly bulk pickup.

8 comments similar to “Some type of bulk pickup is essential.”

5 comments requesting on-demand bulk pickup.

5 comments similar to “It depends on what it would cost.”

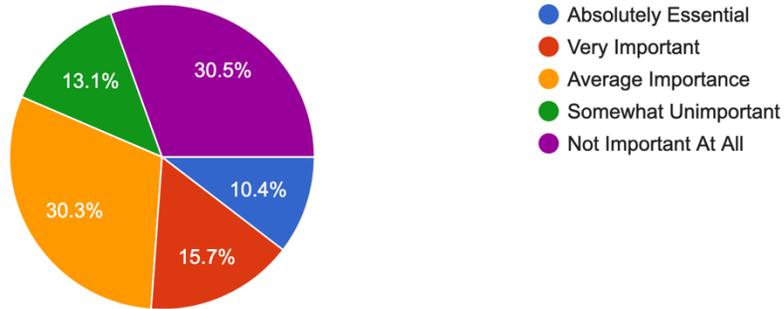
4 comments asking for bulk pickup to be an optional add on.

3 comments report abuse of bulk pickup, disposing of business debris from a residential location.

Yard Waste Collection:

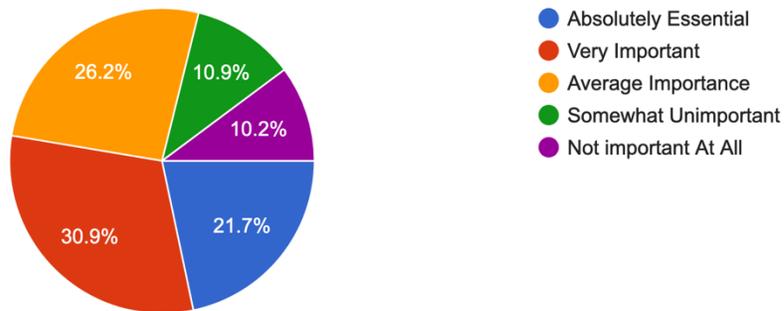
Ability to opt out of yard waste service, with a discount in fees.

528 responses



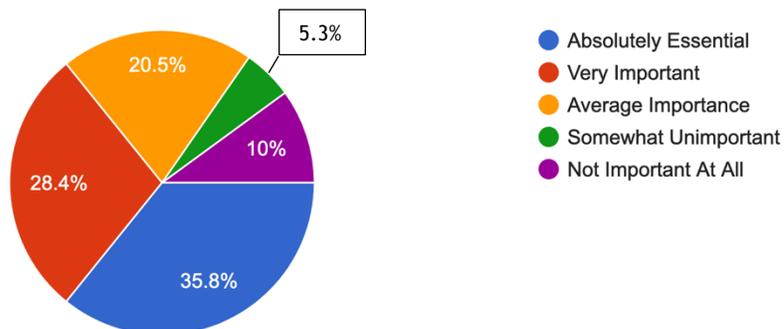
Yard waste collection through the end of December.

530 responses



Proper disposal of yard waste (not placed in landfill).

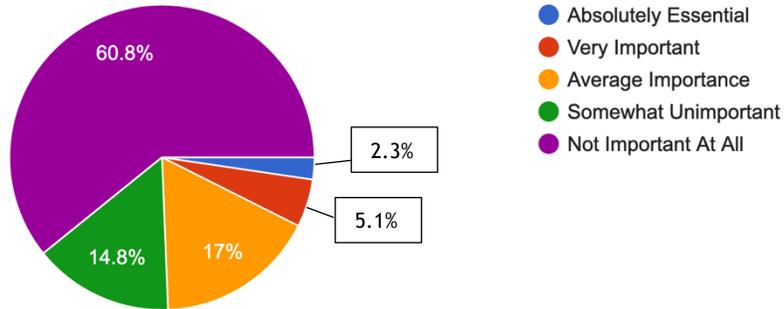
528 responses



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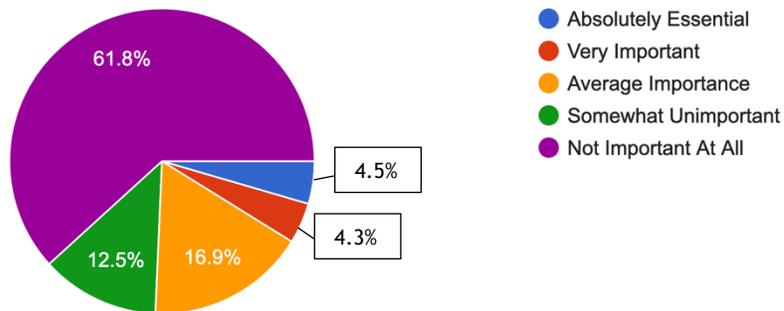
Reduction of yard waste collection to once per month.

513 responses



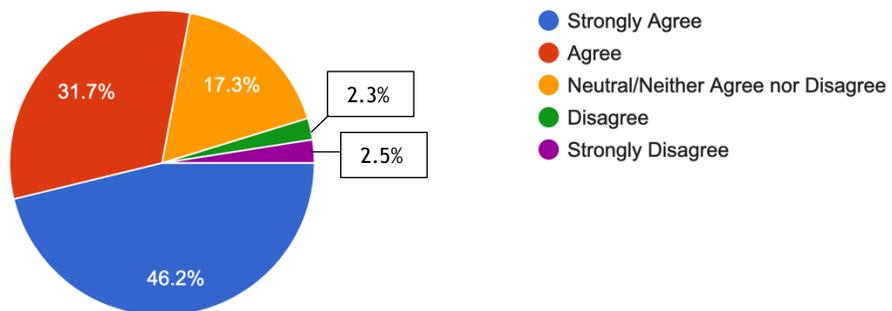
Yard waste pickup only on demand and charged per pickup.

510 responses



I am satisfied with yard waste collection service offered with the current contract.

526 responses



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Highlight of Additional Comments:

48 comments expressed the need for weekly yard waste collection.

23 comments similar to “The current option works.”

13 comments declared yard waste collection essential.

13 comments expressing need to opt-out of yard waste collection, due to HOA, private landscaping, etc.

12 comments requesting yard waste collection extension through December or Year Round.

7 comments were City leaf collection requests or compliments.

5 comments stating yard waste should be included in the price of contract.

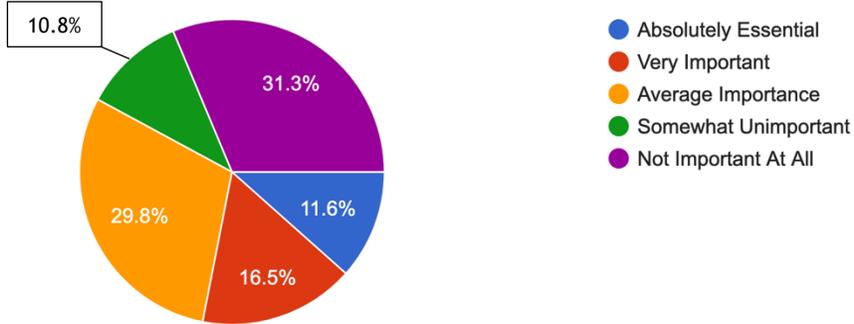
2 comments requesting yard waste carts provided by collection company.

2 comments requesting option to compost yard waste.

Recycling Service:

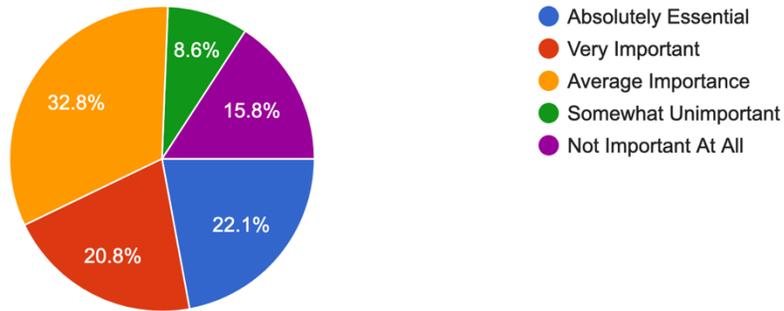
Smaller recycling cart option for those with less recycling volume.

527 responses



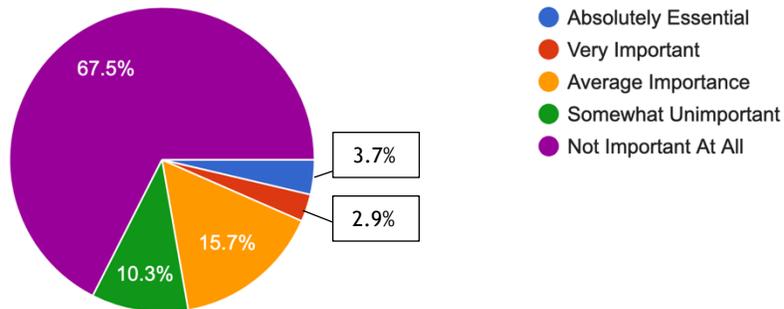
Larger recycling cart option for those with more recycling volume.

525 responses



Reduction of recycling pickup to once per month.

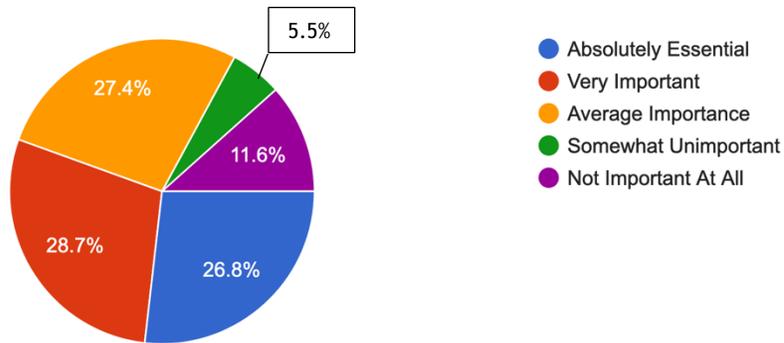
517 responses



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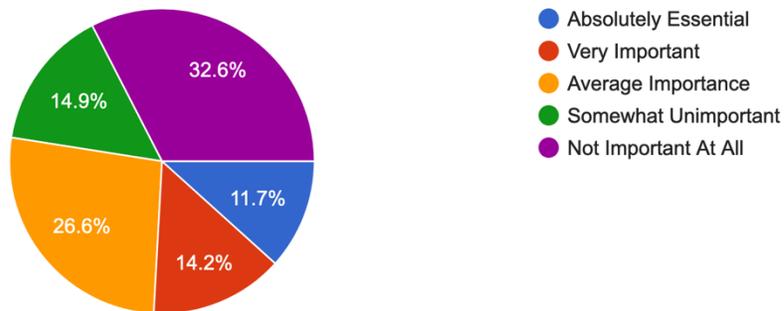
Clear label on recycling cart listing acceptable items.

526 responses



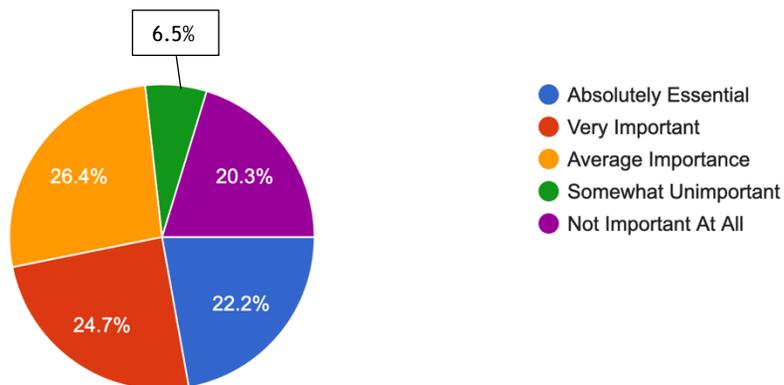
Tagging of carts that violate recycling requirements.

522 responses



Recycling bin/dumpster available at the City Service Center.

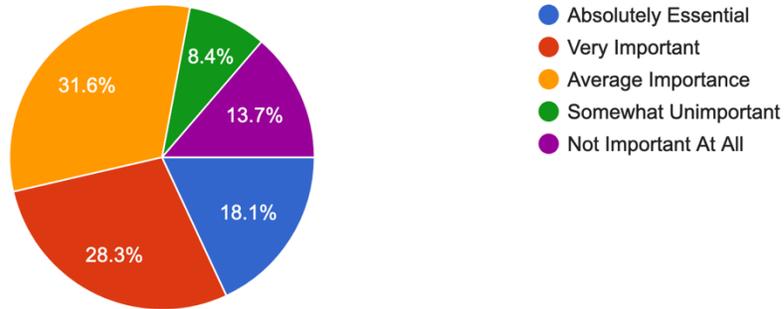
523 responses



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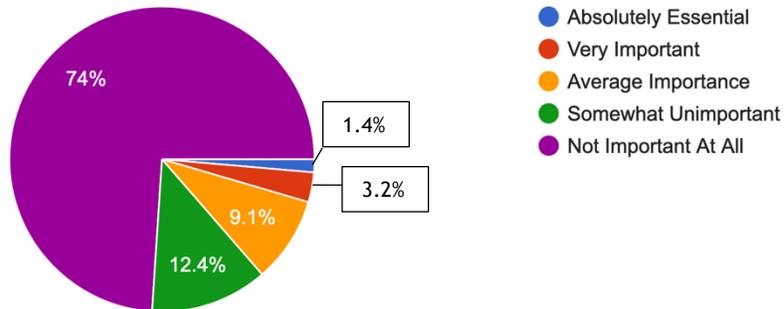
E-cycling opportunities (recycling of electronics and their components).

526 responses



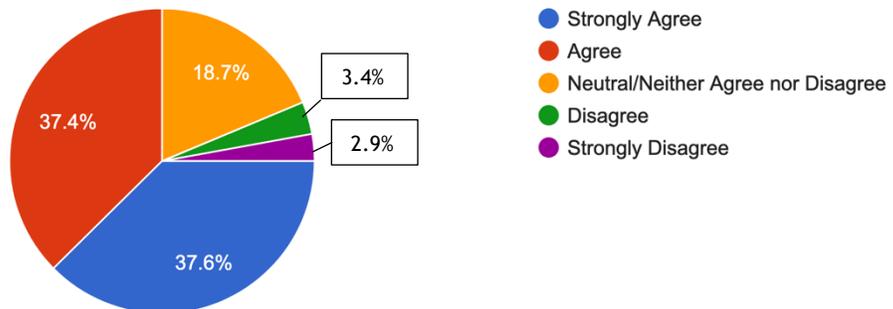
Recycling collection only on demand and charged per pickup.

507 responses



I am satisfied with the recycling service offered with the current contract.

524 responses



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Highlight of Additional Comments:

17 comments requesting weekly recycling pickup.

13 comments expressing need for more recycling education.

13 comments similar to “The current option works”

11 comments requesting community e-cycling and hazardous waste collection.

10 comments requesting additional items be able to be recycled (additional plastics, toys, clothes, etc.)

9 comments requesting larger or multiple recycling carts.

6 comments similar to “I think a large recycling bin would be a wonderful option for those that live in apartment and can't otherwise recycle.”

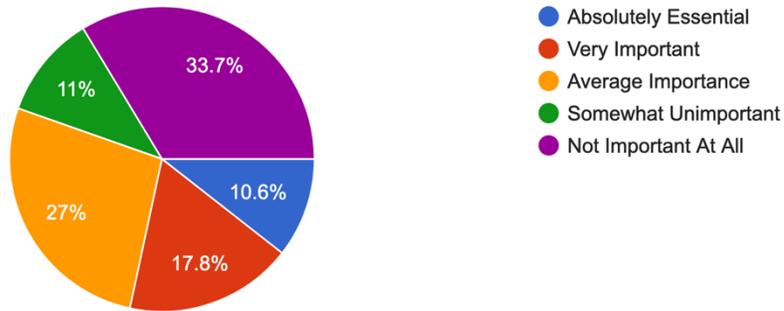
6 comments suggesting a recycling incentive program.

4 comment similar to “Size options are important for those that live alone and have smaller footprints.”

Composting:

Curbside composting program

511 responses



Highlight of Additional Comments:

17 comments expressing interest in curbside composting.

17 comments similar to “I don’t know enough about this” or “I would like to learn more about this.”

8 comments expressing not interested in composting.

4 comments indicating they already compost at home.

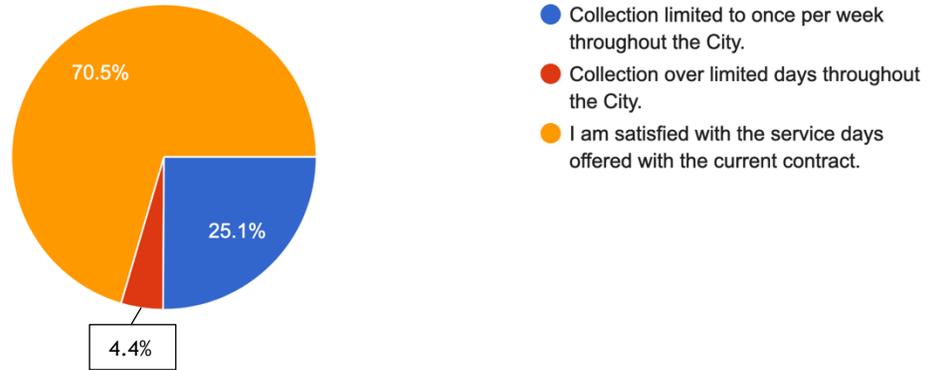
2 comments requesting curbside composting as an optional add-on.

2 comments similar to “City should help people compost at home.”

Service Days:

What is your preference for trash/recycling collection days?

518 responses



Highlight of Additional Comments:

18 comments similar to “Current option works” or “It doesn’t matter.”

10 comments specifically requesting Monday pickup.

10 comments requesting collection over limited days throughout the City (1-2 days was indicated).

8 comments similar to “The City looks trashy with multiple collection day” but not offering a preference.

3 comments requesting a specific day, but not Monday.

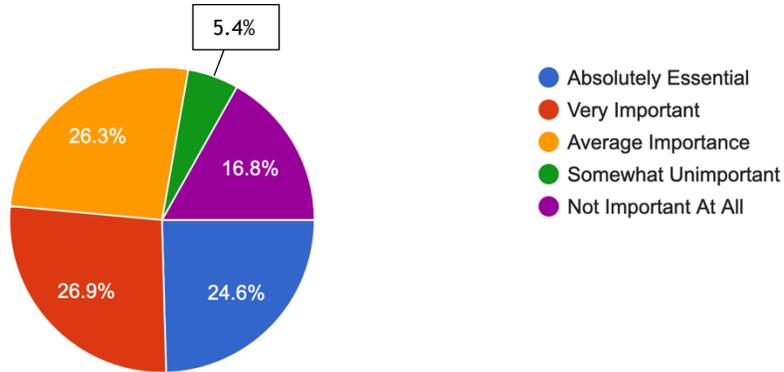
2 comments requesting a collection at a different time of the day (1 before noon, 1 later than 7:00am).

2 comments requesting whatever is cheapest.

Additional Fee Options:

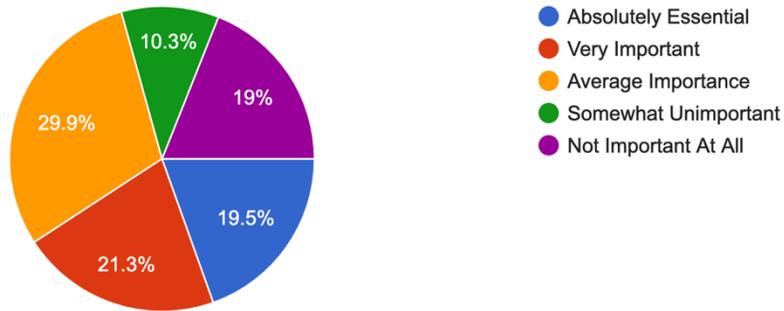
Senior discount on services.

517 responses



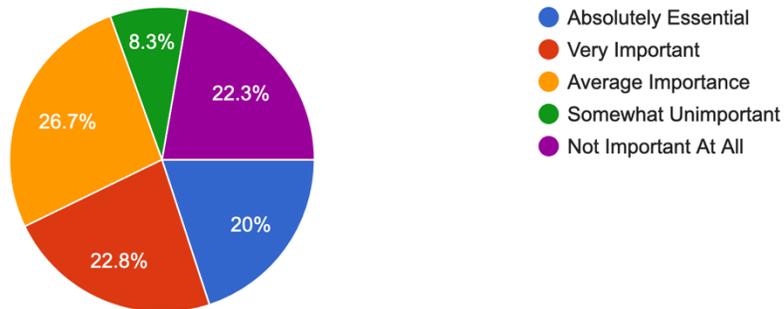
Ability to place service on hold while on vacation, with a reduction in fee.

522 responses



Ability to place service on hold while for seasonal residents, with a reduction in fee.

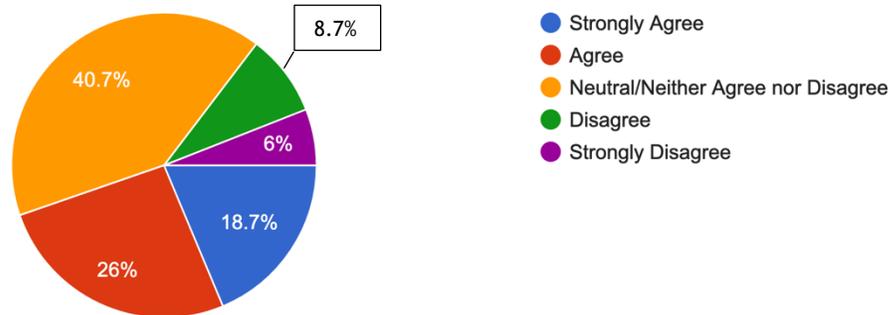
521 responses



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I am satisfied with the current fee options within the current contract.

519 responses



Highlight of Additional Comments:

8 comments in favor of a Senior Discount and a discount for those with disabilities, SSI, or other low income/fixed income individuals.

7 comments similar to “I should only have to pay if my carts are out, even if that is once per month” or “service should be a la carte or on demand”.

4 comments indicating a Senior Discount would not be necessary, if a smaller cart option were available.

4 comments requesting service for free or a lower rate.

3 comments requesting seasonal service reduction for snow birds.

3 comments requesting service and fee reduction during vacation.

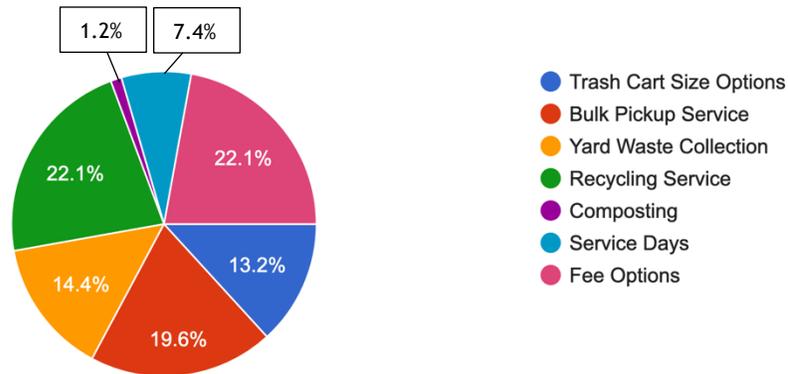
3 comments similar to “It is too expensive”.

2 comments request for a return of Republic.

Overall Preference:

What is the most important category regarding the trash contract?

515 responses

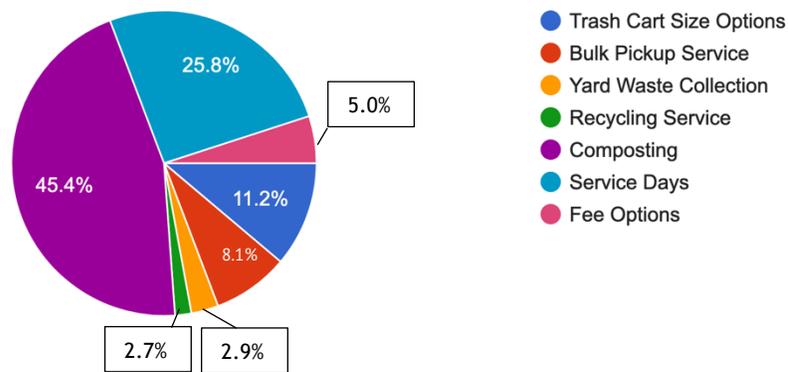


What is the most important category? (in order of highest importance)

1. *Tie:* Fee Options
Recycling Service
2. Bulk Pickup Service
3. Yard Waste Collection
4. Trash Cart Size Options
5. Service Days
6. Composting

What is the least important category regarding the trash contract?

520 responses



What is the least important category? (in order of lowest importance)

1. Composting
2. Service Days
3. Trash Cart Size
4. Bulk Pickup Service
5. Fee Options
6. Yard Waste Collection
7. Recycling Service

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Full Comments:

Write in comments appear below, broken up by category. All spelling, grammar, etc. are as submitted. Comments such as n/a, no, and none have been removed.

Cart Size Options:

- 1-2 person family vs 5-6 person family= big difference in cart size.
- a smaller size than the current small size, I rarely have more than one small bag
- a smaller trash cart would be nice
- Additional smaller bin size for seniors or those who produce very little trash
- Allowing a lower fee for a smaller bin is a good idea
- Anymore recycling should be larger than regular for many people
- Because we compost and recycle so much, we only have one small garbage bag a week so a smaller garbage bin is essential
- Bigger cans are needed
- Bigger please
- Bigger recycling bins, ability to upgrade
- Cart size is less important than yard waste pick up
- common sense tells you to have a bigger recycling container over the trash container to encourage recycling at all times! That is not the case now. makes zero sense. I have way more recycling then i do trash every week, but i end up putting that recycling in the trash defeating the purpose of recycling
- current cart size is fine
- Current contract works for us.
- Fees for smaller carts should be the same fee as large carts. We are paying for the pickup service not per cubic square foot of trash.
- Fees should not be based on cart size. We have a big cart but often it is not full. However don't want small one on the rare occasion we have enough trash for the big one.
- Fine with options niw
- For some its a money issue, for others it is a space issue to store it.
- I don't think fees should be based on size
- I don't think we should be charged on size of trash can bc ours is always half full. We like the size bc it can be filled if we have a party. If we got a smaller one, we could just sit extra trash in bags next to it, so the charge for larger trash cans is silly.
- I find the standard cart size sufficient and do not feel the need for different sizes.
- I hate this service! Every day is trash day in avon lake.
- I have no thoughts on this
- I have the biggest cart. Some weeks I don't fill it and other weeks I have overflow. I like that it's big enough to accomodate whatever I have going on that week. A small cart wouldn't have the same flexibility.
- I like options.
- i recycle and compost, so a small cart would be wonderful.
- I think two options are plenty
- I typically generate one 13Gal bag of trash or less, yet pay for a cart and pickups that could support a family of 4. I'm a fixed income retiree. Give me options to pay less and take up less space.
- I'm not sure how a smaller cart reduces collection fees. If it does, great but otherwise a smaller cart size would just be for convenience of smaller garage space, etc.
- I'd love smaller trash / recycling cart options that cost less + fit more comfortably in my garage when my car is in there.
- If a larger size is available than the currently offered size - and little to no extra cost, that would be great. We are a family of 3 and our trash is always at max capacity.
- If I had a smaller family, I would want smaller cart options.
- If the biggest cart size (what we have now) would go up in price due to others needing smaller carts and paying less, I wouldn't want it. Larger price shouldn't go up just to accommodate needing a smaller size for the company to make more money.
- If you make more trash, you should pay more money. I do not want to suppliment someone else's waste.
- If you could offer ways on how to reduce the amount of trash a household uses, then offering different sizes could be an incentive- especially if the fee changes per container size
- It would be nice to be able to have a second set.
- it's not a one size fits all - 2 adults VS family , why do we pay the same?
- Just want to keep normal sized container.
- Keep the same
- Lowest cost overall high priority
- Need an option for a single person, it is a waste to use the huge can for one bag of trash and pay \$70
- Never thought about a different size
- our current size is fine
- Price shouldn't depend on cart size. Same effort to empty a small vs large can. Don't penalize people with more trash

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- Regular trash can size is fine. I care more about bulk pick up and the hassle you have to go through to get it done.
- Routine pick up should be covered by property taxes.
- Seniors or singles need the option for smaller can sizes
- Single dwellers and/or empty nesters should have a choice to request smaller containers at a reduced rate.
- Sizes now are perfect
- Smaller bins for recycling and for garbage would be helpful.
- Smaller trash, bigger recycling.
- smaller, please :)
- The larger the cart the better
- The option to drop to a smaller cart for less money would be a great option to have for many smaller membered households
- There are more important topics to be considered.
- There needs to be a 32 gallon option
- They're all picked up the same way so don't see why there should be different prices
- This survey is the actual trash. Make this intelligible,
- Too many choices cost too much money. With automated dumping, it shouldn't matter!
- toss more, pay more
- Trash cans too light and fall over a lot
- Two sizes similar to what Kimble offers is perfect
- We are a family of 4 and the trash cans are currently too small for us. Yes we do recycle.
- We are seniors on a fixed budget and have very little trash. Please give smaller cart option @ lesser fee.
- We do not need a smaller size but agree this option should be available
- We get the largest size and it works
- We moved here last year and weren't aware of container size options.
- We should be able to have bulk pickup whenever we need it
- We use the medium size for both carts. It has worked very well for our usage.
- Why does cart size matter? Even low volume residents can use a larger cart since you're picking up mechanically.
- Would like the option of a bigger recycling cart. We routinely fill our recycling bin and not our trash bin.
- You should pay for what you use, no more and no less

Bulk Pickup Options:

- Abuse of bulk by residential who run businesses
- Again, I do not want to pay for other people's wastefulness! This should be an add on option only.
- Allowance for the 1 month allowance needs to be more generous.
- As is in current contract
- Bay just switched to weekly bulk.
- Being able to schedule bulk pick-up helps me.
- Bulk pick up should be more limited and arranged on demand. This would also discourage the trash pickers which cause traffic issues and safety concerns.
- Bulk pick up should be unlimited
- Bulk pickup included on demand. If I dont have a bulk pickup for 3 months but need two bulk pickups 2 weeks in a row. It should be available because I have not had them for consecutive months in a row
- Bulk pickup now is a pain and the definitions of "bulk" and "large" are not well defined on the Kimble site and literature
- Bulk pickup only on demand is absolutely ridiculous.
- Bulk pickup should be allowed at least once a week. Unfortunately, we live in America where everything is bigger. That means more waste bigger boxes etc. I shouldn't have to call to an unresponsive service to get bulk pickup.
- Bulk pickup should be available as a weekly service included in the refuse contract.
- Bulk pickup should included in the contract weekly
- Bulk required; minimum of monthly
- Contractors should be excluded from bulk pickup.
- Could be done monthly on a set day
- Current company randomly charges for bulk pickups whether they happen or not
- Currently sofas of unlimited weight are fine to be included in bulk pick up but a lighter weight concrete patio bench is not. It is almost as if you play by the rules and call you are told no, but if you put whatever out without calling things would get taken away.
- Doesn't have to be every week
- Go back to once a month option and all trash on one day
- Having some type of bulk pickup is very important.
- how about just pick it up - 3 phone calls later and in tree lawn it is still
- Huge plus having weekly bulk.
- I am happy with having the option to pay an extra but standard fee for weekly pick up as we do now. Although we have had issues with company not actually picking up the bulk every now and then.

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- I believe that bulk pickup is essential, and I'm good with it only being once a month, but I wish that the trash company would pick up bigger items easier. For example, I would love to leave a big item and they would be able to dispose of it.
- I don't need bulk pickup. Why do I have to pay for other people's excess.
- I don't like needing to plan it ahead. Sometimes we don't know ahead of time.
- I like being able to choose my own, once a month, for bulk pick up. If I have to pay, how much? will rate go down if bulk is an extra service vs included with standard contract. I'm for anything to reduce the cost.
- I like knowing I can use bulk pickup when needed
- I like the current option
- I like the flexibility of being able to have bulk picked up on any day
- I preferred the previous contact where there was a set bulk pick-up day. On numerous occasions I had to reach out to Kimble multiple times to get one bulk pickup scheduled
- I rarely use bulk pickup and would prefer not to subsidize other people. Not sure how to answer the above questions to reflect this.
- I think it would be reasonable to offer a contract that give the 'option' for a variety of services that the average low usage homeowner could benefit from through the high usage homeowner could sign up to benefit from.
- I think once per month is adequate
- I was told I had to email them prior to putting out my bulk trash. This was after they left it 3 weeks in a row.
- I wish it was weekly and didn't involve multiple phone calls
- I would like to have bulk pickup under contract unless it reduced the price significantly
- I would rather have a set number of bulk pickups rather than once a month. Some months I have the need to use twice but most months I don't use it.
- I'm ok with a "charged per pickup" method as long as it doesn't equate to costing more than if it were included in the contract.
- If I put it out, Take it away!
- If I'm paying for this service, I believe I should be able to put anything I want to the curb, any time I need to.
- If included in contract, then remodeling and garage-cleaning refuse will be paid for by everyone else in the contract pool. This would not be fair.
- If it is not included in contract then pay per pick up.
- If people are going to be wasteful, they should have to pay for it. It's not fair for others to subsidize some people's wastefulness.
- If the contact fee was less, I would be ok with paying per on demand bulk pickup but it should include items in garbage bags
- If you toss more, you should pay more. people need to be less wasteful
- Is abuse monitored? (i.e. every week, home based contractors)
- It is a necessity
- It seems that there is not consistency in when, and what needs to be done-do we have to call first-do we have to plastic old furniture,
- It should be available at any point during the month not just once. Also, the current limits to the bulk size are ridiculous. We need more volume permitted and more frequency as well.
- it would be easier to decide if we want to be charged separately if we knew what the price difference would be
- It would be interesting to see what the price differential would be if bulk service was pay per pickup. How much would our trash service cost be reduced by?
- Keep the samw
- Like that bulk pickup is whenever we choose and would like to continue to have the option for weekly bulk pickup with additional pickups being one a month being charged as needed.
- Limit of 50 pounds is very restricting to be considered "bulk". What if I have large heavy things and no truck or team of people to help?
- Limited in what they will pick up for bulk
- maybe bulk pickup should be an a la cart type option. I don't need and don't want to pay for others to use it.
- Missed bulk pickup currently. Never know when they are actually going to collect it or not.
- more than one item a month
- Not even sure what the options are on current contract, I just know the last contract was for any garbage day.
- Not something I use frequently, but I do like to have the service available.
- Offering more bulk options with higher volume would be helpful. Or a pay by volume service
- On demand only. Pay for that service when used on billing.
- Once a month bulk pickup is appropriate
- once a month for unlimited bulk just like Republic used to have
- Once a month is ok. Twice a month would be great.
- Once a month seems sufficient
- Once a month, like first Monday, is fine.
- One bulk pickup day per month with unlimited volume with no charge and the ability to utilize each month.
- Option to consider, bulk pickup on stated week per month - ie first week of each month - assuming would reduce costs
- Please keep it the same

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- Reason for change needed in bulk pickup - our collection is on Mondays, we cannot give 48 hour request often not knowing until Saturday if having items. 48 hour notice means we may have items on tree lawn an extra week , junky look! We're older and cannot haul to garage, then to curb - trash up one place or another for 2 weekends. Did I mention were elderly? Thus not convenient.
- reduce & reuse. stop tossing so much
- Should be able to do bulk pickup weekly.
- Should be able to put cardboard cartons out on bulk pickup day if too big for bin.
- Should be every week the way it was. Less confusing and helps garage pickers
- Should not be limited to size and amount. The dimensions of bulk is ridiculous especially in the summer. When everyone is clearing out and getting rid of things.
- Should not require call ahead, should allow one free per month, should not have restrictions on amount per pickup
- Shouldn't need to call ahead for bulk pickup. Sometimes extra trash happens at the last minute. Also, Kimble drivers are THE LAZIEST and will just not get out and take bulk even when to exact specifications.
- So many restrictions on current plan, I rarely need this so not that important to me
- Some communities have locations to drop bulk items. Is this a possibility?
- Some weeks there is more garbage then others, we should be able to put things out whenever needed with an increase of cost
- The cost is too high for current bulk pick up
- The current bulk service is a joke. We have to submit our items to the company and then they call us to confirm. Bonkers. The left side of my garage is full of boxes and bulk items waiting for our 1x month extremely small bulk load. Bonkers and super frustrating.
- The current contract requirements are completely ridiculous as is the cost.
- The Improvement that I think would help a lot of people would be this: For bulk pickup we should be able to put out anything, Bags, extra cans etc. Not just big items like we have now. I understand we have a 2 yd capacity limit per month or we pay extra. That is Fine, just need to be able to put out the additional items.
- The most cost effective option for bulk pickup is the most important
- The need for bulk pickup is an unknown but the ability to get the stuff out when necessary is important. I don't want to rely on the fact that there will be follow-through with , "on demand" requests.
- The online request for bulk pick up is super easy to use
- The standard should be weekly unless the customer opts for a different choice, like the size of containers.
- There are many months I don't use at all and some where I need more than once - it would be nice if it were 12x a year regardless of which months you used
- toss more, pay more
- Twice a month would be nice
- Unlimited bulk pick up
- We love having this but don't need it weekly - current is wonderful
- We rarely use the bulk pickup.
- Weekly bulk is essential
- Weekly bulk pickup
- When we lived in Westlake you could put anything on the curb at any time and price did not change. My daughter lives there and this is still the case.
- Who is throwing out so much?
- Who is throwing out soooo much? I don't want to pay for other people's trash.
- who's throwing away this much stuff
- Why do people have soooo much bulk?
- Would like bulk pickup once per week. Current trash contract makes it hard if you are cleaning out a basement or you have a party or company over and have more trash.

Yard Waste Options:

- 2 of these questions do not even offer proper responses. For those mowing themselves and trimming trees, weeding, etc, weekly pickup is essential. Those in apartment complexes or rental facilities should have a different rate.
- ABSOLUTELY Necessary to pick-up yard waste weekly- otherwise the required brown bags dissolve and rip or tear. Yard waste begins to decompose in bags quickly.
- Absolutely need yard pickup weekly
- Answers to most questions make no sense to me. I want weekly pick-up, ideally until at least Dec 1. We don't use the service weekly and would be happy to pay-as-we-go, but I think this would not be the best option for the city as a whole as it would be laborious from a paperwork aspect.
- Can you post leaf vacuuming one week ahead for each area?
- Composting would be a nice offering to complement this.
- definitely extend yard waste collection. many of the 'cleveland pear' trees have leaves that do not fall until late.
- Definitely need it weekly
- Definitely need it!
- Do not limit to once a month!!
- Do not limit.
- Doesn't the city pickup yard waste?
- essential
- Essential to be able to put yardwaste out when necessary. Should be part of contracted price.
- Every week is essential
- Extend service a few weeks into the winter and a few weeks earlier in the spring.
- Have a free drop off site for city residents instead
- Having the option to discount trash fee if you don't want yard waste pickup is a good option
- I don't think we should pay for yard waste pick up.
- I dont have yard wast. My landscaper take it
- I feel strongly that you cannot have yard waste limited to once a month. It will sit around, rot, smell and attract rodents.
- I feel these questions are confusing. Would not like to only put yard waste out once per month or be charged per pick up
- I like current yard waste please don't change
- I like having the option of yard waste, weekly. Both in yard bags or in containers.
- I like knowing it will be picked up if I leave it curbside
- I like the current weekly option
- I live in a tree lined road, so would love to leave -leaves out for pick up until the end of December
- I need this service regularly
- I pay a monthly HOA that takes care of my yard. I don't need this service and don't want to pay for it.
- I think there should be some kind of discount for those of us who mulch our grass and don't have weekly yard waste; but I think at least being able to schedule yard waste pickup on the weeks needed would be helpful.
- I utilize yard waste collection a lot so having it every week is essential. Going to the end of December is important due to late falling leaves
- I would love the ability to opt out- lawn maintenance is covered by my HOA fees. I have never once used the yard waste option but am paying as if I do.
- I wouldn't want to be charged for yard waste as I never use it, just what the city provides
- I've only used the yard waste service twice in two years, so it is not important to me. However, if you remove or reduce it without alternatives, some residents will likely create City health hazards.
- If I put it out Take it away!!!, every week!,
- It has to be picked up weekly.
- It is extremely important we continue with yard waste disposal on a weekly basis.
- It is good just the way it is.
- It should not be an extra cost- reminder if it's only once a month when the day is
- It would be nice for residents to have a collection point to drop off yard waste for those of us that no place to get rid of it i.e. after a big yard cleanup or a project.
- Keep as it is.
- Keep the same
- Keep yard waste pickup weekly and extend it to winter for fall cleanup. We have a large yard and do a lot of cleaning through fall/early winter, weather permitted
- Keeping weekly yard waste pickup is mandatory
- Leaves were still blowing into my yard after Thanksgiving and I have no trees!
- Love the current contract
- Monthly yard waste pickup would lead to an awful smell around people's homes. Also unwanted pests/rodents and bugs would become a problem. In addition, if paying per pickup, it would lead to people holding smelly yard waste and inviting unwanted pests/bugs bc they would hold their yard waste to minimum pickups to pay less
- Most people do not put out yard waste - why should we pay
- Must be weekly
- No extra fee and weekly

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- No way can yard waste only be collected once a month! Are you crazy? Think of the smell and unsightliness with all the grass rotting in yard bags and all the bags and other yard waste piling up outside homes.
- Offer a separate can for yard waste pickup
- On demand and/or monthly only yard waste removal is not feasible. At worst case, bi-weekly collection is necessary.
- Once per month would be terrible
- One more leaf pickup before holiday or spring time?
- Opt out? if you have a yard, you have yard waste. It has to go somewhere.
- People need to stop bagging grass; Where we previously lived, we paid per brown bag
- Pick up leaves in spring
- Pick up the trash that falls out of the truck
- Please do not change the yard waste collection. To only have once a month would be a terrible idea. Please keep it included in the fees.
- Please do not change we have so much yard waste and a lot of leaves in the fall
- Please do NOT move to yard waste pick up once per month or on demand. We all have yards to take care of and need the flexibility to put yard waste out when needed.
- Please keep it the same
- Please keep weekly service
- questions above are oddly worded; cannot have yard waste less frequently than weekly
- Questions are very difficult to understand and answer. Once a month? No way - where am I supposed to keep bags until pick up? On demand? I would be calling every week from May until October. Why can't the city pick up grass clippings? Yard waste should be included in the contract. If not included in waste removal contract, how are we supposed to dispose of grass clippings, weeds, flowers, end of season garden plants?
- Questions should be better phrased - are these all or nothing or nothing all? Essential to be enforced or non-essential to be enforced.
- Running through to December would be great considering the warmer weather we've had during that time period.
- same a bulk pickup. should be an a la cart option for those that don't need it.
- Service all year would be nice
- Should not be on demand or once a month. Cannot store filled lawn bags.
- The above questions are misleading
- The city does a good job with this.
- The questions regarding yard waste pick-up are poorly worded. I would like to see it continue on a weekly basis with no additional charge.
- The yard waste collection options that we have now are perfect. Yard Waste needs to be picked up weekly and not charge us for pick up. We live in a tree filled city, yard waste pick up weekly without being charged for every pick up is absolutely essential, and reducing this service would be horrible.
- These questions are terribly written.
- They need to collect the trash, bulk and yard waste only 1 day a week not everyday. Garbage trucks everyday thru the week and yes they are here a lot on fridays. Our city is too small and busy for trash pick up everyday.
- They should be picked up each week without an additional charge. They make your garage smell if you don't get them out each week.
- This is the only good thing about the contract right now. Sometimes they miss items though.
- This should also be an add on option. NOT everyone needs this service.
- To encourage homeowners to utilize this service, I feel it should be offered weekly through December at least (weather depending, of course). The fall often runs late in Ohio, and spring has very mild pockets for these services to be utilized.
- We always need yard waste pick up, weekly and for longer!
- We are a tree city. Once a week pick up is essential
- We do not use the yard waste option. Our mowers mulch. We do not bag. So I really cannot have an opinion.
- WE don't use
- We have a large yard and need yard waste pickup WEEKLY without a bag limit. If you want to keep properties in Avon Lake looking nice this is a necessity. We don't want to have to measure a square footage for bags.
- We have no place to store our yard waste (lawn clippings), so a regular pickup is a priority for us.
- We love and appreciate the weekly yard waste collection and would find it a hardship not to have it. Once a month collection would not be enough for us. We like the convenience of not having to make a scheduled stop for the pickup.
- We need this available more than monthly.
- We need this included weekly
- We prefer the current arrangement.
- we use it almost every week
- We use it every trash day
- We use it weekly and it's very important for us to have.
- We want yard waste pickup weekly and included in regular fee - not an extra fee.
- Weekly as is
- Weekly March through Nov. No extra charge for BAGS only. Extra charge for non bag
- Weekly pickup is essential
- Weekly unlimited yard waste
- Weekly yard waste is an absolute necessity
- Weekly yard waste pick up important in spring and fall. Mulching easier to achieve in summer.

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- Weekly yard waste pick up is essential spring-early winter.
- Weekly yard waste pick up is essential!
- Weekly yard waste pickup is essential. No restrictions on amount. No additional cost.
- Weekly yard waste removal is essential. Company should provide same type of waste bin for yard waste as for non-yard waste.
- Why throw it away? Let nature handle it.
- Wish it went until January. We still have a ton of leaves coming down past December.
- yard waste becomes very odorous if left to sit more than a few days. Decreasing the collection to once a month is unacceptable
- Yard waste collection is essential in a growing community without local availability for dumping
- Yard waste collection NEEDS to be weekly.
- Yard waste collection should be available weekly from spring to the end of year.
- Yard waste every week is essential especially during mowing and trimming season.
- Yard waste is fine. Should not have to pay more and should be weekly
- Yard Waste MUST be picked-up for more months than currently offered
- Yard waste must remain weekly.. I can't imagine the smell that the average house would emit if grass clippings were left out for more than a week
- Yard waste needs to be part of the charge and offered most weeks.
- Yard waste needs to be weekly to 12-1, resuming 3-1
- Yard waste on demand and monthly is insane. We are suppose to keep are yards clean and that's not going to happen with out yard east collection.
- Yard waste pick up now is fine - just needs to extend longer into the year.
- Yard waste pickup as is very important on a weekly basis
- Yard waste pickup must be weekly and for no additional charge!
- Yard waste should be available as a weekly service, seasonally.
- Yard waste should be composted and never go to a landfill.
- Yard waste should be included as a weekly service thru November
- Yard waste should be picked up on demand. The brown paper bags fall apart when wet. Would the city prefer we bag our yard waste in plastic bags?
- Yard waste should be picked up weekly.
- Yard waste should be weekly and included in the cost.
- Yard waste weekly included is essential
- Yard waste weekly is very important - survey questions related to this topic are confusing
- you can also mulch it down.
- Your answe options do not fit some of these questions. For some the answer should be yes or no or agree or not agree. Unimportant is the only close option and that does not capture yes or no.

Yard Waste Options:

- 1-2x/year hazardous/liquid pickup
- A smaller cart option would be great, however I have not seen any trash companies offer this for recycling.
- Again, questions are poorly worded. Recycling services are needed on a weekly basis.
- Again, why does cart size matter? Even low volume residents can use a larger cart since you're picking up mechanically.
- Allow bagging of recycling, other than that, no change
- as hard as the city has tried, I believe people STILL do not understand what can be put in Recycle bins.
- As is is good
- Be able to recycle electronics, paint, etc
- Better information is needed. Make videos available on the website. Trouble shooting link to send in a photo of a confusing item.
- BIGGER CONTAINERS!!!!
- Curbside recycling should be available weekly
- Current offerings are pretty good
- Current recycling seems to have a lot of limits on accepted items. I never know if I'm doing it right.
- Don't put bins at city hall as then creates need to monitor and people won't use appropriately.
- Electronic recycling would be great.
- Encourage people to recycle by charging more for trash and less for recycling
- Fine how it is.
- Goal should be to encourage recycling as much as possible - incentivize either than penalize
- I am satisfied with the recycling. Please do not change to only once per month or on demand.
- I appreciate our current recycling program, however would appreciate option for second cart
- I believe as a community we should be encouraging and rewarding proper recycling. It would be easier to just have "trash" but that's not how we should function as a community!
- I can often go a month before I generate enough recycling to put the cart out. I'd like to pay less options for smaller bins and fewer pickups.

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- I do not want once a month recycling. weekly!!
- I feel this should be offered and encouraged as much as possible (same as the yard waste)
- I like the plan as it is with recycling not extra
- I like the thought of being able to e-cycle through the City and save the drive to Lorain County Solid Waste District. It would be really nice to have an extra recycle dumpster for larger items.
- I live in an apartment. A recycling option for those of us that do not have curbside pickup is essential. Don't forget about us, please!
- I live in an apartment. A recycling option for those of us that do not have curbside pickup is essential. Don't forget about us, please!
- I think a large recycling bin would be a wonderful option for those that live in apartment and can't otherwise recycle.
- I think others need to be educated on the proper way to recycle items. Clean, dry and free of food residue...what is recyclable and what is not. Are our recycleables actually being recycled or thrown in a landfill with trash?
- I usually put a full bin out every other week.
- I want to see there recycling operation working
- I was told that we could only recycle items with 1 or 2 on bottom I think it should be all or most of items
- I will not pay extra for recycling
- I wish they would accept more plastics, not just 1 & 2. I suspect many people put dirty or wrong items in the bin
- I would like to know our stuff is actually being recycled
- I would like to know what is recyclable and how the city is doing with the program. Are they actual recycling the
- I would only ask for better options for large quantities of cardboard
- I would prefer to keep recycling weekly. We typically have just as much recycling as we do trash. If it was only once a month, we would end up throwing away items that could be recycled or we would need a much bigger can.
- If I put it out,..Take it away! Every wee!!!
- If I were to take a poll from all my neighbors, we would all have different opinions about what actually goes into the recycling bin. This needs to be better defined and the information should be given out multiple times throughout the year.
- If you do not have a recycling program the very few will probably pay to recycle.
- It is essential that recycling pickup is offered weekly. A larger cart size option would be nice.
- It would be great to have a clear indication of what is allowed as online information is conflicting. Needs to be every week as we recycle faithfully and once a month is not enough
- It would be nice to be rewarded for putting out recycling more than trash. By lower fee.
- It's important to recycle, make it easy so people do it
- Just need larger bins - or more of them. Happy with current provider.
- Keep the size of container to one size to reduce administrative costs - more choices equal higher cost to satisfy requests.
- more plastics included
- more recycling oppotunies!!!! also add clothes, and more options.
- Most people have no idea what is acceptable for recycling. Nor do they try to figure it out . I am saying MOST people not all. Also most recycling trucks if not all are already comprised with the load because of it . Plus Kimble makes money off of the materials that are recycled properly we should be dicounted as a city or at least not chrged for the collection of a profitable material.
- Must be picked up weekly for those of us who recyle
- Must have pickup every week! Electronics would be nice even if it were at city hall.
- My recycling volume is generally greater than my trash volume.
- Need a mailer to households with better thorough description (and benefits) of recycling program
- Need to be able to recycle more items
- Need weekly services
- Needs to cover all recyclable plastics
- New option for bigger can, or additional drop off somewhere. I fill my current bin every week to the top!
- No additional charge for recycling is essential.
- No change needed to current contract in all atear
- no charge for recycling, please.
- No issues with recycling
- Not the service, but residents NEED to be better informed as to what is recyclable
- Offering easier e-cycling options would be amazing
- Options are worded strangely on this survey- I prefer weekly recycling pickup
- our recycle bin is always full so every week pickup is essential
- People should recycle more and throw out less.
- Periodic hazardous/toxic pickup 1-2x per year so we don't have to drive to Elyriay
- Please keep it the same
- Please stop with the once a month business. You're asking people to keep trash in their homes, somewhere for one month. Next you know you'll have a survey about rodent problems.
- Questions above are misleading
- Recycle in parks and at events, too.
- Recycle needs to keep going out weekly! We often have more recycle than trash. I could use a bigger recycling bin.
- Recycle only ever other week to reduce overhead.

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- Recycling being picked up weekly like it is today is very important to continue going forward. We frequently fill our recycling bin and would run out of room if it were reduced. Also recycling should come automatically with trash, both are essential.
- Recycling carts need to be collected into recycling trucks. Not the current setup of one truck picking up both carts at the same time.
- Recycling is a joke. It all gets dumped in the same place in the end. Would love two trash cans instead of one trash and one recycle
- Recycling is crucial, and it would be good to know the recyclables are actually not going into a landfill.
- Recycling is vastly important if they don't want that material on the landfill. That is exactly what will happen if they discontinue weekly recycling. I may not fill it weekly, but some weeks I need 2, so I have to organize my magazine clean out and file shredding to weeks when I have room for it.
- Recycling needs to be weekly
- Recycling only has value if people recycle properly.
- Recycling options have decreased significantly over the past 5yrs. we need to investigate how there can be more recycling streams reinstated.
- Recycling should be a standard act performed by all households and organizations. Making recycling on demand and for a fee will discourage many, if not most people, from recycling. I do not need electronics recycling as I can take those to the county drop-off. Although, for those who cannot or do not wish to drive that far, a local collection that then would be driven to the county would be helpful.
- Recycling should be every week. Options to drop bigger items and electronics at a city location would be great.
- Recycling should be optional.
- Recycling should be recycled, not out in a landfill. If we are playing for it to be recycled it should NOT be placed in the trash landfill.
- Recycling weekly a must
- Residents need more education on what is allowed to be recycled.
- Should be able to put cardboard boxes cut down on the curb if too big to put in bin. Such as when you move or have a large delivery. Should be able to be included in your one bulks day per month.
- Should still be an option
- Size options are very important for those that live alone and have smaller footprints, i.e. single car garage, townhome, etc.
- So much of what is sold in the store is #4 and #5 but we can't recycle it. Hurts my soul every time I have to throw it away.
- Some of the answers don't follow the questions, like asking about tagging cans that violate the recycling rules.... I don't think that's right.
- Stop with this in demand crap already
- There wouldn't be bins big enough for once a month pickup for those that fill their bin weekly.
- These questions are hard to answer with the choices given. We never have enough recycling space.
- This is an essential service that is needed. Others may be optional, but we need more/better recycling
- We are avid recyclers and sometimes have more than a large cart will hold, so I definitely want weekly recycling. I love to see more recycling options as in ALL 1's and 2's and some other plastics, BUT it seems this is a generally becoming an issue. If you begin tagging recyclers who violate rules, those people will just stop recycling at all.
- we fill our recycling bin almost every week. Decreasing to less than weekly pickup is unacceptable
- We have no issue with the current recycling program
- We need this weekly.
- We need to be able to recycle ALL coded plastics, not just 1 and 2, etc.
- We often have more recycling than garbage. Really would like to have #5 and 6 plastics added back in.
- Weekly recycling service is essential. I would like more recycling options - more plastic accepted.
- with county offering recycling, adding this service and cost for city is not needed. (not a huge volume); I wonder about recycling - news often mentions that much recycling picked up by some cities is never recycled.
- Would be nice to have a hazardous waste day once a month in the city

- Would like large bin for items that have to be taken to Elyria, ie hazardous waste like used oil, paints, etc. Definitely need clear guidelines for items that can be recycled. Have called Kimble several times with questions and cannot get definitive answers. Have asked to speak to a supervisor and was told there is no one in that role. Lorain county's recycling center is horrible: inconvenient, treated like a criminal. Avon Lake should offer a location for proper collection of flammable and hazardous materials. See City of Lakewood's program.
- would like to be able to recycle more items
- would like to see more recycling options and ways to reduce/reuse not as recyclable items (clothes, paintings, old toys, etc)

Collection Day Options

- Absolutely should not permit curbside composting.
- Another option could be to offer composting starter kits for people to do it in their yards
- Community program to promote composters, workshops, stipend for residents who compost
- Composting should be optional and offered as a "bin option" along with a yard waste option.
- Could be a cool service to offer
- Curbside composting will bring vermin to neighborhood
- Do not use
- Don't know enough about this
- Don't really want to store compost for the week
- Education- lots of people don't know how to compost
- Encourage compost at home in backyards.
- Extend a few weeks into the winter.
- Great option
- I could be interested in this. I'm not sure how this would work.
- I do not have enough understanding of this service to say yes or no
- I do not know enough about this to give an opinion.
- I feel this should be made available as much as possible for homeowners to agree to use: both in getting rid of their yard waste appropriately- and use the compost again, as well.
- I have my own compost pile and love the city's compost materials. Not everyone is into it, so I would leave well enough alone.
- I think this is a good idea that I didn't really think of before.
- I would like this as a greener option.
- I would like to learn more about this, and participate
- I would love a composting option!
- I would love to learn more about this, though!
- I would like the opportunity to start composting
- I'm very excited about this prospect.
- It would be amazing to have a curbside option!
- Many cities in Canada offer wonderful programs for composting. If the city provided this along with their leaf mulch, what a dream
- Mulching is good for lawns and environment
- Need to understand this topic better to respond
- No composting plan
- No interest in this
- No. Don't do it.
- Not aware of current composting options?
- Not needed-compost on your own
- Or a community program at the gardens at Troy. May qualify for a grant.
- Other thoughts on composting options?
- people have enough trouble figuring out what is recyclable .
- People would compost if it was easy.
- Recycling every week please
- Should be included in monthly bill
- sounds interesting
- Start soon!
- The City of Avon Lake should continue to offer informative composting sessions and educational materials.
- This could also be an optional add on. But I would be interested in it.
- This is not a universal practice to where the expectation is that it should be part of trash pickup, etc. if people do it, great but they should find their own way.
- this would be a wonderful opportunity for our city to think green!!
- Visibility on social media into process and how to use. Can contributors gain access to the compost for next year's garden? Or maybe start a community garden?
- We compost ourselves but I think if it was offered more people would use it that don't have their own composter
- We do our own composting for our garden.
- We have our own compost pile but would like to see city composting for those that do not.
- We should have it!
- We use Rust Belt Riders but would love a city-run option.
- We would like to see food scrap pick up for composting
- What would curbside composting look like?? Need description.
- Would love this option
- Would we get another bin for composting? What items can be put into bin? I think people are too lazy to do this.
- yay! would love this!!!

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Collection Day Options

- 1 or 2 days, not everyday needs to be used.
- A consistent collection day is necessary. Whether all on same day, or spread thru the week makes no difference to me.
- A lot of good furniture is thrown out in Avon lake. Trash pickers can have more opportunity for picking up these items if all trash is put out on the same day.
- any just consistent and preferably not Sundays since there are so many Monday holidays
- as early in week as possible; if multiple days don't break up neighborhoods -- every day you see cans somewhere
- As long as it's collected on the collection day, I don't care
- Avon Lake constantly has trash cans out all week. It looks terrible
- City-wide Monday trash pick ups were the best
- Current situation is ridiculous. One day/ entire city
- Definitely like having trash picked up Monday morning. Allows for weekend activities to be disposed of quickly. Prefer trash pickup throughout the city happens on the same day. Currently, passing through the city there always seems to be trash cans out somewhere.
- Different day from Bay Village please.
- Divide City into zones, collection limited to up to 4 days a week.
- Do not like seeing trash around the city every day of the week
- doesn't matter what day.
- Extra day of pickup offered after holidays
- Four days a week with litter all over our city is unacceptable. This is the worst garbage company ever!
- I am satisfied with current contract but if lowest bid received is for one day for the entire City would welcome that as well.
- I do not think that it is a problem that the current service does the collection over multiple days of the week.
- I hate collection in the middle of the week
- I just need to know what my pickup day is
- I liked when pickup was on Monday so we could gather everything on Sunday instead of scrambling on a weeknight to get it done.
- I prefer a one day per week. No bins sitting out 2-3 days a week.
- I prefer a single trash day for the city but understand that it may not be possible
- I prefer Monday morning pickup
- I prefer once/week for the city but finances are the most important factor to me.
- I think city looks trashy with cans out every day!
- I will say it has been a bit of a drag to see trash bins every single day around town....
- I wish we only had one or two trash days.
- I would like pickup to start later in the day. Kimble is picking up trash outside our house at 7:00 am, which is awfully early given how loud they are.
- I'm happy with the current system; but we frequently are missed on our day and then the trucks come the next day, sometimes very early in the morning. It would be nice if we could reliably have trash pick up on the scheduled date.
- If I put it out,,Take it away,Every week!,
- If weekdays are needed for all of the trash, recycling and yard waste to be collected, then maintain the schedule.
- It doesn't matter to me what day my service is.
- It was nice not to have see trash cans out everyday. Makes the city look cleaner with one day for trash collection.
- It would be nice not to figure out when it is your turn for trash, but not if it costs more money.
- Keep it how it is now. It works great
- keep the same day
- Less days would be preferential, but what ever is most cost effective is acceptable as well.
- Makes no difference
- Monday for the whole city
- Monday pick up
- Mondays
- Mondays
- Mondays are best, most people clean up over the weekend and are home on Sundays
- Mondays are best.
- More concerned about price than what day or days garbage is picked up
- No reason to insist on one common day, provider would need 2x vehicles and collectors, leading to higher costs
- Once would be great, but definitely less than now.
- One day would be great but I don't think the trash companies have the ability to do it, and if they do it would cost more. Would rather pay less and have it spread throughout the week.
- Other thoughts on collection day options?
- Our neighborhood misses Monday trash days. Everyone does yard work or has more trash after weekends. People's yard waste bags get wet outside and break if they can't fit them in the garage and it rains.
- please let citizens know that Westlake has collection 5 days per week
- prefer Monday pick up
- sometimes trash isn't picked up before noon

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- The City should have a contract which limits the number of days that residents have to see trash cans on tree lawns. One to two days should be enough.
- Trash collection on more than one day means you are almost always driving around the city and seeing trash cans somewhere. This is not the vision we want for Avon Lake.
- Trash pickup on every day of the week in Avon Lake is a huge problem. It's annoying to navigate the city as a local builder and having to deal with at least one home being under construction. There is also traffic delays caused by trash collection occurring every day of the week.
- Very happy with the current collection days
- What we are doing now works ok but I prefer everyone to have one collection day.
- While I think it would make navigating throughout the city with only a one day collection day, if we can get a better deal to do it over 1-3 days, it is probably on the best interest of residents right now, especially since the cost of fuel and food has skyrocketed!
- Would by-weekly service be viable?

Additional Fee Options:

- Ability to add extra cans for fee
- Additional (city) fees were charged on current contract
- Any city I have lived in this has been included in taxes. The fees are rather high.
- Bill needs to be the same every month. Current bill fluctuates. Switch to yearly/quarterly options with discounts for year.
- Bring back republic
- Cheaper is always better
- Disability discounts for those receiving either SSI and/or SSDI from government.
- For Military Active or Veteran Free
- For seniors with fixed low income
- free
- I do not think there is any reason to give people an option to stop the charges for a week or two of vacation. It would be beneficial if people were gone for several months, but this would not be the most important reason to select a contractor.
- I guess it would be nice not to be charged if my cans were not out
- I like the senior citizen discount, they have limited income and likely do not produce as much trash.
- I looove by myself and it takes me a full 3-4 weeks to fill the trash / recycling carts enough to take out to the curb for pickup. If there's a way to only be charged for the weeks I have trash/recyclables to pick up, that would be great!
- I suppose the "snow birds" appreciate a break in fees during their migration.
- I think there shouldn't be a discount, per se. But a smaller option, that happens to cost less.
- I think we should be striving for a fee schedule that rewards proper compliance with bin usage (regular versus recycling), not having trash tumbling out of the bins and ending up in the street and/or yards. It would be nice to have very specific guidelines about how trash is to be put out and then have non-compliance charged extra. As a casual observation we have mostly compliant residents but a few create much more work and trash for the haulers to deal with and that I would assume creates issues with the contract.
- If smaller bins were given to seniors, discount not necessary
- If you only put trash out once a month or even twice a month, you shouldn't have to pay the same rate as people getting weekly pickup
- in general, this works great, but if seniors can get a smaller trash cart for less money, then i don't think they really need an extra discount.
- instead of discount, give them the ability to have a smaller can. toss less, pay less
- It would be nice to not have to pay for services that are not being used.
- Lower fee rate
- Lowering my costs is most important. If you are going to provide reduced rate for seniors, then don't forget to include disabled individuals on fixed incomes.
- maybe allow a la carte options for additional services. then those that need more, pay more. those that need less pay less.
- option to put on hold if we go on vacation is essential
- Personally, I don't generate much trash and rarely put my bins out weekly. A once a month option at 1/4 the price would be great
- Reduction in fees for disabled
- Republic was a much better service
- Satisfied. Not expensive. But we all like cheaper if possible. Vacation or missed services would be very nice. Especially for winter birds and those who might travel or are single with less weekly demand
- Senior discount
- Senior discount on services and ability to place service on hold while on vacation are absolutely essential.
- Seniors usually have less trash
- Since there is not a general place for comments at the end of this survey, I'll just put here that the answers are poorly worded. I don't think you can trust your results. I
- sounds like small groups making loud noise.

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- The same responses for all questions doesn't work. It was confusing to answer some of these questions.
- There really shouldn't be a fee for unused service.
- They charge way to much for what your allowed to throw away.
- Too expensive.
- Truck still has to go past your house; therefore, paperwork and administration would cost more than worth.ation
- True recycling and true yard waste collection and use to create humus or mulch. Do not mix recycling or yard waste with trash.
- We would pay more for unlimited WEEKLY bulk and yard waste. Please DO NOT limit yard waste to once per month. I understand seniors don't need as much and am fine if they are given a reduced rate.