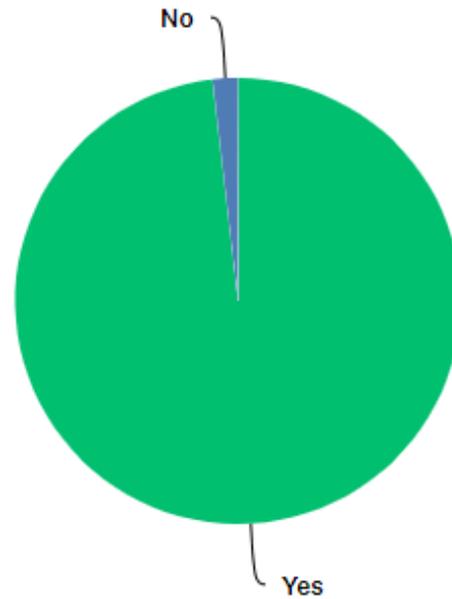


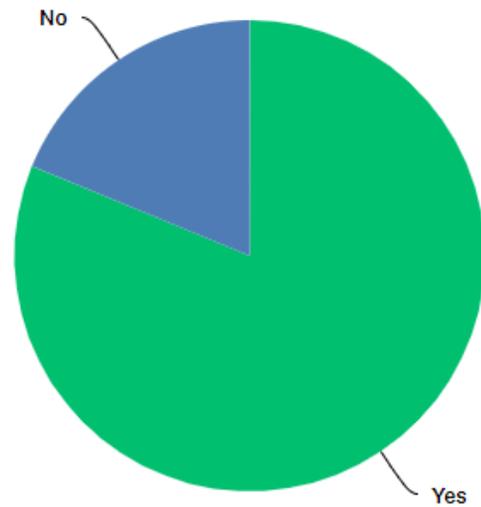
Q1: Are you a property owner or renter in the Town of Kennebunk or a neighboring Town? Yes: 98%, No: 2%

Answered: 1,861 Skipped: 12



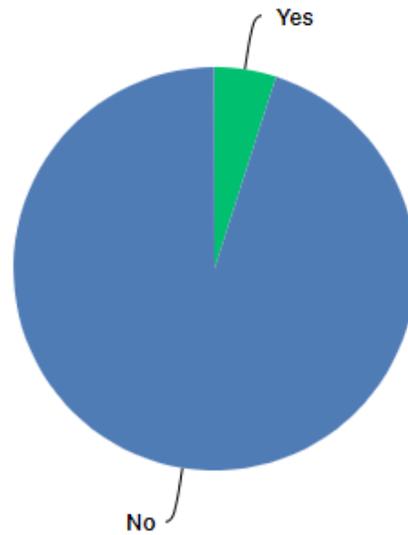
Q2: Do you currently use the Transfer Station? Yes: 81%, No: 19%

Answered: 1,857 Skipped: 16



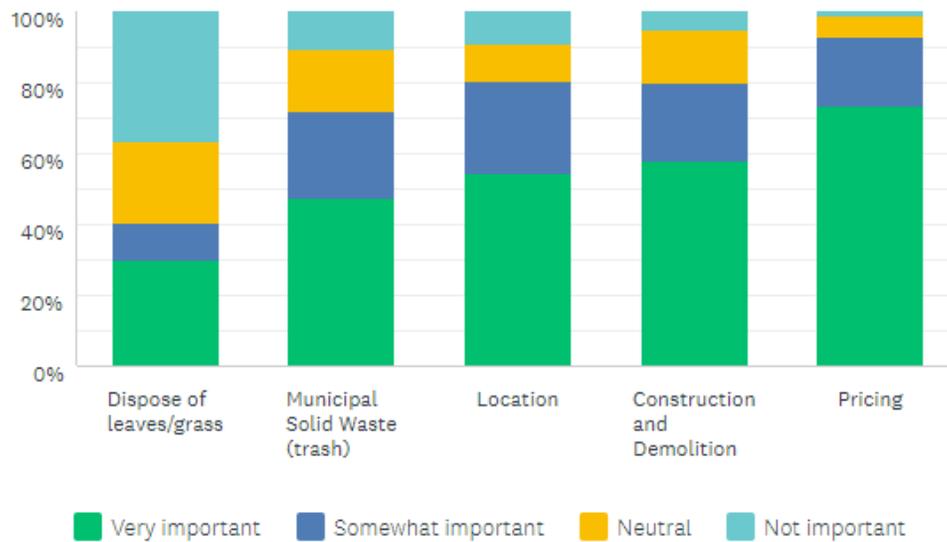
Q3: Are you a business owner who currently uses the Transfer Station as a part of doing business?

Answered: 1,856 Skipped: 17

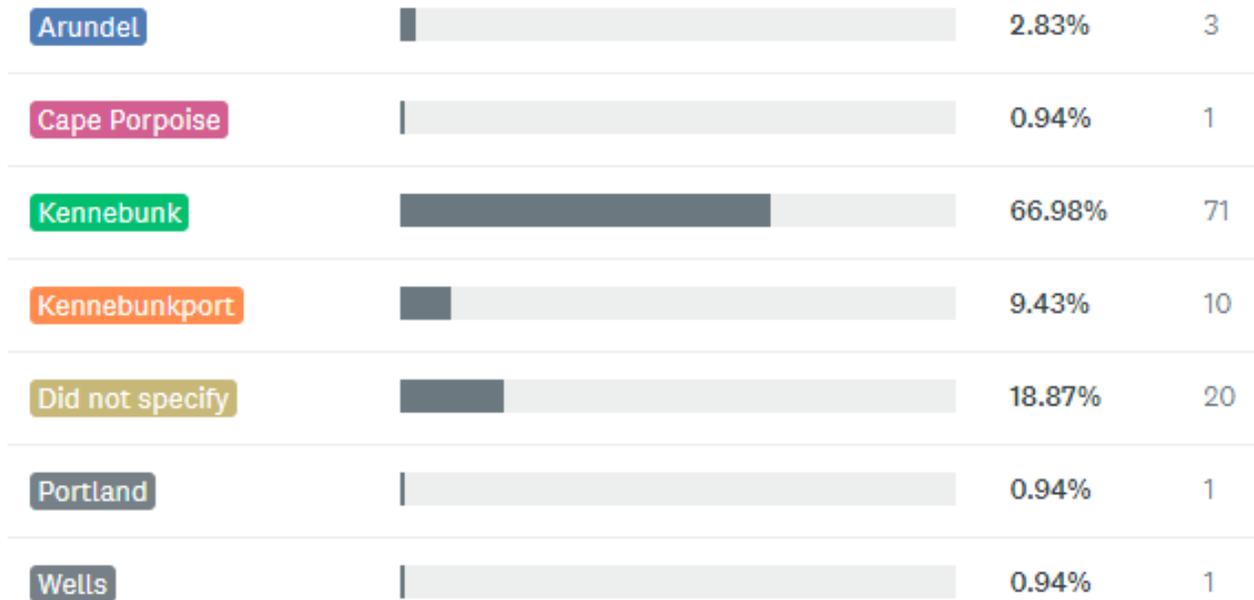


Q4: If you are a business owner who uses the Transfer Station for your business, what services are important to you?

Answered: 87 Skipped: 1,786

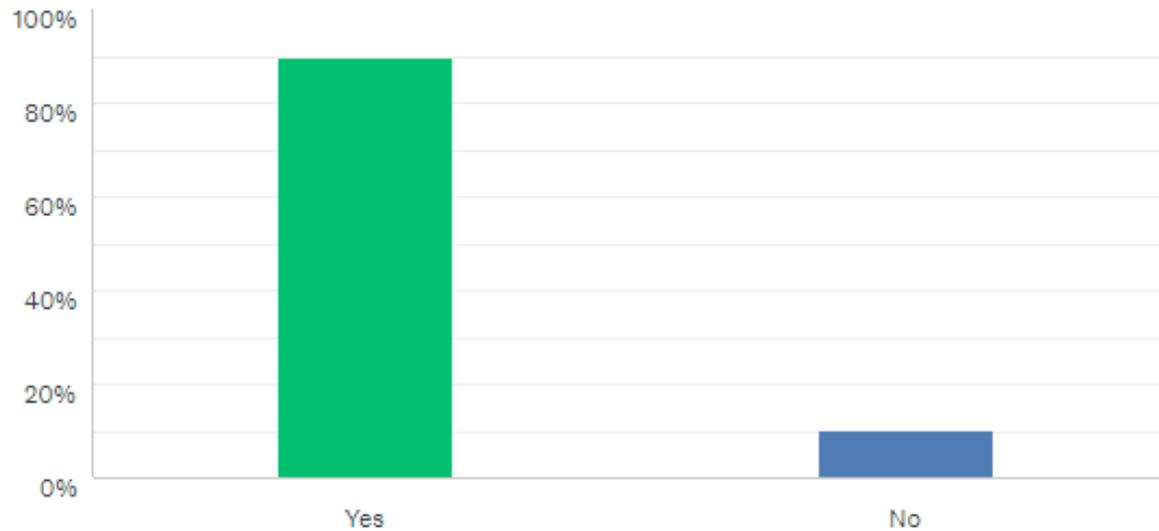


Q5: What Town is your business located in?



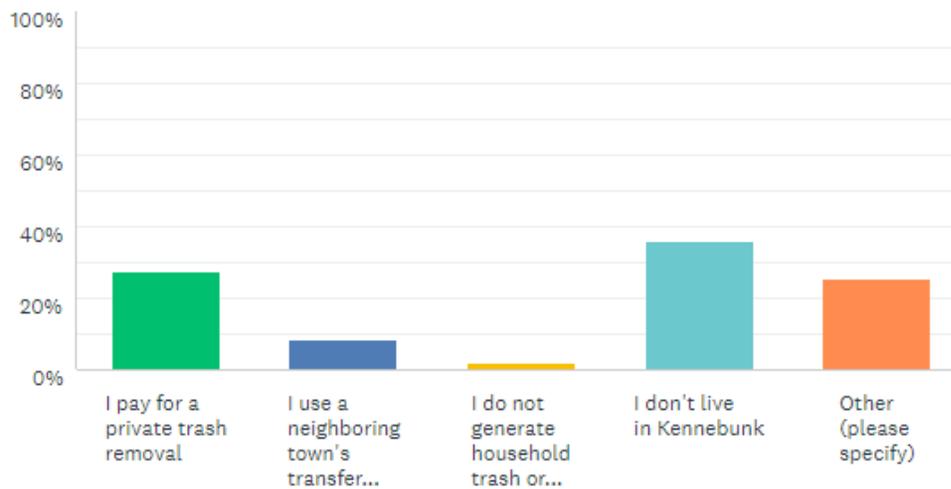
Q6: Do you currently use the Town's curbside trash and recycling collection program? Yes: 90% No: 10%

Answered: 1,849 Skipped: 24



Q7: If you DO NOT currently use the Town's curbside trash and recycling program, how do you dispose of your household trash/recycling?

Answered: 185 Skipped: 1,688

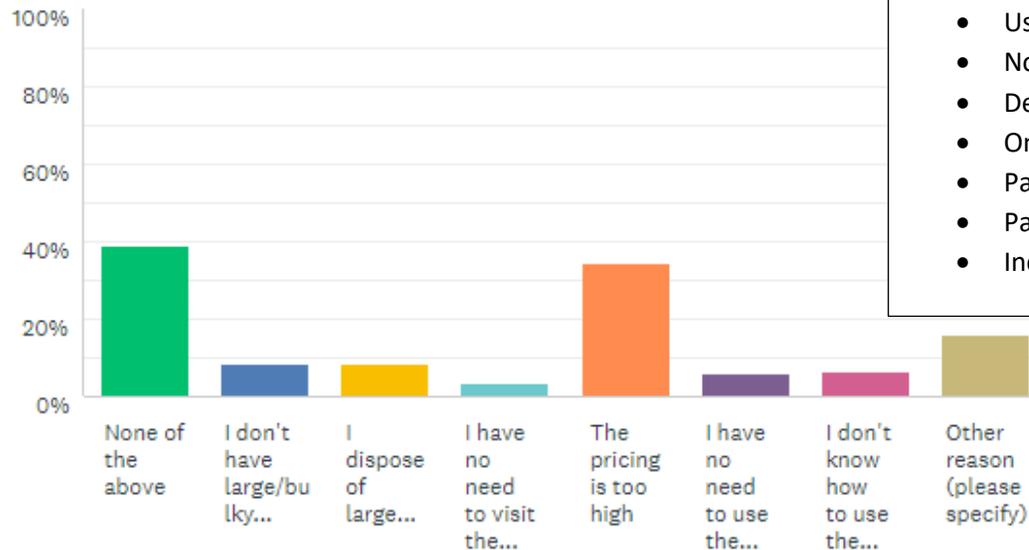


RESPONSES (43 total)

- Live in another town- 9
- Campground-6
- Use private service-4
- Condo Assoc.- 3
- Inconvenient hours-2
- Business owner/Private Road/Take to home State/Use curbside-1 each

Q8: If you DO NOT use the Transfer Station, why not?

Answered: 912 Skipped: 961

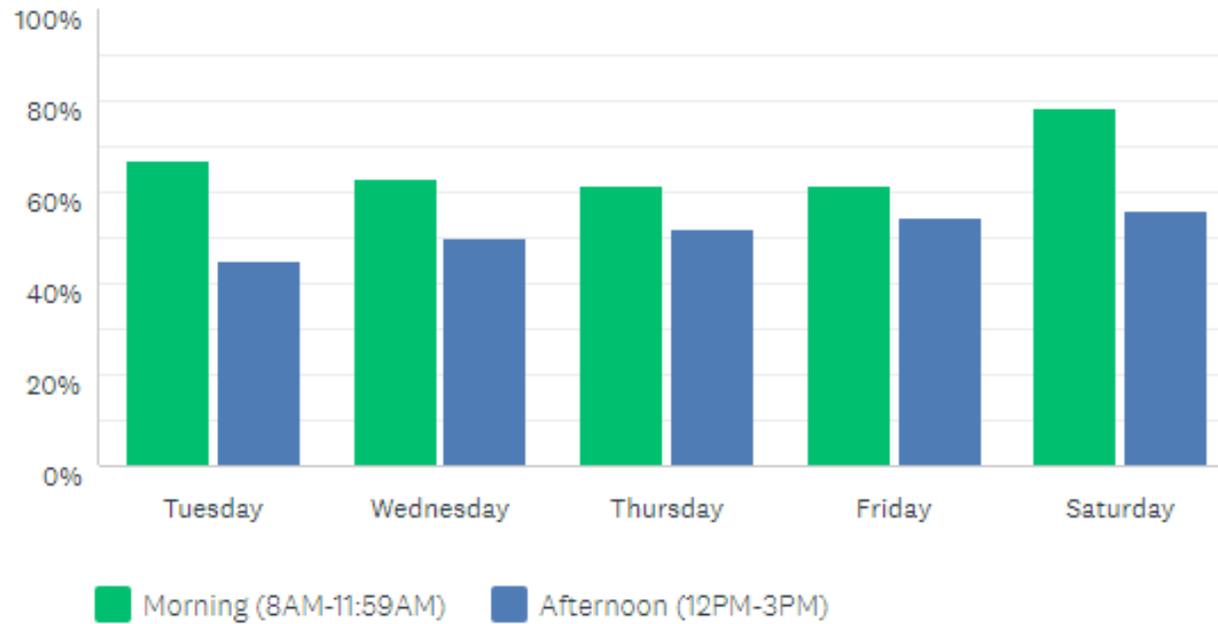


COMMENTS (144 total)

- Pricing too high/inconsistent- 53
- Recycling should be free- 7
- Poor traffic flow-4
- Use another town- 5
- No need to use it-3
- Desire more hazardous waste options/days-2
- Only use for recycling-2
- Pay for private removal-1
- Pay others to dispose of items-1
- Inconvenient hours-1

Q9: If you use the Transfer Station, when do you typically visit to dispose of trash and recycling during these hours?

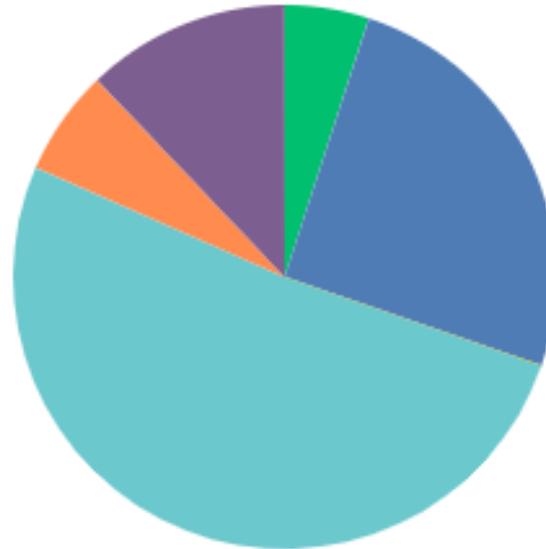
Answered: 1,338 Skipped: 535



Q10: On average, how often do you use the Transfer Station?

On average, of the 1,750 respondents to this question, over half (1,008 respondents or 57%) use the transfer station a few times/year or once per year. About 30% of the respondents (530) said that they use the Transfer Station between once/week and a few times/month.

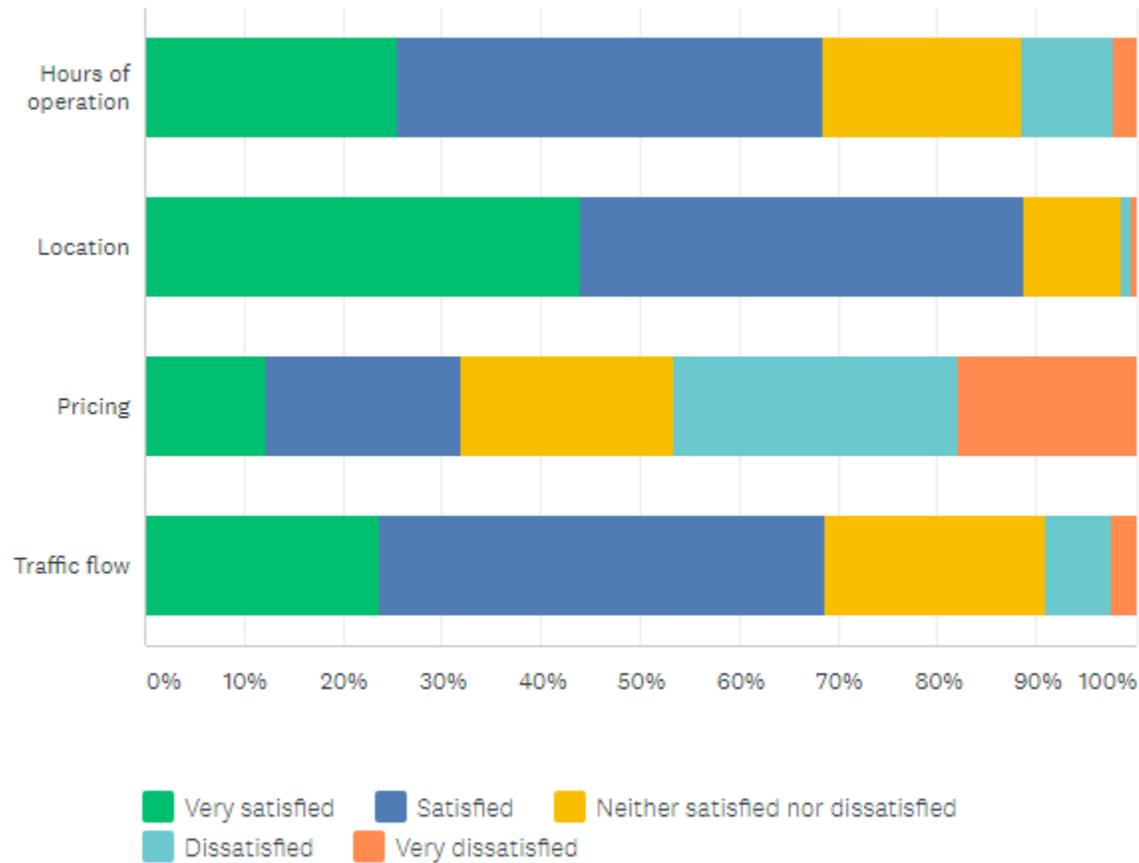
Answered: 1,750 Skipped: 123



Once per week A few times per month Frequency A few times per year
Once per year I don't use the Transfer Station

Q11: How satisfied are you with the current site and operations of the Transfer Station?

Answered: 1,545 Skipped: 328

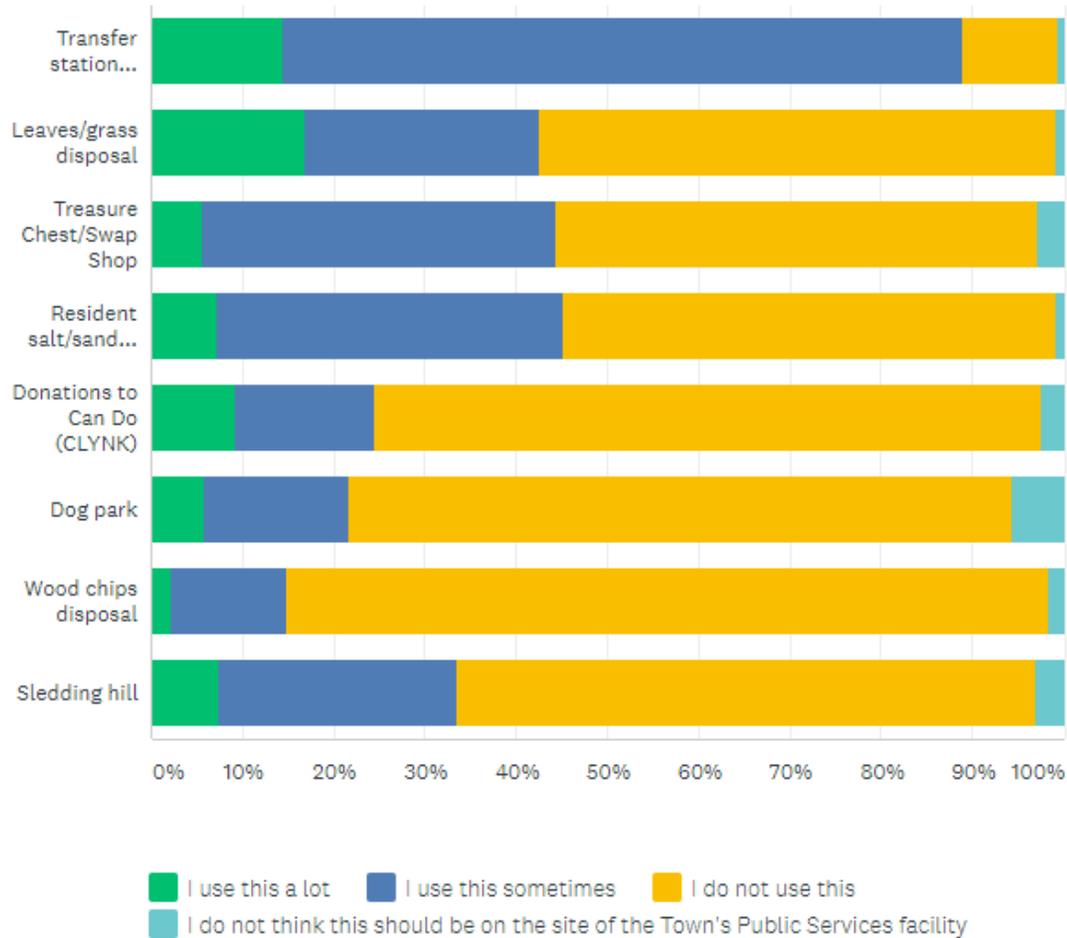


COMMENTS (401 total)

- Pricing is inconsistent- 128
- Pricing is too high- 97
- Recycling should be free- 55
- Traffic flow is poor/congestion/unsafe- 46
- Need later hours (“after work”)- 37
- Desire Sunday/Monday hours- 31
- Feels there is good customer service-22
- Feels there is poor customer service-13
- Desire swap shop/alternative recycling-9
- Desire additional hazardous waste day- 6
- Desire pick up curbside for large/bulky items- 3
- Want fair pricing-2

Q12: In addition to the Transfer Station, the site at 36 Sea Road is used for various municipal purposes (it houses the Public Services Dept. including Highway, Parks & Facilities, serves as a staging area for paving/ construction projects, sand/salt/snow storage and Recreation supplies). Do you currently use the site for any of the purposes below? (Check all that apply)

Answered: 1,552 Skipped: 321

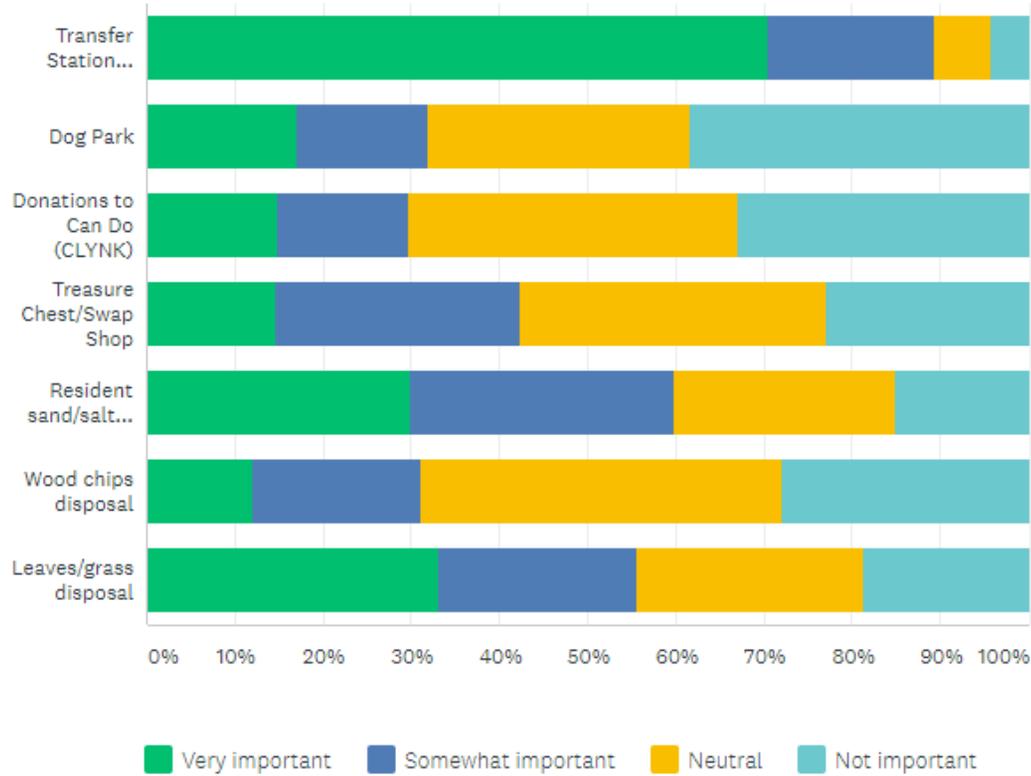


COMMENTS (107 total)

- Wood chips/brush/clippings disposal- 20 (important, use it (occasionally/often), value it)
- Value and use or want to have a re-use/donations option- 12 (clean up TC, used to like it, like having option for donations)
- Didn't know about other services-9
- Composting- 8 (use compost, should be free, like it)
- Christmas Tree recycling/disposal-5 (like it, use it)
- Hazardous Waste- 5 (use it on collection day)
- Sledding Hill-4 (Keep it, don't use it but love it, fond memories)
- Sand/Salt-2
- Construction & Demo materials- 1
- Electronic recycling/disposal- 1
- Liability-1

Q13: Of the current services on site which are important to you?

Answered: 1,718 Skipped: 155



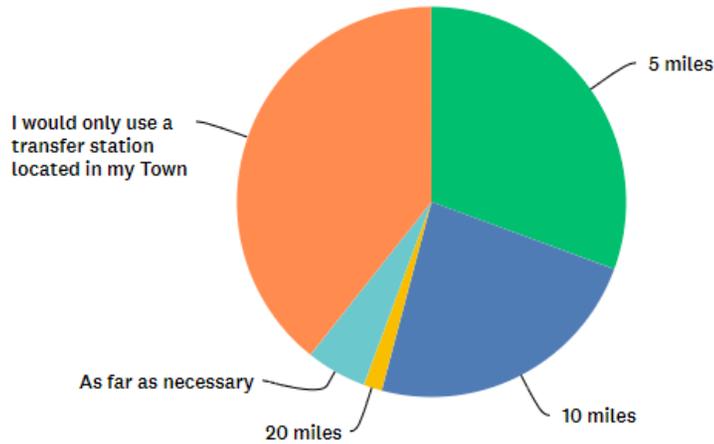
COMMENTS (73 total)

- Wood chips/brush/clippings disposal-11 (important)
- Desire composting options-11
- Value a Sal. Army/donation spot-8
- Want something alternative on the land- 7 (skatepark, exercise options, trails, solar farm)
- Hazardous waste disposal/collection- 6 (important, want more/options)
- Pricing too high- 4
- Recycling should be free-3
- Dog park is imp-3 (some say “clean up”)
- Want more communications re: TS/operations-2
- Provide compost/wood chips/topsoil for residents-1
- Wasn’t aware of other services- 1
- Undesirable location-1
- Wasn’t aware of services-1

Q14: How far would you travel to use a Transfer Station?

Of the 1,598 respondents, approximately 40% said they would only want to use a Transfer Station located in their town (672), over 50% stated they would travel 5-10 miles (925), and 6% of respondents said they would travel 20+ miles (114).

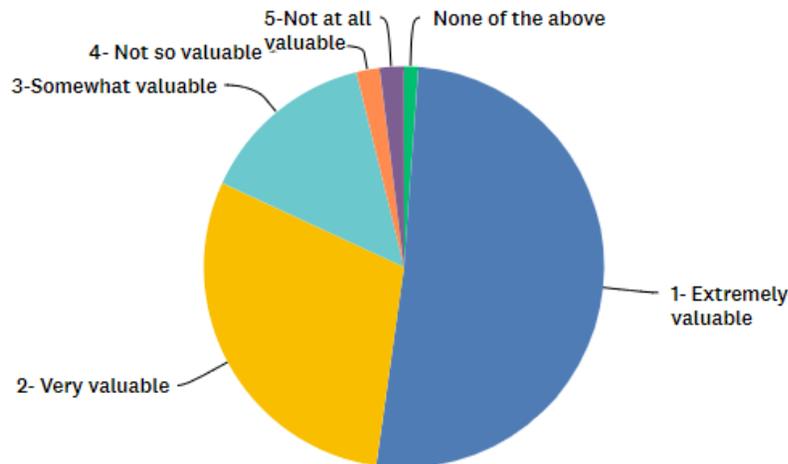
Answered: 1,709 Skipped: 164



Q15: On a scale of 1-5, how valuable is it to you to have a local option for a transfer station located in Kennebunk?

Of the 1,750 respondents, 80% said they find it either extremely valuable or very valuable to have a local option for a Transfer Station in Kennebunk (1,413). About 18% reported that a Transfer Station located in Kennebunk was only somewhat valuable, not so valuable or not at all valuable.

Answered: 1,750 Skipped: 123

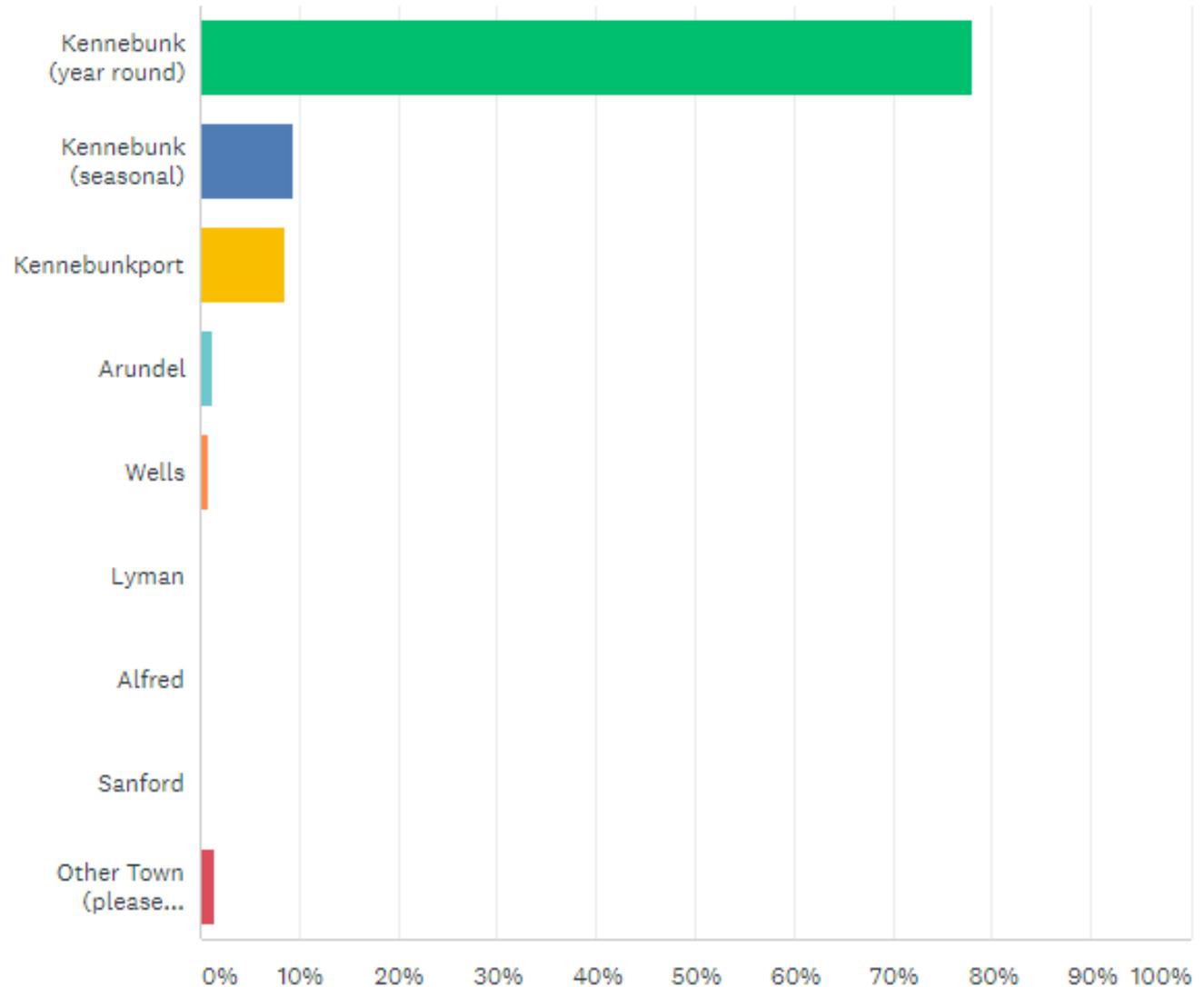


DEMOGRAPHICS

Q16: Where do you live?

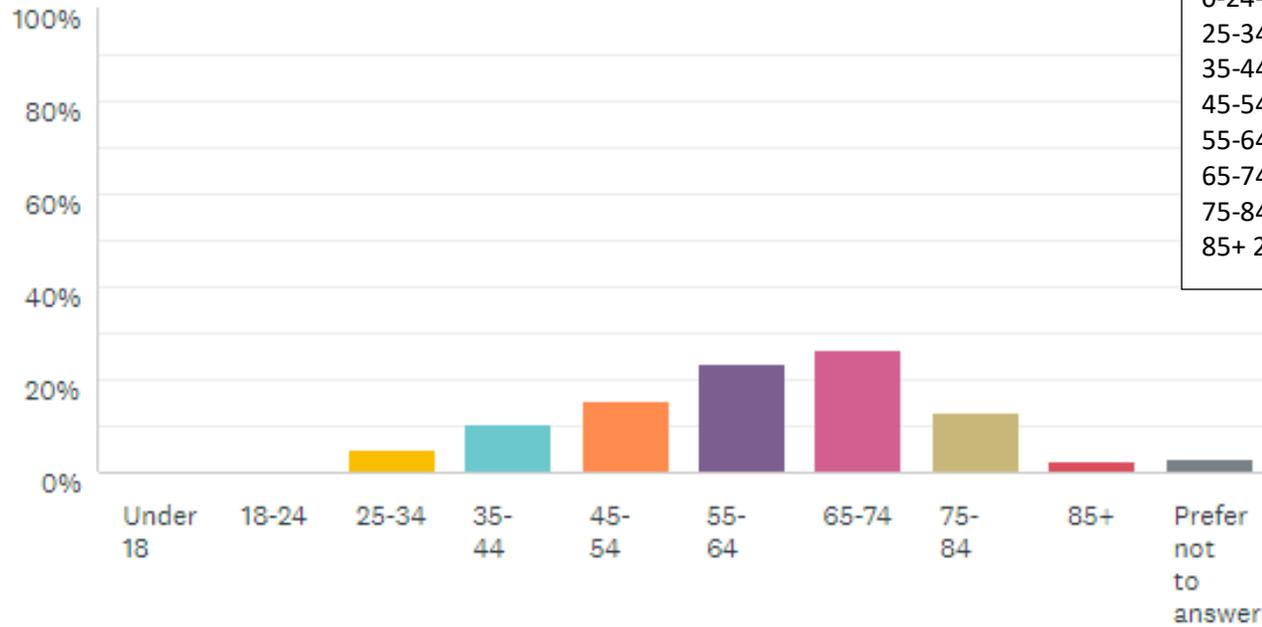
78% of the respondents live in Kennebunk (year-round), 9% live in Kennebunk (seasonally), 9% live in Kennebunkport, and respondents from Arundel and Wells represent 2% of the respondents. Other responses were recorded from Lyman, Alfred, Sanford, Old Orchard Beach, Saco, Eliot and various other states.

Answered: 1,792 Skipped: 81



Q17: Age of respondent?

Answered: 1,792 Skipped: 81

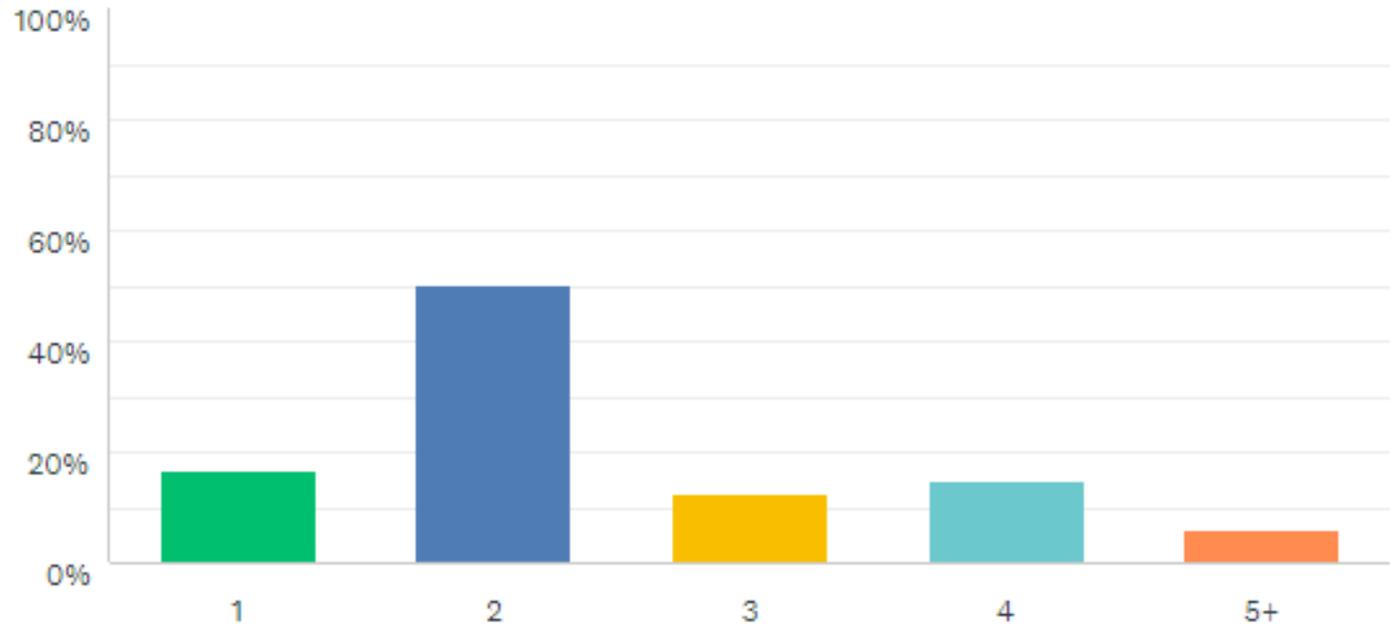


Kennebunk Population by age	2017	2022
0-14	13.6%	12%
15-24	10.6%	9.1%
25-34	7.7%	9.4%
35-44	9.5%	8.7%
44-54	14.7%	12.3%
55-64	17.4%	16.8%
65-74	13.9%	16.3%
75-84	7.9%	10.3%
85+	4.6%	5%
Median age	51.2 years old	53.9 years old

Q18: How many people currently live in your household?

16% of respondents live alone and 83% live with 1-5+ others. (50% are households of 2, 12% households of 3, 15% households of 4 and 6% households of 5+)

Answered: 1,792 Skipped: 81



Any further comments or questions

The Town of Kennebunk needs the transfer station . This is an essential service

Pricing of Kennebunk town trash bags is outrageous, high price must greatly reduce compliance

would be nice to have a smaller than blue trash bag available for small items that need to go out sooner than when a blue bag is full ie. meat wrappers, meat bones, dog waste

If you want an example of one that is well organized check out Orleans, MA on Cape Cod. It is busier since I don't think they have curbside collection

Thanks

Good luck moving forward—town services are important

Please keep the transfer station in town.

Taxes too high (liberal Dem. Gov.)

For the love of all that is holy, please do not close the transfer station

Someone offers up in the editorial section of The Kennebunk Post that the town should offer kitchen waste composting as a service to decrease the the waste stream. I would like the town to repeat the offer to purchase the “Earth Machine “ composting bins. I purchased 2 when offered and would purchase more. I also need some replacement parts as one of the bins I have suffered a tree branch falling on it.

I would find it extremely beneficial if the town developed a system for community composting.

Get new staff who are respectful and kind

Thanks for asking!

Don't forget to include household hazardous waste in this discussion.

Emphasize the need for more frequent toxic waste days and occasional paper shredding days!

Food for thought, I do not know how many seasonal residents and renters you have in KB. On Anna Maria Island, the trash collectors will return your trash bins to the side of the house. This allows "weekend" folks to set their trash out, but not worry about bins being left on the road for an undeterminable amount of time. I think it would be helpful to understand the difficulty of not being intown on Tuesdays for pickups and what alternatives should be considered.

We need more household hazardous waste days as these are a nightmare and I don't even bother

Consider charging higher fees to out of towners to reduce impact on citizens. Town trash bags are difficult,

There are better models out there for trash pickup and recycling. Why do we make it difficult for the citizens? Pick up everything curbside and that which can't fit in the bins we should be able to drop off at transfer station with no fee - especially cardboard!

Let's not put more plastic in the environment. We have to double bag our trash to use Town bags. Put the cost in taxes

Recycling should be a free service for local taxpayers

As previously mentioned, the only problem is the prices

I work for people who I notice NEVER (for years) use the "required" purchased trash bags. I think they don't know it's required.I've watched this for the past several years. Town picks it up weekly with no bags. This is not fair to those who purchase. Better surveillance and notifications to residents needed as I am sure they are not alone in having missed that detail.. PS Recycling a few cardboard boxes pre-flattened shouldn't cost an old man (80s) \$3 minimum free. It's a money making motivation there and is really different how it was with previous operators better, more sensible

I understand electronics etc. that aren't curbside recycles require fees, that makes sense just not the curbside collectibles

Dog Park is VERY important, well maintained and good group of people and dogs

Pricing too high, town garbage bags are a terrible way to do trash payments. put in taxes

The town needs to better understand why so many people leave unwanted items at the curb. Laziness, pricing at the transfer station, don't know about selling items at the Transfer Station. Nice town filled with curbside "junk."

The bags are a huge pain in the

The transfer syaytion is a very valuable feature that insures there is less liter in our woods

On several occasions the staff have been rude and surly.

I have done some neighborhood clean-up projects for neighbors who are not able and who may not respond to the survey or show themselves as not using the facilities for grass, leaves, dump/recycle. Please just keep that in mind--some of us do for others in town so it may be "more used" than some of your numbers show!!

We need household compost available as a part of our regular trash pickup!

How about sending one out about public works?

Please stop the need for bags/tags to dispose curbside trash. Bin is provided. I take trash elsewhere it's far too expensive.

Purple bags are challenging for elderly people, please eliminate and put into taxes

Thanks for all you do for our town. I appreciate you!

Maine does not effectively address hazard waste. I have not found environmental companies who will or not know how to address. Clean Harbor is used and helpful once a year but could not explain how wastes are addressed. Haz waste has been dropped at donations or put in woods.

The dog park is extremely important to owners and for dog health to exercise.

We own a house in Kennebunk where our daughter and grandson live. However, we have been told we cannot use the transfer to dispose of yard waste because we do not have a vehicle registered in Kennebunk.

Get the Cassella trash trucks to stop leaking oil!

It would be nice to be able to drop off brush/branches from fall/spring cleanup

I think the trash bags are very expensive and they keep getting smaller.

quit torturing us

Please keep the transfer and recycling operation in Kennebunk. It keeps recycling materials out of the waste stream and old electronics and appliances off the sides of our rural roads

I appreciate you looking into this review.

If we could partner with a neighboring town to save cost we should consider that.

As other towns, place municipal solar array on landfill.

I have been a resident here for many years we have always used the transfer station for recycling, but now if you go up there with cardboard boxes broken down for recycle they charge you. That did it for us. Thank you, miss the old way it was run.

trash removal is difficult in Kennebunk, town trash bags are a scam, there are no alternative services for residential trash removal and bulk trash is cost prohibitive at the transfer station. Kennebunk taxes are too high to have such challenges.

Thank you for making this service a priority!

Thank you!

Your use of residents input and opinions is appreciated.

I think the town needs to rethink the fees. The amount of money individuals are charged to throw out trash is ridiculous. The town should provide curbside pick up once or twice a year for large items ie household furniture, metal etc free of charge. Residents should be allowed one trash bin per week that does not require a pay as you go bag.

Please try to eliminate the corruption at the transfer station.

As a seasonal resident I appreciate being able to drop trash and recycling off on my way out of town.

Please get rid of pay as you throw and purple bags. if you must do pay as you throw please don't use bags, use another system of payment such as barcode or tags bags are bad for the environment and by doing this you are conflicting your plastic bag ordinance and balloon ban - it doesn't make sense.

I am a solid waste/recycling/sustainability professional

Thank you for inviting input from those who do not live in Kennebunk.

I'm glad you are doing this.

we value the dog park and use it often

Inconsistent pricing needs to be addressed

Thanks!

It is very important for the community

As a K'port resident I wish we could access the sand for a slight fee.

annual hazardous waste disposal is important

We are Kennebunkport seasonal

would appreciate more hazardous waste collections

I wonder whether the contract arrangement for private management of the transfer station is the most financially advantageous option for the public. On visits with my son, who uses it, I was surprised and appalled to observe the manager orally stipulating and collecting large fees in cash and stuffing them in his pockets, precluding any oversight or audit of what using this facility is costing the public!

Always wonder if dollars collected go where they are supposed to go.

Very important to enhance/keep the sledding hill & dog park!

The entire public services operation, to include a transfer facility, should be moved elsewhere. Located on one of the town's primary roads, adjacent to a school and multiple neighborhoods, is not appropriate.

Sorry to harp, stop charging for trash bags. Raise mil rate to cover if needed.

thanks for asking

I think that town residents sometimes scoff at the purchase and use of town trash bags. That would lead to increased expenses for those who do pay their fair share. I would vote for inclusion of trash removal expenses in our property tax bill.

There's should be a free day for throwing out bulky items

Thank you for asking.

I don't see a problem with the flow of cars exiting the center

Put community solar farm on former dump to lower residents power bills

Now that we have curbside pickup. I have little need for cardboard and daily item recycling. I would be interested in items that ecomain will not accept like: metal, electronics, used building supplies that cannot be taken to restore, etc.

Cost of leaves / grass disposable needs to be changed!

Kennebunk should do free bulk pick up twice a year

The transfer station needs to be changed

If pricing was less expensive I would utilize it more

KBK has to examine cost effective, environmental friendly ways of disposing of trash. However, it will only work if residents are educated on how to compact their own trash and recycle everything possible. (Online videos might help.

It would be nice to use our local transfer station but it's too expensive and one women is very rude and always charges us way more than anyone else. We go to Sanford, wonderful staff and consistent reasonable prices.

Hope this survey results in major revisions to the current station!

Wish the Treasure Chest or something similar could be made more accessible and usable

The employees are friendly and knowledgeable

the transfer station provides a vital service - keep it in town

Keep it where it is

The Town has to fix their pricing because people cannot afford to dump their bulky items there. you see couches, cars, refrigerators, ovens, etc outside in people's yards and the town is starting to look incredibly trashy. people cannot afford to dump there bulky items at the transfer station

As a Kennebunk tax payor it's dissapointing that we can not drop off extra recycling at the transfer station without have to pay.

My work schedule does allow me the time to do focus groups.

Once or twice a year bulk pick up (many towns do this!) would be appreciated.

My year round home is in Wellesley, Ma and cannot say enough wonderful things about the Wellesley, Ma recycling and transfer station. We do not have trash pick up and bring our Trash to the transfer station. We do not pay for recycling or trash as it is included with our taxes. We have a huge wonderful take it /leave it are for town residents staffed by volunteers. we also

Hopeful for reasonable rates and unlimited recycling

I wish there was the option to bring and dispose of trash without the fee of a bag or disposal. I have a camp in Standish and i pay \$25 a year for a sticker and unlimited disposal of everything except electroics.

See previous comments. Thank you very much for asking for public comments!

<p>I think the town should maintain our own compost pile for the easily compostable materials, leaves/grass, and allowing CPRC group to charge \$12/yard for those materials, which is a cost that must get passed on to my clients who are residents of Kennebunk, and already pay Taxes for this service which is free for homeowners, but they must again because I get charged</p>
<p>Please break the contract with the current provider and put out to open bid.</p>
<p>The fact that we have no municipal composting in Kennebunk is disconcerting to me. It would redirect so much food waste out of the trash stream and save the town monies in the end. Please consider the importance of this added endeavor.</p>
<p>You need better hours. Most people dont get home until after 5</p>
<p>I use and donate to the dog park daily and sledding hill regularly</p>
<p>Thank you for asking!</p>
<p>hazardous and chemical waste drop off needed more than twice a year.</p>
<p>About time. Something needs to be done. Fix it!</p>
<p>very happy that compost containers were provided by the town. Building on this would be great!</p>
<p>thank you for exploring options. Currently the prices are so high that we end up gathering a bunch of junk on the side of our house and go when there is a lot so we can hopefully pay less for one trip than for multiple trips</p>
<p>I would like to participate in additional conversations regarding this matter, but I am in Kennebunk year round, but not lately with the COVID situation so I can't really participate as desired. Sorry. You're doing a great job in Kennebunk!</p>
<p>Great, easy survey. thank you</p>

Thanks for asking. I hope the situation at the transfer station improves.

I don't use the transfer station, but I think it's important to have to prevent improper waste disposal.

We think the transfer station is a necessary part of the town even though we do not use it regularly. We do however use curbside recycling EVERY week and LOVE it!

The road to the transfer station is too narrow. We have to stop on an incline to talk to the attendant. We have to go through the entire recycle road to get to the Salvation Army boxes. They should be at ground level at a more convenient location. The recycle road is covered with litter. I am always afraid I will get a flat tire.

I would like to see the "closet" better used. If the can/bottle collection goes to clunk, I am disappointed. I like the idea of the funds being kept within the town .

Keep the dog park

Survey was clear and easy to complete. Thank you for your efforts

If we need the space, the transfer station should go.

Please publish the results.

we were early adopters of the compost program, have LOTS of gardens and rely on the convenience of the TS to keep them growing! The people are nice too!!

If you could make the Transfer Station as clean and organized as the Arundel Transfer Station

I support decisions made by Town government.

Very well run...organized, easy flow and maintained.

<p>Don't like the people that work there. Same items cost different amounts depending who get and fees way too much. Why pay for cardboard recycle at station when free at curbside. Also don't trust cash getting to town. Recommend vouchers and pricing consistency.</p>
<p>Thank you for allowing us to participate in this survey. Much appreciated. PS- con you please consider offering hazardous waste day quarterly or bi annually.</p>
<p>There should not be a charge for resident recycling of cardboard at the transfer station!</p>
<p>Understanding that this was not the subject of this survey, I think it's ridiculous how much we're paying for town garbage bags. We're very clearly paying for the service in our taxes and have the specified town bins, so paying additionally the astronomical price for garbage bags seems unnecessary. Additionally, it creates excess waste because I bag my trash in my kitchen with a</p>
<p>Community compost program please</p>
<p>Find a solution that REDUCES taxes rather than increases.</p>
<p>The pricing model and general cost is ridiculous when compared to the level of service and cost other transfer stations like Wells offer. Given the property tax rates in Kennebunk - plus the income generated by the pay as you throw program - I expect better.</p>
<p>The traffic flow at the current transfer station is woeful. The fee structure is ludicrous and subject to the whim of the employees. I dread going.</p>
<p>I used to relish going to the "dump" on the weekends. When the contract changed years I stopped as it became too stricter, expand dive and generally useless.</p>
<p>I feel that the pricing is fairly significant for town residents to drop of household recycling. Often times the only option I have to dispose of regular everyday recycling (paper, plastic, etc.) is at the transfer station because someone else uses my curbside receptacle.</p>
<p>new city yard, needed and kept clean and organized</p>
<p>We should not have to pay to drop off recycling at the transfer station.</p>

Though we don't use the transfer station too often, we really appreciate having it available.

Ericka is awesome

The team there is great! I've raised this with Brian before: I am interested in establishing a compost facility also a means of composting pet (dog) poop.

Pricing for an empty 8x14x 18 plastic box \$20.00 says it all.

We feel the Transfer Station is a very valuable service for our community. Thank you for providing this survey to gather the opinions of our residents regarding all the services that the Transfer Station offers.

I think it is very important to have a local transfer Station. If people don't have a place to dispose of large items, they end up on someone's land to be cleaned up by the land owner.

You should look at Biddeford and Saco for better examples of transfer facilities and process

While I did say I would travel any distance, I would make far fewer trips with larger loads.

Biggest complaint is high prices- Don't want multi-millions spent on a new facility

Thank you!

The ability to process excess curbside bags and recycling materials needs to be provided. I was turned away.