

Have you ever had an accident at a Convenience Center? Comments:

- there was no place for comments on this survey. ALL county residents pay taxes and we all use roads and other services in and outside of our local area that are in the county. Rural residents get very little in the way of services for their taxes. There are reasonable ways to solve this trash problem...closing the rural centers is NOT one of them. Leave them all open at reduced hours. The areas in and close to developed areas like Chapel Hill are the areas that could close not the rural areas.
- have been insulted by county employee trash police
- Flat tire(s) from nails and other debris scattered in the gravel.
- Small cuts or scrapes.
- hurt back---bins are too high difficult lifting barrels over you head when you are short - need risers.
- Yes. Back injury when person on-duty told me I had to remove things from the "exchange shed" but refused to assist me in lifting and disposing into dumpster. This was a one time occurrence as typically the people working are very nice.
- Flat Tire from Screw
- The Walnut Grove Church Road Convenience Center appears to be well managed. The attendants are very watchful of the activity there.
- On occasion I have hit my hand or received a cut when recycling clean or PT lumber.
- A piece of debris cut a hole in my truck tire. The hole was about the size of your thumb, and the tire was flat within 2 miles of leaving the convenience center. I supposed this counts as an accident.
- I've found the Eubanks Center to be incredibly orderly, safe, well managed.
- Some near miss incidents due to poor traffic management; vehicles backing up to dumpsters.
- Eubanks Road -- A woman backed into our truck -- total chaos ... kids running around, etc. Didn't do enough damage to cause a problem -- just a nuisance and unsettling.
- I backed into another vehicle causing a dent
- When the speed bumps were installed they were too high. Each time I went over (at about 2 mph, so it wasn't speed) the bump would scrape the bottom of my car. Thought it was going to rip the oil pan off the first time. Wasn't a problem with the truck.
- No, but I have been able to get help from the attendant or other citizens to load large items into containers. And I've had some close calls. I think a gravity loaded (materials dropped down into containers) would be MUCH safer.
- Poked hand with a rusty nail.
- flat tire from nail

For those who responded “No” to “Do you use the county’s bi-weekly recycling service?” If “No”, why don’t you use the recycling pick up service? Comments:

- private hauler
- have private pickup
- Have private pickup
- Don't know if it is available in my area
- not available at my house
- not available to my knowledge
- I have a long private drive, and the truck does not come down my driveway.
- don't have service
- I sometimes forget which week is recycling week.
- Don't stop @ my house
- I live off a busy road
- we live too far off the main road
- not available
- `!
- I just never to be in sync with the scheduled pickup times.
- not available
- i only have 1 recycling container. what doesn't fit, i take to a convenience ctr
- in reference to #1 - we live almost a mile from the paved road pickup site
- pickup is limited in freq. & items/ctr takes more items & gives time flexibility
- Animals would get into it. Also, I'm disabled, difficult to get down to road.
- we use it sometimes
- I take care of my fathers too so it is too much.
- they don't take treated wood and metal from projects around the house.
- containers are too small.
- curbside pickup is not available in my area
- They have never given me any recycle boxes to use
- too far to haul it to the road
- not available
- recycling not offered to me due to location
- conv.ctr, exclusively
- it is more convenient to use the center
- I forget the day of pick up.
- We recycle for over 100 customers
- I was unaware of the county bi-weekly recycling pickup and I feel I can be respo
- don't know anything about it
- Not available
- Not safe for truck to stop
- Not an option at my house
- Use bi-monthly curb service
- Don't know the days and no room in my home to store recyclables
- I can't keep up with the times/remember to do it

- I did not think curbside recycling was available for rural residents
- I do not like the baskets hanging around along the road.
- don't think it's available
- No place to put bins out at end of driveway.
- it's picked up a mile down the road not at my "curbside"
- there are occasions when i do use, but not on a regular basis - mostly BQCC

How do you believe Pay As You Throw fees would impact rural residents?

"Other" Comments

- ?
- A BAD IDEA, that wasn't properly thought through before including in this survey
- a gate fee would greatly slow the process of using the center.
- A whole lot of dumping on other peoples; land
- All are possible; I can't speak for others
- all the above
- bad idea due to economy
- bags would be made too heavy /would not separate recyclables
- burning occurs due to restrictions of convenience centers
- buy very large bags / work dropoff / dumping
- County will be trashed
- create longer lines at convenience centers and require more staff to count bags
- depends on what the charge is I believe
- Dump on private land and back roads
- economic oppression of rural residents by Orange Co.
- every rural roadside will be dumped on
- fences at conv ctrs not high enough to prevent "after hours" tossing
- garbage collection is not a privilege, it is county sanitary responsibility
- Go to apartment complexes and throw the garbage in their dumpsters.
- Hurt people with Lower incomes. I am diabled and I use the convenience centers
- I am concerned about illegal dumping and throwing out on the roadsides.
- I am not sure
- I don't know
- I think it depends on the household. Some do not use the free service.
- I THINK IT WOULD BE A LOT OF GARBAGE ON THE ROADSIDES
- I would reluctantly burn what I could and continue using Eubanks for the rest.
- If people utilized the recycling as offered the environment would benifit in sev
- I'll thow my garbage on the side of the road and in the yards of the mayor
- increase inefficient goverment beaurocracy
- it depends on the price and how you educate people on what they are now paying

- It is not fair to low & mid income people
- it would also make going to the dump a much more time consuming activity
- it would be a financial hardship for many
- It would be too hard to administer
- it would make disposal more time-consuming
- likely all of the above to various residents
- Littering
- Misalign incentives if you penalize for proper trash removal.
- More garbage would be dumped on the roadside.
- more littering on the roads
- more trash on highways and in woods
- more trash on roadsides.
- More trash on the side of roads !!!
- More use of curbside pickup
- Nearly impossible to accurately track "pay as you throw"
- no other input
- No Other Input
- Not sure - Anyone's guess!
- Pay as you throw will discriminate against county residents by imposing a fee
- People will throw trash out on the sides of the road.
- people would dump bags of trash along roadsides
- people would litter the county more
- People would overload bags and there would be far more spillage
- People would toss trash on country roads where not many people live
- Prepare for trash tossed out car windows. # staff needed to police bags?
- probably all the above
- recipe for disaster and dishonesty
- renters would never dump garbage
- Residents might throw trash in woods
- Residents will expect their county taxes to decrease.
- Residents would compact their trash to their costs but not the county's costs
- residents would go somewhere else. we already pay taxes for this so why should
- REsidents would throw more garbage along the road sides
- residents would throw their bags in the yards of those who decide the change the
- Residents would vote out the county commissioners responsible
- road side litter abandon property litter
- roadside dumping
- Some people will take bags to public garbage cans in towns
- STOP WASTING MONEY
- The amount of trash on the side of the road would increase
- The biggest impact would be increased illegal dumping. It's a bad idea.
- the county should pay, that's why I pay taxes
- The harder you make disposal, the more illegal dumping will increase.

- the money would only benefit Chaple Hill.
- The residents of this (Orange) county are paying more than they can handle already
- There are so many underprivileged families, more littering/dumping would occur
- there will be more roadside dumping of trash
- There would be a huge litter problem, this cleanup would cost more
- they'd be angry about being billed twice! taxes and these fees - NO!
- this penalizes families with children who already have enough to worry about
- Throw out on roadside.
- too expensive
- too much of a hassle
- toss out of vehicles on public roads
- trash piles would increase
- Unknown
- vote in new government leaders
- Waste disposal is an essential need. Many won't be able to pay. Public health risk!
- We pay Taxes now and don't get anything out of it. Not even our road paved so we
- We would have to deal with the garbage dumped by other people on our land.
- we would use a private service
- We're going to need more prisoners for trash pick up detail.
- what about folks who cannot afford this?
- Would increase cost of staffing and increase time and trouble .
- Xx
- yes it will increase litter on the county roads

Comments via email and other contacts:

- Bottom line. I go to the conveniently located trash collection sites regularly . I DO NOT WANT TRASH CURB SIDE PICK-UP. I easily take care of the trash without the pick-up. I do not want the additional expense for something that I can do for myself. I take out my trash out daily. The curb side pick-up will only cause me to accumulate a week's worth of trash and garbage. When I do major cleaning, I have to go to the trash collection sites anyway, because I would more than fill up one trash container. Besides, I have NO CURB for trash pick-up. I apologize for being so adamant. I do not want to be charged for something that I do not need.
- As a rural resident, the convenience centers are the ideal solution and I love them. I would gladly give up the curbside service as long as that fee went to keeping the centers free for all instead.

- Thank you for this survey. We appreciate the thought and effort. One important issue not addressed but so critical to this survey is transportation and fuel use. With extended household pick-ups, less individuals would be driving to sites and therefore saving MORE resources in the long run. Also, we think that with pick-up, more people would actually recycle (it would be more convenient for them).
- After reading this survey I just want to know if you REALLY want people to recycle for the environmental impact. My taxes have gone from the three hundreds to almost 3 thousand in the time I have lived here. I take my own garbage to the Eubanks site and I recycle at the curb. I compost my leaves/branches. And now you want to charge me to put my household garbage in the bin or to drive into the Eubanks site???? Where are my taxes going? I live on Social Security. Should I bury the garbage in the back yard?
- I feel as if I pay enough county taxes to take care of my trash. A reasonable fee(less than \$50/year) at collection would be ok if they keep people out that doesn't belong.
- Thanks so much for collecting this information -- I'd be very interested in seeing the results. Just to provide some additional info on my views: I'd like to see the county reevaluate its role as the benevolent trash collector. I'd like to see less general funding for these services and more user fees in an attempt to ensure two things: a) revenues as a function of waste processed and b) residents that understand that trash production is not a service without a cost. I find it rather appalling that the trash I dump at the Ferguson Road convenience center and the recycling service I receive cost me less than \$100 per year and that other residents of the county have to subsidize my trash production. I'd like to see the county maintain (and perhaps expand, if necessary) the convenience center model. I'm not interested in curb-side pickup (though I don't see anything wrong with other residents being offered this service if they're willing to pay for it). I'd like to see a bag fee or something analogous implemented at these locations. The "yearly pass" or "gate fee" option seems a bit biased towards those of us with large vehicles or towards those who produce lots of trash. I'd be happy to answer any other calls for citizen action on this issue. Please let me know if I can get involved in any way.
- the citizens are already being raped in taxes i don't see you people could even consider charging anymore, we pay enough !!!!!!!!!!!!!!!
- Hello - I feel that residents of Orange County pay taxes for services, property, school—trash should be included as part of that to help fund this service. In my opinion this would be the most reasonable answer instead of imposing fees on select households—after all—some residents do not have children—but still pay school taxes, etc.—or live on gravel roads, but still pay taxes on roads, and infrastructure etc. My opinion

- Thanks very much for asking for feedback regarding the future of trash/recycling services! We wanted to send you the following comments in addition to our survey answers since no general comments box was available. We feel strongly that services should make it as easy as possible for people to responsibly dispose of trash and recycle. We need to avoid any fee-based arrangements that will actively discourage this or make it seem inconvenient, such as paying per bag of trash or paying a gate fee each time. It is much better to levy a fee annually. We also feel the county operated convenience centers have a number of benefits: encouraging responsible trash disposal and recycling (versus littering and burning); enabling trash disposal and recycling pretty much when and how often the homeowner elects to do this; reducing the amount of material sent to landfills; providing jobs that keep down unemployment; providing a place to get more information and education. The county's biweekly pickup program may work well in some parts of Orange County but is not at all feasible for other areas due to road conditions, animals that will be attracted to items awaiting pickup (etc.) -- we would much rather continue having the county operated convenience centers. Thanks again for the opportunity to express our opinions -- keep up the good work!
- Thanks for all your good work. Not that it probably matters, but for the record, I love my convenience center, not only for the friendliness and devotion of its staff, but also because it is one of the last gathering places for us rural residents to see and greet our neighbors. I would miss my trips to the convenience center if it were no longer unavailable. Additionally, if there were fees for depositing trash, the roads would be seriously more trashy than they already are. While I'm blessed to live very close to the convenience center, one of the downsides is the already high volume of dumping on the shoulders along my road, especially on days that the convenience center is closed. I predict that there will be a high cost to the changes that are being proposed, especially the ones that will require rural residents (especially of lower income) to pay cash to dispose of their trash. Strategies that encourage recycling would be well considered, i.e. bottle and can deposit. Has worked well in other areas.
- I believe what the county is doing with the collection sites is all that needs to be done – all of the trash eventually ends up in the landfill. Installing cameras etc at the sites is a waste of my tax dollars.
- I have never got nothing for my tax dollar's, we should at least have a trash dump here
- Thanks for your continued vigilance concerning our trash situation. I was pleasantly surprised this weekend when my husband started talking about the evils of plastics in the landfills and how they should start requiring trash be brought in paper bags to the dump for faster breakdown time - which I have been thinking for some time. I know this is not our fight right now, and I know the convenience of the plastic will be a hard transition away from, but down the road I think this is another battle worth fighting.

- Before I start this tirade, please let me extend a very warm hope that you have a delightful holiday weekend. You, you lucky person you, were first of the three names and e-mail addresses on the County web site so you get the dubious "honor" of either ignoring this message or reading what I'm trying so hard to convey.

Our property tax went up far more than our retirement budget can stand. We can probably pay the taxes in December but that will totally wipe our meager savings. Thus yet another year will pass without us being financially able to pay for much needed home repairs, much less for anything else. As we drive around the county, we could not help but notice all the For Sale signs on so many houses. I have talked with many residents and most agree that we simply can NOT pay any more. NO MORE INCREASES, REGARDLESS! In fact, perhaps you should strongly consider how to REDUCE our current heavy tax burden. We are among many residents that must consider moving to cheaper, smaller housing in any county that does not charge as much as this county does. This is not a decision that I ever wanted to make yet what choice do any of us have? We depended on you and the Commissioners, and voted you into office, on the wrongful assumption that you would understand that not all of us can afford this "good life" or can support any new taxes that you bring down on us. Bear in mind that this will be the second year in a row that our "cost of living retirement increases" have been denied. Our pay has effectively DECREASED for two years yet you expect us to INCREASE our tax burden.

Do we not have any voice in all of this? Are all our pleas being ignored? You are, hopefully, knowledgeable of what is actually happening in the county. If not, please talk to the many less affluent families and learn firsthand what is happening. Many of us are truly angry about this and looking to find what we can do to remedy the situation. Maybe a leader will arise from these unheard masses and we can move forward toward getting some relief.

- Hi, We would like to be able to have some input into the decision of trash pick-up in the rural areas. We own the Efland Trash Service, and offer rural trash pick-up to many areas in Orange county, including the Bradshaw Quarry area. We have been in business for 4 years and have maintained a customer base that has continually grown. We are a small " Mom & Pop" company, but this is our job, and we do it everyday. We even go down the LONG, small, gravel driveways, and pick up from the house..not the road 1/4 mile away. I would hate to see the smaller companies put out of business because a larger company gets a contract. For us, this is our livelihood, our bills and children depend on it, and without it,... who knows..? What can we do to be heard, and hopefully not run out of business? Thank you,
- Glad to hear you're going after the County on the dump site issue. Apparently it costs \$2M a year to run them of which, when i asked, only \$700K is wages. This means that reducing their ridiculous overstaffing by 40%, say, -- five guys hanging

around doing not much of anything at Walnut Church on Saturday, e.g. -- really isn't going to all that materially reduce the cost.

I'm wondering if we can persuade Caswell County and/or Person County north of us to let Orange County folks to use whatever dump site they have nearby for a flat fee.

I know that county and Person County have more serious economic reverses, and for them a flat fee per visit, or an annual permit, could be found money for them. While I know all the counties like to scratch each other's backs, when there's money involved this isn't as likely to be the case.

What's more it would force Orange County to be competitive rather than coercing everyone into whatever scheme they finally adopt.

The people in Chapel Hill are in a sense, of course, screwed, since they won't drive thirty miles. Even so they would benefit from a competition on the northern border of the county since the County Commission can't have different rules for different parts of the county.

And whether anything comes of the proposal or not, getting just enough of an outline that it seems credible would put the CC's feet to the fire because they tend to forget there's a world outside the county borders and since this isn't quite East Germany yet, to the dismay of the County Planners and others, citizens are free to travel outside the county.

It also appeals to me because even though the proposal in its crude form involves forcing governmental bodies to compete -- I don't think there are any private dumps or collection sites in Caswell or Person counties -- competition always works to the benefit of everyone involved.