


Survey Results: Trash Pickup

 Survey Info - This survey was sent on behalf of the City of Beaver Creek to the FlashVote community for Beaver Creek, OH.

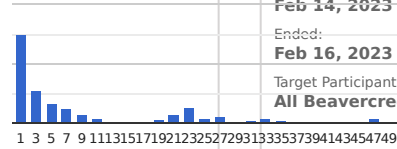
These FlashVote results are shared with local officials

397
Total
Participants

382 of 529 initially invited (72%)
15 others
Margin of error: $\pm 5\%$

Applied Filter:
Locals only
Participants for
filter:
335

Response Time (hours)



Started:

Feb 14, 2023 11:16am EST

Ended:

Feb 16, 2023 11:16am EST

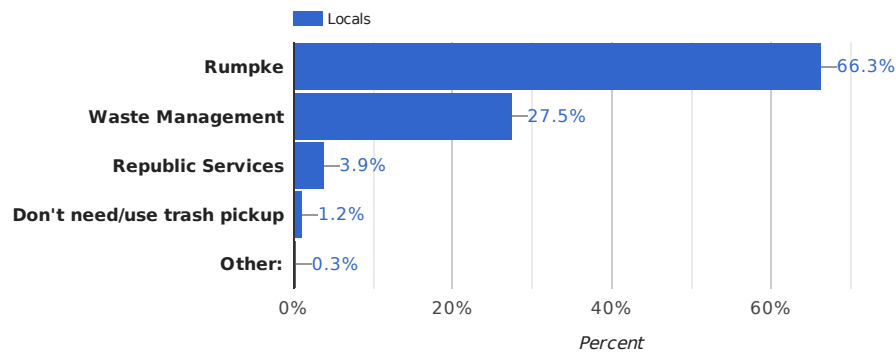
Target Participants:

All Beaver Creek

Q1 Which of the following is your current trash pickup provider?

(335 responses by)

Options	Locals (335)
Rumpke	66.3% (222)
Waste Management	27.5% (92)
Republic Services	3.9% (13)
Don't need/use trash pickup	1.2% (4)
Other:	0.3% (1)



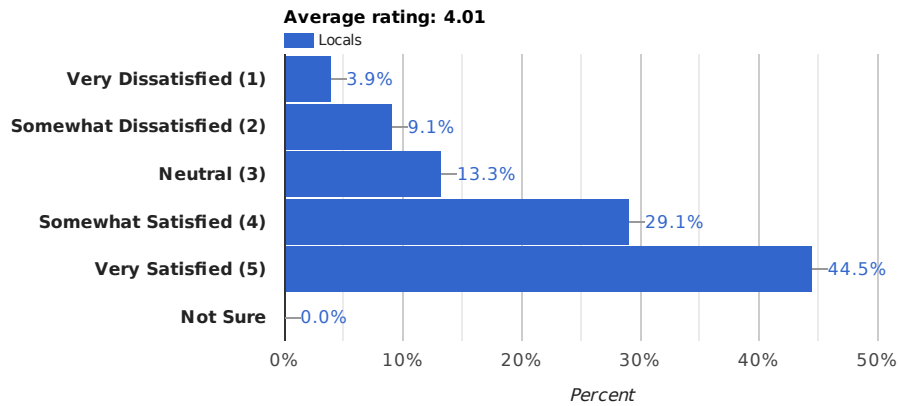
Apartment-provided service (I think from Rumpke)

Q2 Overall, how satisfied are you with the current arrangement your household has for trash pickup?

(330 responses by)

Options	Locals (330)
Very Dissatisfied (1)	3.9% (13)
Somewhat Dissatisfied (2)	9.1% (30)
Neutral (3)	13.3% (44)
Somewhat Satisfied (4)	29.1% (96)

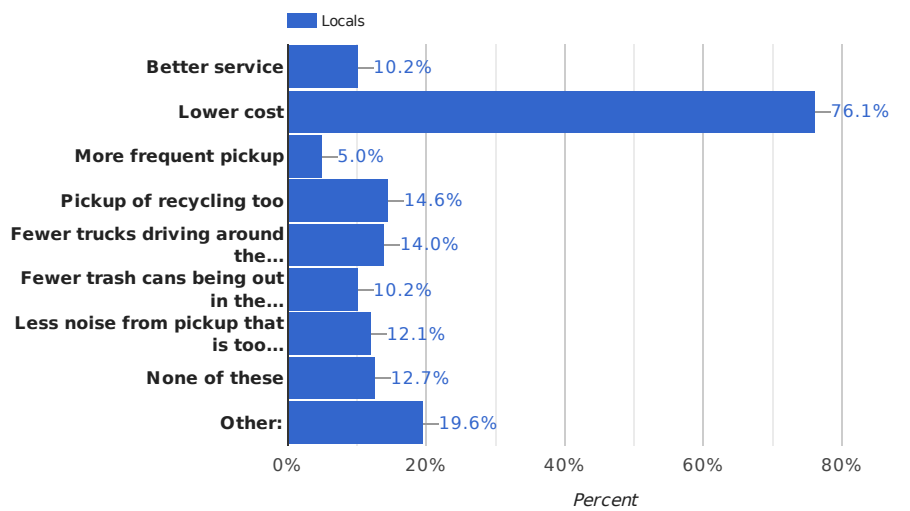
Options	Locals (330)
Very Satisfied (5)	44.5% (147)
Not Sure	0.0% (0)

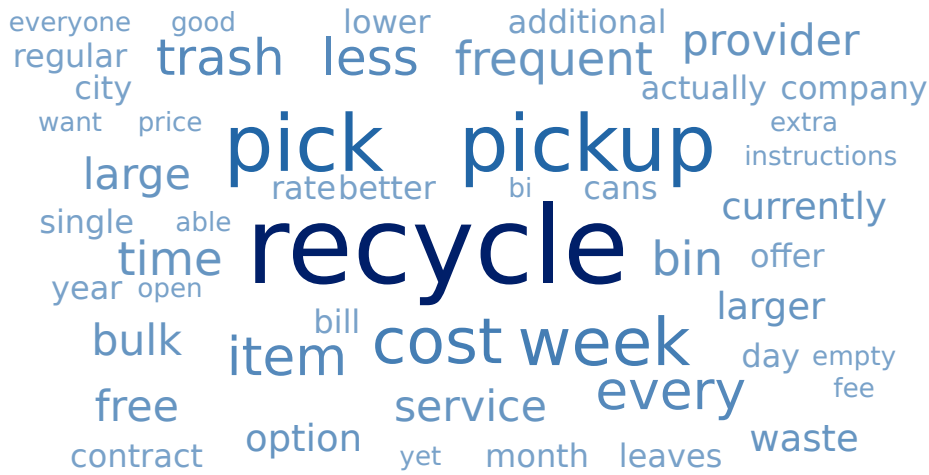


Q3 If you could change anything about your trash pickup, what would you change? (You can choose up to FOUR, if any)

(322 responses by)

Options	Locals (322)
Better service	10.2% (33)
Lower cost	76.1% (245)
More frequent pickup	5.0% (16)
Pickup of recycling too	14.6% (47)
Fewer trucks driving around the neighborhood on days I don't have pickup	14.0% (45)
Fewer trash cans being out in the neighborhood on days I don't have pickup	10.2% (33)
Less noise from pickup that is too early in the morning	12.1% (39)
None of these	12.7% (41)
Other:	19.6% (63)





Steady cost

Regular bulk pickup; pickup of lawn waste

More frequent recycling pick up. currently only offered every other week.

Free recycling can

They have arbitrary rate raises every year.

Not skipping our house regularly. Actually recycling the recyclables.

COST COST COST

Offer large item pick up with less Hassel and better recycling program

Actually picking up on the day of service

I do not want one single provider for the city

Weekly recycling (currently WM is every other week)

Would like to have one company service the entire city to reduce noise/wear and tear on roads.

Recycling needs picked up every week the same time as trash.

Pickup of recycling WITHOUT an additional charge.

Recycling picked up weekly vice twice a month (which isn't every other week)

I'm good.

Pickup leaves at curb

Lower cost and free bulk pickup

Fixed price for everyone in neighborhood. Or better yet, no cost!

Bill pickup

That they would take more trash at a time.

Larger recycling bins

Eliminate open bins for recycling from other providers

Bulk pickup cheaper

More transparent costs - bill is currently a single line item that fluctuates

Easier way to pick-up oversized items and electronic products.

Being able to recycle more types of things

Lower cost for seniors or singles.

Large item pick up with no extra costs.

Regular bulk item/ yard waste collection with normal pickup. Consistent pickup times.

If it didn't cost more to recycle, and I trusted that they were actually recycling, I would use it.

Requiring that trash cans not be able to be stored in front of a house all the time.

Pickup recycling weekly - upped cost while also cutting recycle service in half (every other week)

Larger recycling bin

Fall leaf pickup

Waste Management bags purchased at a retail store left t the end of residents driveways for months.

Option for less frequent pickup at lower cost

Payment for services yet to be provided.

More liberal on what they pick up

Free pickup of large items

leaving the lid on the can open after emptying

Less need to negotiate down from unreasonable and inconsistent bills each year.

Free large item pick up. Rumpke is pretty good though on taking anything. Love them

larger recycling can and specific instructions/pictures on what can and can't be recycled

More frequent pickup, specifically of recycling, which is only every two weeks.

Less frequent pickup

weekly recycling; Waste Management switched to bi-weekly and it piles up on us.

I would be interested in Beavercreek contracting with only one company if it would reduce cost.

Less expensive large item pickup

We want to maintain our freedom to pick our own provider. Please do not go to a city contract!

I wish that the recycling was picked up weekly instead of bi weekly

the option to have a smaller trash container or less often pick up.

More frequent pickup for recycling

They pick up recycling but only ever other week. When there is Holidays and such it's tough.

They seem now to have their pricing together. Had to go to States Atty General couple years ago.

Riverside trash contracted rate is 46 00 every 3 months, kettering is about the same. Ours is 98.0

I do not if there is an additional fee for recycling. I recycle paper, cardboard, glass and cans.

They are constantly late or completely miss pickup days

Pick up trash & recycling at the same time. Currently the same day but different times hours apart.

Don't subcontract recycling, sometimes they come around sometimes not

More reliable service

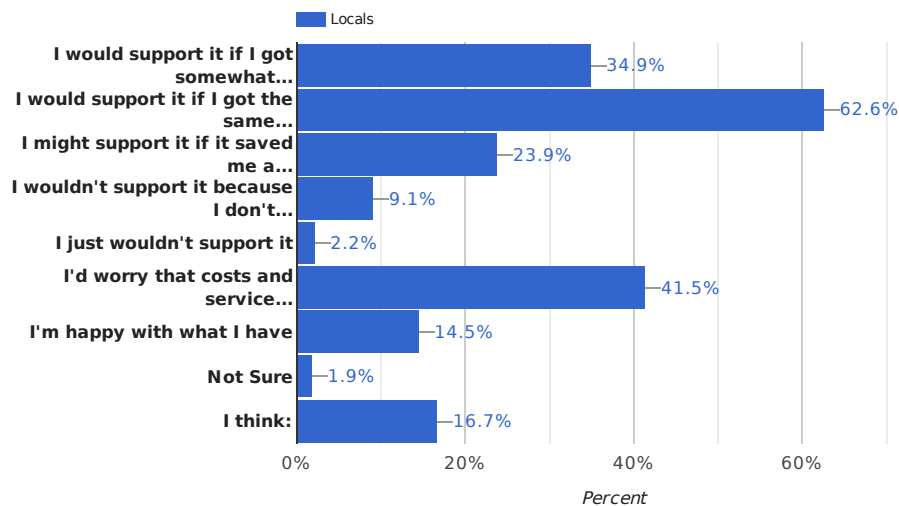
Homeowners leaving empty trash cans after pick up. Companies placing empty bins close to street.

Q4 The City of Beavercreek could potentially arrange for a single trash pickup and recycling contract for all residents.

What is your reaction to that idea? (Choose all that apply)

(318 responses by)

Options	Locals (318)
I would support it if I got somewhat better/more service at the same cost	34.9% (111)
I would support it if I got the same service at somewhat lower cost	62.6% (199)
I might support it if it saved me a lot of money	23.9% (76)
I wouldn't support it because I don't want the city to interfere with my trash pickup	9.1% (29)
I just wouldn't support it	2.2% (7)
I'd worry that costs and service might start out fine but get worse without competition	41.5% (132)
I'm happy with what I have	14.5% (46)
Not Sure	1.9% (6)
I think:	16.7% (53)



when there is not competition.....service qualityis reduced

I wouldn't be able to get credits on my account if the truck messed up if city-wide.

This is a red herring to justify an income tax.

I MIGHT support this idea if Rumpke was the selected provider.

Please consolidate under a single provider...it HAS to be cheaper. Rumpke has been great; don't j

It's a great idea, as long as prices are kept lower than they would be otherwise.

Current HOA, contracts for trash pickup directly. City rate would need to be cheaper

I would not support this if it meant property taxes would be used to in anyway pay for it.

This is an AMAZING idea

it should be a city service just like water. This is a brilliant idea. I'm all for it.

Having 3 companies providing services provides options if you are unhappy with one.

I would support if recycling containers are provided as well as trash containers

My concern would be that a differnt provider may not pick up all of the same items, also cost.

I currently use WM and enjoy their service. The only way I would switch is if it saves me money

This service should be included with the high property taxes we pay!

we live in a condo community so the trash pickup is set by the Trustees

When I was in Huber, Republic constantly skipped pickups to make up time on routes

No opinion - apartment management controls trash pickup

My service is a bit expensive but the service is far better than stories from nearby city services

we had this in fairborn, cost was better and service was better.

Need more info

I think we pay way more than what we should vs city run programs

Don't you dare even consider a single hauler trash system! Don't try to be a bandwagon jumper like

I am for choices and competition to get lowest possible bill.

This potentially overlaps with Greene County Environmental Services

I would rather pay a little more but be able to change service if quality gets worse, etc.

The city never managed gas surcharge, look at last five years and compare gas price to surcharge.

My concern would be what restrictions they would have. Right now my service takes all trash even y

Again it's the recycling we just don't understand,

3-4 companies is unnecessary. NO ONE should pick up before 6am (Rumpke.) After 7am would be best!

Please for the love of God do this!!! Less abuse for our streets! Less unnecessary traffic!

I really dislike Waste Management. Their service was terrible.

it would be good if the city competes the contract frequently enough to get the best price.

usually a value with group purchase. Worth a shot

Great idea if doesn't cost more than I pay more. We've always had city service brill here.

We just switched from WM because they were awful. I wouldn't want to end up stuck with them.

Rumpke is cheap and they have excellent service. They take anything at the curb.

I live in a condo association where they contract for all units. I'm not sure we could join.

Waste Mgmnt is difficult to communicate with; the city might do a better job w/communication

Recycling should be mandatory

I don't want the city between me and my service providers.

It needs to keep recycling

I fully support for environmental reasons -- trucks covering fewer miles over fewer days.

And weekly recycling pickup

Need a better means to dispose of small appliances and old phones, etc.

As senior citizens, we typically only need trash pick-up once a month. Services to suit our needs would be perfect.

They often start around 6 AM, wish it was 7AM.

I think it is a great idea for the city to negotiate lower cost service with a single provider.

Happy with how things are currently. Thank you for the opportunity to give feedback

Is it possible for the city to take on trash collection like Dayton or Centerville?

We'll need giant recycling cans, not just the little bitty box sized bins.

Don't screw with what's working.

Really hoping this happens as I'm sick of paying 3 times as much as other cities that already have this.

Need to educate citizens and stress to businesses yet recycle as much as possible

Perhaps offering a quarterly bulk pick-up, hazardous pick-up and a leaf pick-up.

Offer bulk pick up days twice a year like Moraine

The most important aspect would be quality service at a reasonable set price. My biggest concern is that it would start out reasonable, but then we would see price increases along the way and be stuck with the city controlling it. Also, senior citizens should get a much more discounted rate as they are on fixed incomes and cannot carry the burden of those increases! We need to take care of our seniors who helped to make this city what it is!

If Beavercreek starts trash pickup, please do weekly recycling and consider expanding what can be recycled.

Seriously? Like I want the city interfering with my life. No thanks. All government is completely incompetent for doing anything for the people.

By eliminating competition in markets, you are allowing your residents to receive lesser service. We had so many problems with a single service in Huber Heights because they didn't have anyone for us to switch to when service quality dropped. It was horrible.

Thanks for deciding to look into this!

The open recycling bins on a windy day just don't work, since the lightweight paper and empty plastic containers blow out. After the pick-up, our neighborhood is filled with empty milk jugs etc blowing around the street. I'd prefer to have all recycling containers to have lids. We have Rumpke and they do have those, which we use now.

Thank you for looking into this and trying to provide citizens better and cheaper service.

I would love the city to provide service if it was cheaper than what I currently pay. \$122/ 3 months. That includes a small recycling bin. I would also love to see a bulk pick up 2x a year like other cities do.

A consolidation of trash pickup would also mean fewer heavy trucks on our streets.

Around our house Tuesdays and Wednesdays are trash truck parade days, sometimes they come by 5, 6 or even 7 times.

Would definitely want single service pickup to include recycling. Thank you! This is an issue that my husband and I have discussed several times.

Make it low cost and reliable

Lack of choice and competition don't seem to have done anything good for service in surrounding communities. Sure, the cost goes down, but the service gets worse over time.

I prefer to let the natural process of competition work. If that was in place plus you negotiated same-day pickup, that's fine with me.

I support the idea of a consolidated trash pickup service due to the cost savings that usually accompanies such an arrangement, e.g., the aggregation of electric service. Though I would take care that whomever the contract is awarded to does NOT engage in after the fact "nickel and diming" of every additional item, e.g., recycling, large item removal, etc.

Free recycling, dangerous chemical pick up or drop off, yard debris

I think this could be a good thing. How would it be billed?

Rumpke has made improvements - newer quieter trucks, large recycling bin - but costs have definitely gone up even with competition. Perhaps the city negotiating a large contract for all could bring cost savings.

I love the idea of consolidation and likewise I hate have two trash days in my neighborhood.

You should focus on getting leaves pickup like other cities do where we move them to curb and you pickup without us using bags. More environmentally friendly and a better service overall

Leave trash pickup alone in Beavercreek! If waste management and rumpke were smart they would get together again and make sure every neighborhood has pick up from both companies on the same day because this recent change is going to prompt some people to support a single hauler which is going to be detrimental for one of the two companies or three if you

can't Republic but not many people do. Regardless, the cities should NEVER be making the decision and forcing a single hauler trash system on the citizens

Rumpke has provided excellent service at lower cost than Waste Management. I used Waste Management for approximately 15 years before switching to Rumpke in about 2019. Waste Management consistently raised their prices with every bill (never saw a decrease)

Trash and recycling costs are too high and I know they vary from resident to resident which is frustrating. We should all get the same deal. We shouldn't have to pay extra for recycling.

Not everyone wants to pay for recycling. Your cost would have to be lower than trash removal without recycling for it to work

I don't have recycling now, but I would use it if it were offered at a reasonable cost.

A graduated scale of cost based on household residents would be nice. As a single senior, I pay the same as a family of six.

Glad the city is looking into this options. There are other utilities we should do the same for. If should give us all better rates.

Don't you have better things to do?

I find it ridiculous to have three different companies and six trucks in the neighborhood with wear and tear to the roads.

We had city negotiated service in Fairborn and while it was a little more affordable, the quality of service was worse. Anytime there was an issue, the provider didn't seem to care much, since we were unable to cancel service anyway.

If contracting for the entire City, please include weekly recycling and provide a clear and easy plan for transfer of service that limits service disruption and does not incur any fee from current provider . Also interested in compost pail service.

People/ gov't start things but don't manage them once they are implement them . Programs need to be managed there entire life like a lawn or weeds grow- costs increase and new ideas are not added to improve overall cost and the program

Fewer trucks means less wear on streets. I don't like bargaining each year for cost. Provide for smaller receptacles for small households.

It would be nice if the new trash would offer a date where we could get rid of junk that can't be gotten rid of easily.

I have been hoping for this. Also, we have been much happier with Rumpke compared to Waste Management.

City contract would be a great idea.

I would love to not have to pay for a large recycling unit, I hate the small bins as recycling comes out on windy days and litters the neighborhood. Seems like it would be more efficient to have trucks pickup all in one neighborhood at a time. The electric coop price has been good and if you can do that for trash I am happy to save money!

Thanks for considering this option. (My barking dog and I would be happier with one day for all trash pick-up.) lol

Why does the city want to go into the trash business? I want competition.

Do it

I would support Beavercreek providing one local trash pickup if the price does not go up and it is lower than what I am now paying. I switched from Rumpke to Waste Management because Rumpke started to charge for the use of their trash containers. Rumpke does offer discounts for senior citizens. Also Waste Management will lower their rates if you pay for a year's service in advance.

Don't lose sight of fact it cost a lot to cancel service with existing service. So a few dollars in savings might not be enough to sway people to support. Need reasonable amount of savings and that the monthly fee would remain at same rate for a defined length of time, and that rate increases should go through some sort of vetting and/or negotiation process - not dissimilar to a utility commission.

Paying a high fee for recycling pick up is very annoying.

I think it would be a great idea

I believe one trash hauler providing lower costs, same or better service with fewer trucks traveling our streets using less fuel is long overdue for a city our size.

Require that trash cans NOT be stored in front of houses/garages all the time. Clean up the look of Beavercreek!!!

In comments on our neighborhood Facebook group, we've discovered a wide variety of rates from the same providers

I don't know of any other community with so many companies servicing the same city. EVERY night is trash night! And the absolute worst of it is Rumpke rattling around at 5:30am- I have to listen while they travel down the culdesac behind us, across the street, and then down our street.

At one time or another I've seen trash blowing out of the major trash haulers on our major roads (Shakertown, Fairfield, Indian Ripple, etc). I think our law enforcement folks really need to hit them hard when they witness such littering.

I think it would be cool to have this be a city service, but I know that may not be supported on a larger scale

I want to be able to change my trash pickup vendor if I receive poor service. I really dislike Waste Management. Rumpke drivers have always given great customer satisfaction.

It would be nice if we could also discuss this at round table meeting

I would support a leaf pickup/mulch program and community recycling program.

Would be very interested in a city negotiated contract for trash. We pay way too much as it currently stands.

Fully support this initiative. Should be in our property taxes.

If the city engages in a collective city-wide contract for this service, we residents MUST have an OPT OUT opportunity so we decide retain the service of our own choosing. We need that "escape clause" in the case of a city-chosen service ultimately proving to not providing the same value as our self-selected source. We appreciate the city's intent to provide better value, but need to not lose control of such an important quality of life service.

I would rather see trash pickup by all three companies on the same day. I would hate to see competition removed. That could bring in a "monopoly" over time. Or just high costs due to no comp.

We had WM for 12 years. We were not happy when they went to recycling 2 weeks since we recycle far more than trash. Their pricing and customer service has gone downhill. We recently switched to Rumpke and have been very happy. I.e., their totes are better built so don't blow over as easily, they turn the bin so you know it's been emptied. I had to price shop with WM every single year when they'd try to jump prices, so I definitely have concerns if the city chooses WM.

Thanks for asking! Like these flash votes you do!

Waste Management's pricing keeps going up and they will lower your price if you call and complain. But they are hard to reach. This is no way to run a business.

I think holidays would be a problem as city employees will not be flexible in scheduling. Government systems are rarely as competitive as free enterprise.

If you do anything, make trash pickup like a utility aggregation agreement; voluntary, opt in or opt out. Retain competition.

Having trucks from several companies traveling the same roads does not seem cost effective.

No thanks

I used to live in Mont Cty where WM was the only carrier -- very good model to have county/municipality contracted single vendor trash/recycle collection.

I currently get trash pickup that is included in my condo's association assessment fees. Would condos be included if the city got a contract?

I think its silly having three large garbage trucks coming down the same route to pick up trash. It just seems extremely inefficient. But at the same time, I am concerned that if the city contracts out the service the quality might go down and the price go up.

Not sure why this has come up but i don't feel the city needs to get involved with this.

I am unhappy with the current cost of recycling. When WM changed the pickup to everyother week they also raised the rate for it.

Having recycling AND trash every week would be great. Our recycling is only every other week and it makes it difficult to want to recycle knowing the things will have to fill up space for an extra week. Also when there are holidays the recycling schedule becomes unclear. Sometimes it changes and sometimes it doesn't. Sometimes it feels like it randomly switches weeks rather than every other. Having this more standardized would be great.

Reduce cost...maintain competition

Angry I pay rumpke 98.00 quarterly just to subsidize riverside & kettering at 46.00 quarterly because they have contracts from their cities

Make sure that arrangement would pick up yard waste bags

Our Rumpke service has been great!! The problem we have is the cost. The added fuel surcharge keeps going up---probably because of the price of diesel fuel. If we could get the same great service at a cheaper price we would be afraid the cost may go down, but the type of service we would get may also be less quality. There may be more restrictions on what they pick up.

I am not wild about increasing government involvement in anything. The taxes we pay, in my opinion, are too high already. I like it that three or so companies are competing for our business. I can't see the city coming in for a lower cost.

We pay annually and renegotiate our rate every year. If you can beat the price, I'm in. Even better if recycling is built in and not an additional price.

Having lived in a city that uses Rumpke for their trash services, it was incredibly easy, cost effective, and the service was the best I have ever had

I negotiate a very favorable rate with Waste Management. I love my trash pickup collector... he's been on my route for about 10 years! Beavercreek needs to get better rates for electricity and gas...because I can't negotiate a better rate just for me.

Some decision makers / leaders think that "competition" always results in lower prices and better products/services. Actually that is not true -- there are very definite and specific cases where competition is the WRONG answer and there are some very powerful formulas and models to help determine when and when not to have competition. If a decision maker / leader is advocating for "competition" they need to be able to articulate why that is the correct answer/decision (can't be "competition is always good/right/etc") and also give multiple examples where competition is NOT the correct solution to show that they actually understand this issue - especially when making a decision in the public interest and/or with public funds. It appears Beavercreek now has probably the highest trash pickup prices at the lowest level of service - I'm curious if in the past there were "wise leaders" who incorrectly thought that 3 trash service providers was the right thing to do ...

I am generally in favor of consolidating / aggregating utilities and services if 1. it can save consumers a significant amount of money over what they are paying now; 2. if the service level does not suffer; and 3. the city has a vehicle for getting out of the contract if things aren't working out for the residents. Fewer and less frequent trash trucks on our city streets would be a good thing for our neighborhoods and our roads.

Rumpke has been reliable and only skips a day or so for unforeseen events, the other provider in our area has been known to be late and will skip a week. Also believe the other provider requires a contract for a year or so. Rumpke is month to month and allows switching if desired.

Definitely stop the ridiculous early pick up. Every week. 620 am. And he is smashing the garbage in front of my house. Its really ecologically unreasonable that 3 companies are driving the same streets of Beavercreek every week . If one company cannot handle it. Contract one north of 35, and one south.....

Community trash dump areas in each neighborhood. I like the way Europe does it.

[Additional survey reports](#)