

Public Works Survey: Part 1 Seasonal

Community Response to Leaf Program, Snow Removal and Brush Site

CITY OF LEAVENWORTH



2014

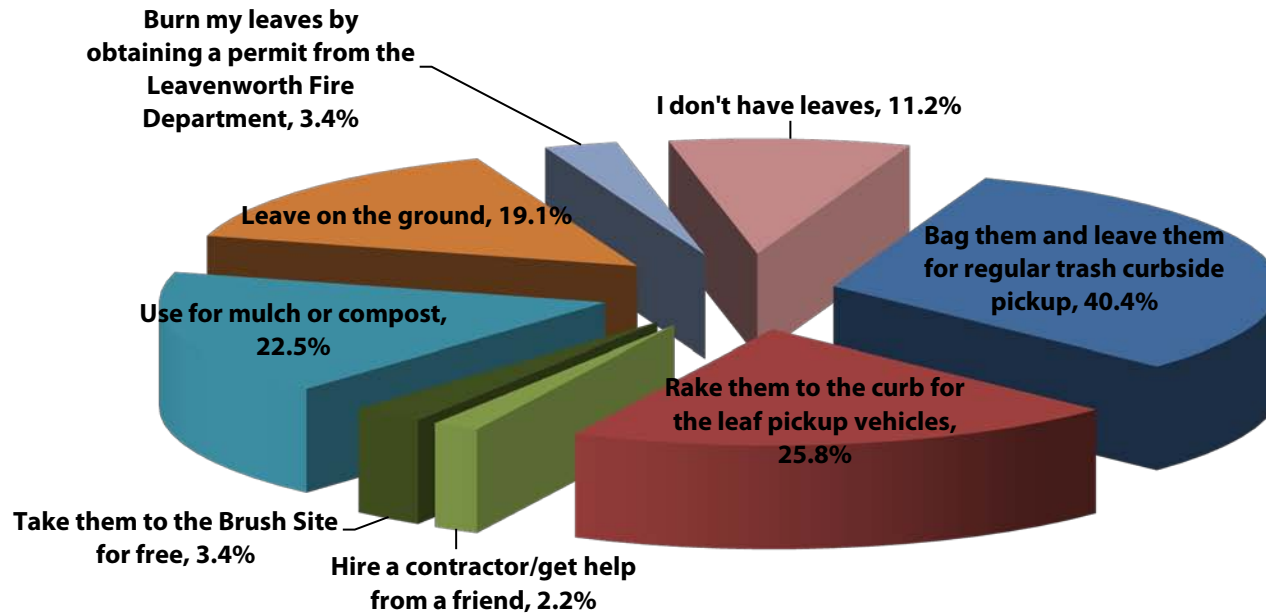
Melissa Bower, Public Information Officer

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INTRODUCTION: An Online Survey Monkey Survey was conducted February 7 – April 2, 2014 for the purposes of gauging the community’s interest, use of and knowledge of seasonal public works programs such as the leaf pickup program, snow removal and the brush site. There were 89 responses. The survey was promoted using the City’s website, Channel 2 and the City’s social media sites.

Q1: What do you do with leaves in the fall?



Q2: What prevents you from utilizing the City's leaf pickup service?

Answer Options	Response Percent	Response Count
Nothing, I just prefer alternate methods of leaf pickup.	15.7%	14
Nothing, I do utilize this service when it is available in my area.	32.6%	29
I don't know when the leaf pickup is available in my area	19.1%	17
I am unable to rake leaves in my yard	3.4%	3
Other (please specify)	29.2%	26
answered question		89
skipped question		0

Responses to "other" - Showing 26 responses

The year I moved them to the curb side they were not picked up and all my grass died.
3/22/2014 2:45 PM

Raking leaves to the curb makes our city look bad. I don't want my leaves to blow around, so I rake and bag them. The whole leaf pickup thing is a HUGE waste of money.
3/21/2014 2:28 PM

I don't have very many leaves
3/11/2014 12:58 PM

I have an 8.5 acre lot, not feasible to use leaf pick up.
3/6/2014 6:57 AM

With only two scheduled pickups per year my needs are far from met due to the number of trees I have surrounding my home (my trees and my neighbors trees). I rake and bag leaves beginning in Nov thru Mar. I do not have access to Time Warner Cable Channel 2, Facebook or Twitter, but have called on occasion to locate leaf pickup truck.
3/2/2014 8:25 PM

Too far to rake the leaves to the curb. Plus, they will blow away before they get picked up.
3/1/2014 5:50 AM

Unreliable pickup times, leaves blew away twice before they came for pickup
2/26/2014 9:14 AM

no leafs
2/24/2014 12:44 PM

I work long days and can't always rake in time because d don't find out about it in time.
2/21/2014 2:29 PM

I don't have leaves
2/19/2014 10:08 PM

I was south of Spruce and the pick up service was not available to me.
2/15/2014 8:26 AM

I always live on the wrong side of town.
2/15/2014 7:56 AM

schedule leaves too much time for leaves to blow around
2/10/2014 1:14 PM

Q2: What prevents you from utilizing the City's leaf pickup service? Responses to "Other"

They never show up to get my leaves!
2/9/2014 6:32 PM

I try over and over, but "equipment break downs" and delays lead to skipping areas all together and moving on to give the appearance of being "caught up" so we are ignored all together.
2/9/2014 4:12 PM

no leaves
2/9/2014 4:06 PM

Combo of don't know when it is and don't rake my leaves
2/9/2014 3:23 PM

i live in woods. mulch makes sense.
2/9/2014 2:26 PM

I don't have very many leaves in my yard
2/9/2014 2:03 PM

I have too many leaves to get them raked to the edge of my yard and let the wind rearrange them again. In dry years, I mow the leaves and leave them on the lawn as mulch.
2/9/2014 12:43 PM

My area is never picked up
2/9/2014 12:17 PM

by the time they pick them up, they are blown back into the yard
2/9/2014 12:12 PM

Only doing one half of the city each year!
2/7/2014 11:37 AM

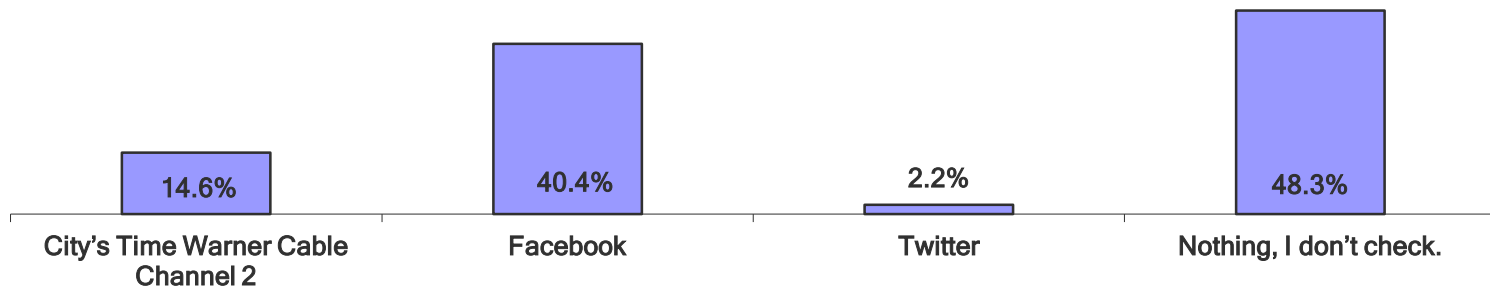
I prefer to bag them so they don't blow into other yards.
2/7/2014 11:12 AM

do not need it
2/7/2014 10:40 AM

Q3: Are you aware that the City alternates half of the residences every other year so that each residence gets leaf pick-up every other year?

Answer Options	Response Percent	Response Count
Yes	66.3%	59
No	33.7%	30
<i>answered question</i>		89
<i>skipped question</i>		0

Q4: What methods do you utilize to learn about where the leaf pickup vehicles are located each day during leaf pickup season?

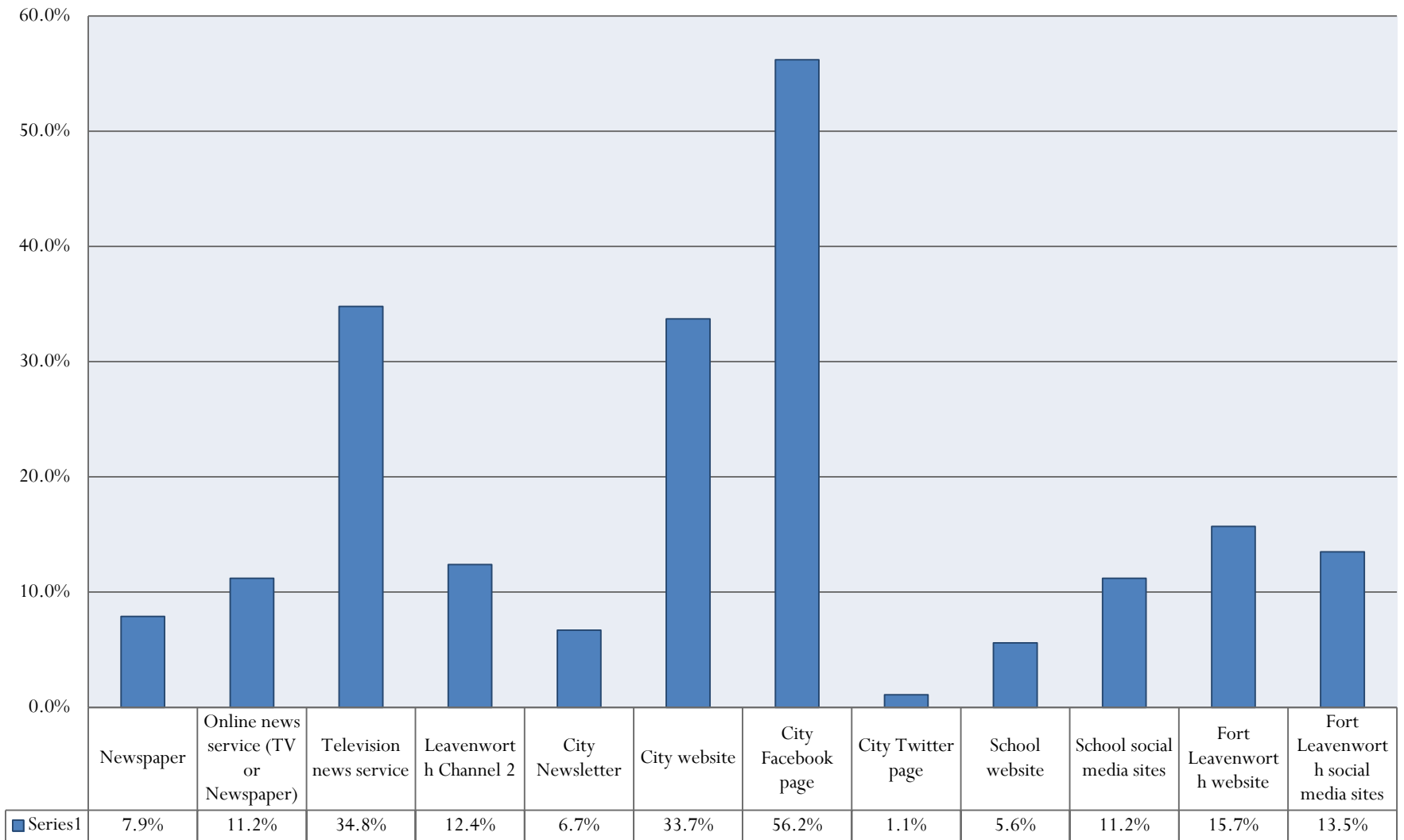


Q5: Where do you go for information from the City during a snow emergency?

Where do you go for information from the City during a snow emergency? (You may choose more than one)

Answer Options	Response Percent	Response Count
Newspaper	7.9%	7
Online news service (TV or Newspaper)	11.2%	10
Television news service	34.8%	31
Leavenworth Channel 2	12.4%	11
City Newsletter	6.7%	6
City website	33.7%	30
City Facebook page	56.2%	50
City Twitter page	1.1%	1
School website	5.6%	5
School social media sites	11.2%	10
Fort Leavenworth website	15.7%	14
Fort Leavenworth social media sites	13.5%	12
<i>answered question</i>		89
<i>skipped question</i>		0

(Cont.)Q5: Where do you go for information from the City during a snow emergency?



Q6: Do you regularly park along an Emergency Snow Route?

Yes	4.5%	4
No	94.4%	84
Don't know	1.1%	1
<i>answered question</i>		89

Q7: Currently, City policy states that during a Snow Emergency, vehicles parallel parked along snow routes may be towed at the owner's expense. This is done for the safety and effectiveness of our snow plowing, and also the safety of the community. How likely are you to remove your vehicle from a street marked "Snow Emergency?"

Answer Options	Response Percent	Response Count
Very likely	86.9%	73
Somewhat	6.0%	5
Not likely	7.1%	6
<i>answered question</i>		84
<i>skipped question</i>		5

Q8: City policy also states that residents and businesses are responsible for shoveling snow on sidewalks adjacent to their property. Code enforcement can send written citations for those who do not comply with code. How well do you think snow is being removed from local sidewalks?

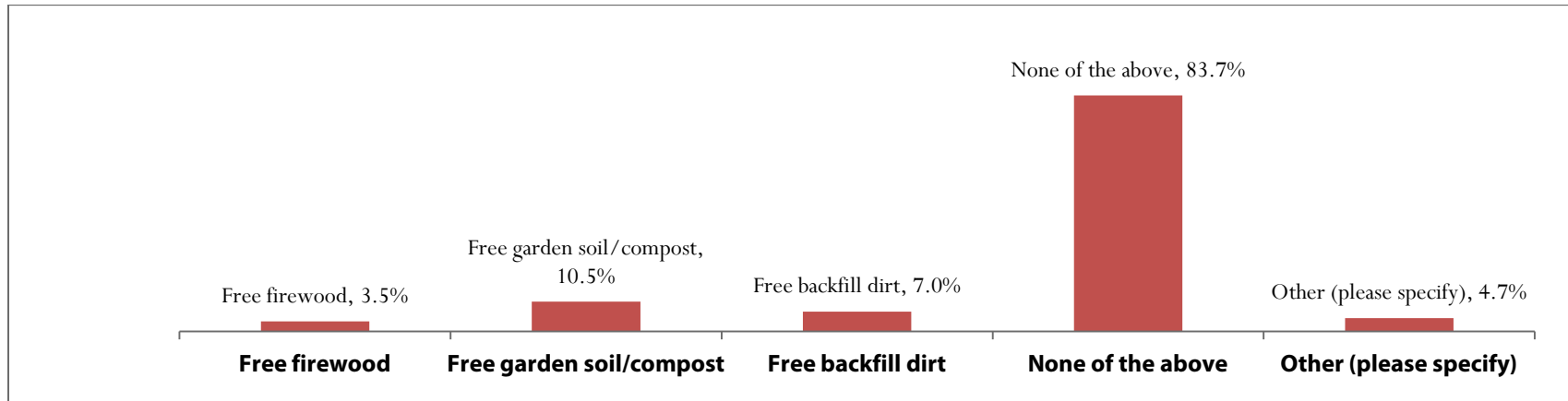
Very well on most sidewalks along major roadways and residential areas	Somewhat on major arterial sidewalks but not residential areas	Somewhat in residential areas but not major roadways	Not very well along major roadways	Not very well on any sidewalks	Rating Average
4	27	16	5	31	3.39

83 responses, 6 skipped question 8.

Q9: If you are unable to remove snow from your sidewalk, what other methods might you consider utilizing?

Answer Options	Response Percent	Response Count
I am able to remove snow from my sidewalk	57.3%	51
Asking a friend or relative to shovel snow	12.4%	11
Asking a neighbor to shovel snow	6.7%	6
Hiring a young person to shovel snow	20.2%	18
Hiring a contractor company to shovel snow	9.0%	8
Utilizing my property management organization to shovel snow	0.0%	0
I am not likely to consider any of these methods	16.9%	15
<i>answered question</i>		89
<i>skipped question</i>		0

Q10: Which items do you obtain from the brush site?



Answers to “Other”

Showing all 4 responses

Didn't realize what items were there. Thanks!
3/16/2014 10:12 PM

I didn't know this was an available option
3/5/2014 10:59 AM

I did not know these items were available.
2/9/2014 12:09 PM

Currently none, as I do not have a truck.
2/7/2014 10:55 AM

Q11: Which items do you dispose of using the brush site?

Answer Options	Response Percent	Response Count
Small branches	23.0%	20
Storm debris up to 12"	25.3%	22
Leaves	9.2%	8
Grass clippings	5.7%	5
Hay	1.1%	1
Other organic materials/yard waste	2.3%	2
Christmas trees	4.6%	4
None of the above	60.9%	53
Other (please specify)		3
<i>answered question</i>		87
<i>skipped question</i>		2

Q12: Brush site fees are \$2 for a car or van, \$5 for a pickup truck, \$15 for a flatbed/single axle truck, \$25 for a dual axle dump truck. For trailers, fees are \$5 for trailers 1 to 8 feet in length, \$10 for trailers more than eight feet in length. There is an additional \$1 charge for each foot over 16-feet in length. Leaf and grass clippings are always free. Do the fees affect your ability to utilize the brush site?

Answer Options	Response Percent	Response Count
Yes	6.9%	6
No	47.1%	41
I use the free Saturday for residents	27.6%	24
I did not know the fees	18.4%	16
<i>answered question</i>		87
<i>skipped question</i>		2

Q13: Are the Brush site hours of 8 a.m.- 3:50 p.m. Tuesday through Saturday suitable to your needs?

Answer Options	Response Percent	Response Count
Yes	47.7%	41
No	15.1%	13
I don't use the site	37.2%	32
<i>answered question</i>		86
<i>skipped question</i>		3