



TOWN OF HANOVER
550 HANOVER STREET, SUITE 29
HANOVER, MASSACHUSETTS 02339
781-826-5000 ext. 1084

Transfer Station Study Committee

Leadership Questionnaire Transfer Station Study Committee

I. Purpose

Establish a baseline from other towns (bordering, local, non-local) of transfer station duties, responsibilities, uses and expectations. Using this questionnaire as a comparable platform to establish best in class transfer station methodology give us an opportunity to gather more information to bring to the TSSC.

II. Intended Audience

The questionnaire is intended to be Hanover town employees or TSSC members to obtain information from other towns (bordering, local, non-local) leadership to gain insight into the workings of their transfer stations.

III. Scoring

If scoring is used for a question it is intended to be 1 to 5 scale. 1 being the lowest possible score and 5 being the highest possible score. There is a possibility no scaling will be used for any questions.

IV. Questionnaire:

- 1 What are your hours and days of operation?
- 2 How many residents are there in your town and what percentage use the station?
- 3 Do you use a color- coded bag system to separate what is dropped off at your facility?
- 4 Do you allow commercial use of the station?
- 5 What percentage of your total services are used by your town's departments ie schools, etc.?
- 6 How many businesses use the station?
- 7 If you include commercial use at your facility, what do you charge for that and how is that measured?
- 8 What is your projected ability to meet future town needs for use verses your town's projected growth impact?
- 9 How do you see growth and multi-unit housing, commercial business centers, residential neighborhoods, and other growing demands for waste removal as an impact on service delivery and future ability to sustain services?
- 10 How many employees work at the transfer station full time and how many work part-time?
 - i. Are any employees splitting time at your transfer station and/or sharing responsibilities?
 - ii. What is the combined total yearly cost to run the transfer station including employee salaries, benefits, insurances, overtime, etc.?
 - iii. What is your cost per category for disposal of garbage, construction materials, plastics, cardboard, metals, mattresses, glass and any other material not mentioned here such as motor oils?
 - iv. Do you recycle and if so, what do you recycle?
 - v. Do you offer a compost area for residents?



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- vi. Do you have a kind of “Give and Take” set-up for residents?
- vii.
- 11 Have you ever considered alternatives to an onsite location for trash and sought other disposal options for your town and are there any insights you would care to share regarding that research?
- 12 Has your town performed a transfer station study before?
 - i. If yes, could that study be shared with the Hanover TSSC?
- 13 Do you have a metric used at your transfer station you have to meet or by which you are measured? (for example: lbs. of trash processed per day, month, week). Do you have a metric used to establish employees needed? (lbs. processed per day/week vs # employees)
- 14 What does your transfer station currently process? (Trash, construction, plastic, paper, etc.)
 - i. Does your transfer station require your residents to separate trash? Does a later party handle this?
 - ii. What is the cost to dispose of each line of service (Trash, construction, plastic, etc.)
 - 1. If possible, could the pricing be provided for the past 5 years to indicate trends?
 - iii. Where does the waste from the transfer station go? (Trash, plastic, glass, etc.)
 - iv. What is paid for out of residential taxes and what requires an additional fee?
- 15 Does your town have other disposal options such as privatization or vendors for residential hire?
 - i. Are town departments using the facility limited in what they may bring to the facility? Does the school department place food trash in with trash disposal?
- 16 Do you have a transfer station pamphlet for users of the facility?
 - i. If so, can we have a copy
- 17 Do you allow non-residents to use your transfer station?
 - i. If “Yes”, are there limitations on use? How does their experience differ from a town resident’s experience?
- 18 How do you track resident usage vs. non-resident
 - i. Do you know how many people use the transfer station every day?
 - ii. Do you hand out permits to residents or mail them (for instance, with tax bills)
 - 1. If “Yes,” how is this accomplished/enforced?
 - 2. If “No,” how do you distinguish between residents and non-residents (mechanisms used to track/allow usage)
- 19 What are the funding mechanisms? (fees, property tax, grants)
- 20 Do you fine users of the transfer station for invalid dumping?
- 21 Do you focus on the curb appeal of the transfer station?
 - i. If yes, what actions have been taken to enhance the appeal of the transfer station from the road
 - ii. If no, what actions would you take?
- 22 What is the flow design of your transfer station (Trash to Plastic to paper to etc.) if there is a design?
 - i. What would be your ideal flow design?
- 23 Does your town compost leaves, grass, or brush somewhere else or only on site?
- 24 Regarding composting and green methods for the environment, does your town collect food waste separately?
 - i. If “Yes” do you compost in town or send refuse out for composting?
- 25 What are the highlights of your specific transfer station? Do you see your facility as the best alternative or lesser alternative to privatization?
- 26 What changes would you make to your transfer station to lower taxpayer cost?



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- 27 What changes would you make to your transfer station overall?
- 28 What changes would you make to further the use of the transfer station?
- 29 Does your transfer station take advantage of any grants from the state or US government?

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