



Solid Waste Convenience Sites Focus Groups Report

Presented by

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Focus Group Participants

Convenience Site Focus Groups

Goal: Determine whether Convenience Sites were a viable option for waste disposal; gather more detailed information about costs, what should be collected, etc.



- **Six Locations** (average 9 residents volunteered to attend per location)
 1. Broad River (12)
 2. Skyland/South Buncombe (9)
 3. Sandy Mush (5)
 4. Enka-Candler (8)
 5. Big Ivy (9)
 6. Black Mountain (9)
- **No Municipal Residents**
- **No Demographic Data Recorded**



Focus Group Process

Convenience Site Focus Groups

1. What do you think of the convenience site model?
2. Would you use a convenience site? If so, would you stop using Waste Pro? Or, would you continue to subscribe to Waste Pro AND use convenience sites?
3. What types of disposal services would you like to see at convenience sites?
4. What payment option resonates with you most?



Focus Group: Key Takeaway

Convenience Site Focus Groups

Convenience Sites Are Great – But Too Expensive

- Initial enthusiasm for convenience sites, however, when the potential costs were presented, participants lost their enthusiasm.



Focus Group: Other Issues Discussed

Convenience Site Focus Groups

- Transfer Station and Landfill are too far away for many residents.
- Concern about the trash along the roads, increased traffic, smell, etc. near Convenience Sites.
- Trash hauler monopoly concerns
- There was near equal support for cards/stickers, pay per use, and paying through tax bill.
- Make the Transfer Station more line friendly if possible.
 - Could technology replace human presence at Transfer Stations?



Next Steps

- Not moving forward with convenience sites model study
- Looking into ways to improve the Transfer Station experience for residents
 - Investigate repurposing of existing fleet maintenance area for TS convenience site expansion
 - Use of technology to reduce line
- Focus energy into Waste Pro contract renewal/expansion/RPF discussion outreach with residents

