



## Final Results: Trash & Recycling Communication Survey

March 2025

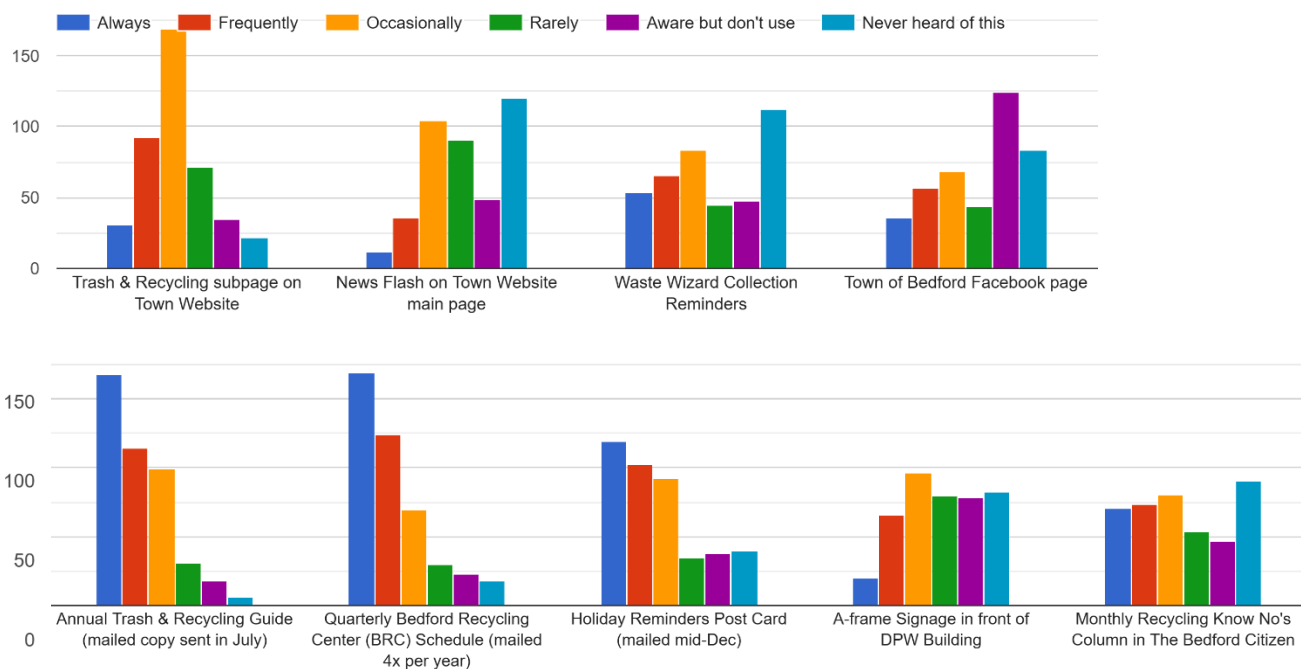
### Summary

Public Works solicited resident feedback on how we currently engage with the public about Trash and Recycling Program offerings. The survey was available for five weeks in January and February 2025. A total of 441 responses were received.

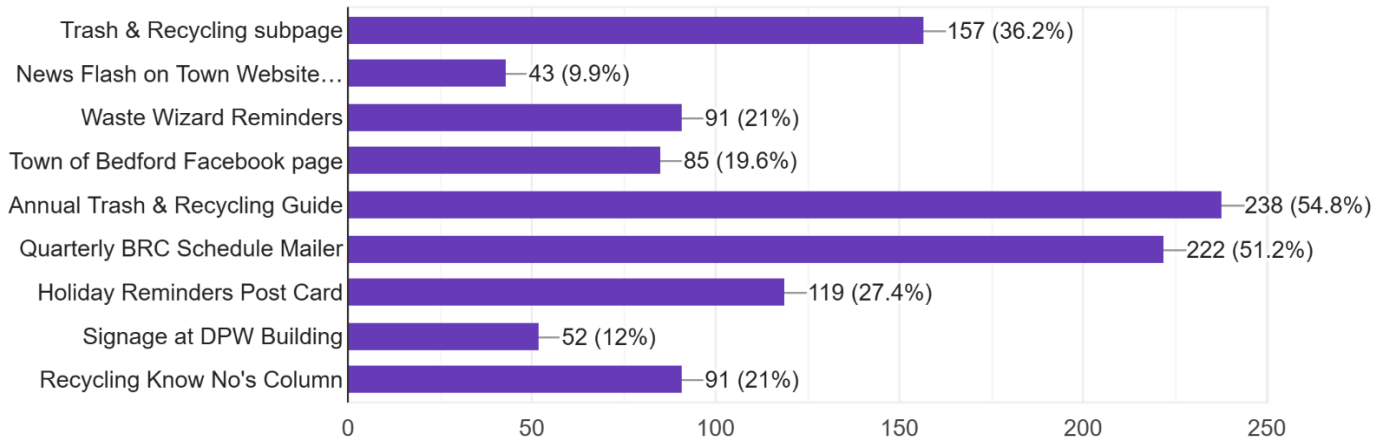
Overall, residents reported that print mailers are used to receive information from the DPW more frequently than digital tools and that the majority of residents find it “Easy” or “Very Easy” to find the information they need. The survey results also indicate that DPW could better integrate the various communication methods so that all residents receive the same information, regardless of which delivery channel they prefer. When asked about what additional communication methods would be helpful, many respondents listed a communication method we already use, such as email, indicating that DPW has an opportunity to better publicize the available means to receive information and increase awareness of the availability of information via existing channels. Responses received were thoughtful and engaged. It’s clear that residents care deeply about these programs and have a willingness to help us improve them.

Of note, many residents indicated a preference for text message communication, which is currently beyond our communication capacity. The Town may wish to explore the feasibility of a Town-wide push notification system that would deliver non-emergency, informational text messages to opt-in participants.

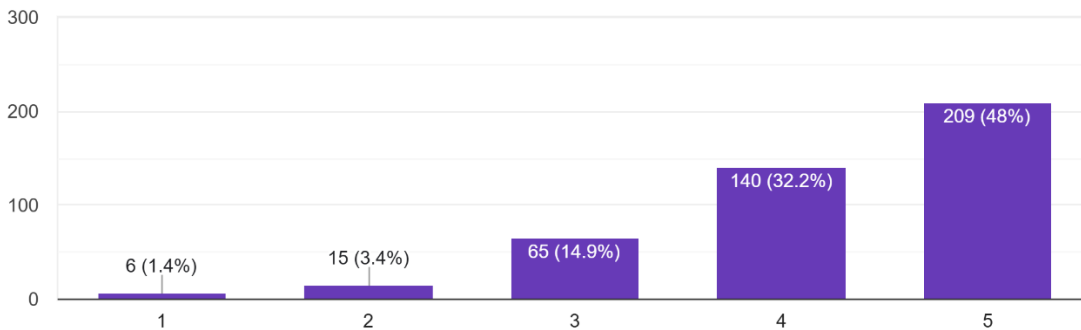
### Question 1: How often do you use the following methods to receive information from the DPW about Trash and Recycling programs?



**Question 2: Which of these communication methods do you find MOST useful or helpful for staying informed?**



**Question 3: How easy is it for you to access the information you need from DPW using these methods (1= Very Difficult, 5= Very Easy)?**



**Questions 4: What additional communication methods could help you stay better information about trash and recycling services and updates? (169 Responses)**

opt-in text messaging
Have a text app and have folks opt in
None
Email notifications are helpful. Not sure if they are covered in the items above.
Email alerts
Text message notifications and quick reminders
emails to my email address
Really the mailings are the best for us. We stick them up on the fridge and then they are accessible any time we need them.
Town manager newsletter
I'm fine with current offerings.
I believe I am well informed with the current communication methods
I find the email from "Trash & recycling <listserv@civicplus.com>" to be the most helpful. By "Waste Wizard Reminders", I assume you mean these emails from "Trash & recycling <listserv@civicplus.com>". The survey would have been more clear to me if it used the email "from" that arrives in my inbox i.e., the "from" in the quotation marks above. Just letting you know that my "waste wizard reminders" replies in survey meant this email "from".

All of the "web based" info pages are either NOT updated or Far out of date.
Larger Trash and Recycle Bins
Can't think of any. Communication is excellent
Emails
email subscription
EMAIL! You didn't include T&R email subscriptions as a comm method - that's how I saw the notice about this survey.
Email
A General Handbook on what to recycle, how and when. An Annual Report covering what was placed a curbside and what was actually recycled and where.
I don't feel like the website for the DPW is easy to manage but it is one of the places I look for information.
You don't ask about this, but I find it very useful: emails (by subscription) about announcements.
Email individuals
Email or SMS reminders
None
N/A
An email newsletter could be helpful
The mailers are excellent. Perhaps, fridge magnets would be nice since I end up putting the mailers on my fridge anyway.
I would happily sign up for a text reminders if we submit our number for updates . Is this what Waste Wizard reminders is?
Process for bulky item pick ups and now price
I need to be more reponsible
I'm happy with what we have. When I have called the office, I either get the info I need or get a call back to answer my question. The special collections at the recycling center are amazingly efficient. DPW gets A+ from me.
Inventive presentations in cooperation with ESC, MOF, and ES manager
Text message?
I always use Facebook and read the Yates lady reminding us. She is great. Let's pay her.
Opt-in text alerts (would also be great for other town-wide DPW announcements)
Clear understanding when a person uses the blue bag for trash for their convenience due to weather and good communication to the trash collectors so they don't ignore the blue bags when they are the only thing used
Largely I still have questions about what can't go in the waste stream and how to dispose of it.
Subscription to a push notification with the latest updates
Fb page dedicated to trash and recycling
TEXTS
Text reminders that go out about pick up changes for holidays
You're doing a good job.
Would be helpful on the survey to have an NA section. Some of the items reference above I never use nor did I know they were an option.
None at this time
Text reminder opt in
Can't think of any
Email
None, our DPW does an awesome job keeping us informed!
You're doing a good job -- thank you!
A brief e-mail reminder when there are special events, etc.
Signing up for the semi annual events is not an easy process.

Have info on the DPW website for changes or not pickup, days like holidays so you don't have to search for a calendar in a bunch of different places. Thankfully the town usually puts info on Facebook page but if they don't it is very confusing as to where the info may be.
Email subscription for reminders
Would love to be able to sign up for reminder texts, but opt in for specific reminders.
Text or email
None
You've got plenty of info, thanks!
Subscription to a push notification with the latest updates
I think all the methods available are great.
Email
Text msgs
Compost information can be tough to find
A list of private facilities that accepts items prohibited from the town refuse stream (wood, concrete, etc)
All excellent! Thank you and keep up the great communication!
Email
email for special events
Would like to know more about what not to put in recycling and how to do a better job (keeping lids on jars, I've read, for example.)
Better communication about electronic recycling and hazardous waste recycling. Have more days available. Not enough days or times for all the folks that sign up. I am holding hazardous waste and electronics for over a year hoping to get a time available before I am squeezed out.
None - no need for mailings
I think the trash and recycling subpage should be helpful. Was not aware of it. I hope it includes answers to specific questions that people ask
Making the website easier to use. It's not very user friendly
Posting on "Bedford Today" Facebook group
Simplify website, I can find what I need but not entirely intuitive so imagine challenging for many to find what they need; hard to keep up with rules
I don't know of any
Email
Email alerts are best.
texting for emergencies
Questions about the cost and process to get rid of bulky items, electronics, etc. It is usually possible to find this info, but it can often take a while to locate these details on the town website.
Can't think of any
None.
Tell me how to access "Waste Wizard"
More DPW a-frames: Police Dept/Town Center, (new) Fire Dept, Depot Park. Burlington Rd near Wilson Mill Park. Job Lane House. Many people avoid Great Road due to traffic and don't see the DPW sign.
Bedford Citizen and flyers are extremely helpful.
Possibly a text message to phone
I suppose you could offer an email/ newsletter type format ??
A specific newsletter with occasional highlights.
Email subscription service for all updates
The town website is not easy to navigate.
Emailing notifications.
The community calls to cell phones

I have found notices in the Bedford Citizen helpful.
It took a lot of exploring ( a lot of time) on the different DPW sites about recycling a gas grill. Some of the info was contradictory.
None
Bedford Citizen is best communication vehicle yet you don't even list it in this survey. Town's website is not intuitive and cumbersome.
Have an app?
None
One good comprehensive clear web page with any info about trash and recycling.
Email updates instead of paper mail. Cheaper for the town and more convenient for me.
emails
none, current comms are more than sufficient. And if I get stuck with something I don't know, I (gasp) call the DPW and speak to a real person.
Emails
none
None
email or text
Given the state of town finances, it might be time to reduce mailers to homes. It may be small money in comparison to the town budget, but every little bit adds up.
I would like to be better educated about what happens to the trash and recycling after it is picked up. Do we still incinerate our garbage for power? I am sure this information exists but I have not seen it. I also wonder about renaming the Know No's column to something else, something that focuses more on how to help make trash and recycling dollars from your property taxes go further... That is of course much less catchy I just feel like the Know No's is going to make me feel badly for having done things wrong rather than coach me on how to do better. You all at DPW do a fabulous job with trash and recycling. I find your web page the most consistently useful on the town website. Not a communications thing per se, just wanted to say how excited I am that there is a composting pilot project in town.
I'd be interested in the results of this and past surveys.
None
You're doing a fine job.
emails
I think flyers taped to trash and recycling containers would break through the noise. One is definitely thinking about trash & recycling when bringing in the cans after pickup.
Text Messages
Either emails or text alerts like the town/police use from time to time.
You guys do a great job, very clearly communicated in a number of areas.
Larger trash container.
No additional methods needed, except for the rare case where a reverse-911 notification might be useful; e.g., every few years, there's an unusual snow storm Sunday, and it's not always obvious if trash and recycling will be delayed or will remain on schedule.
A phone number to call
Maybe email subscription
Not sure if one of the items above references the Bedford Citizen, but this is a good place to keep people informed. Another method might be email to all Bedford residents? Maybe give folks the ability to option IN on receiving emails if that is a requirement. The one big improvement for me anyway has been on the town website. Before it was difficult to find, but seems like there has been an improvement. But that is always the best GO TO way when searching for this info. Hope this helps....I think that the people who work in Trash & Recycling in Bedford do a GREAT job. Seriously...you all do a great job and are communicative and helpful. Much appreciated!
The Bedford Citizen

The Bedford Citizen
All of the methods checked above are very helpful. Thank you very much for making these available.
Text or email
Status quo seems fine
Current options are ample and sufficient. Would rather save taxes which are a struggle.
direct emails
not sure- not big on texting
SMS/Text
None
Emails
Easier web search
Ok as is.
Opt in email with reminder of special collections, remind of what's open at Carlisle Rd site
Push text alerts
A text if trash and recycling has to be delayed (for ex, due to inclement weather).
Calendar reminders for my calendar app (Outlook) or iCal format
Excellent communication especially from Liz who has been very responsive, thorough and clear when I have communicated via email. Thank you to Liz.
E mail reminders
An optional email list serv you could sign up for
I always feel like I don't really know what to put in my bin when it comes to plastics. HDPE? Yeah, sure. Those flimsy clear clamshell thingies for berries and tomatoes? Don't know. Tiny bits, like bottle caps, pull rings on a carton of half n half? They're a million colors and tiny. I imagine they get in the way of actually recycling anything. Or the green peanut butter jar lid? Liz, I really like how there's buckets for stuff at the Recycling Center. Maybe we should add paper, too. And kitchen metals (cans, lids) that don't belong in the scrap bin at the Center.
You should have more frequent e-mails about hazardous materials and electronic waste dates. Sending one e-mail for an event and not even sending info by mail can be lost or forgotten.
Emails are great
Notifying you of missed pick up is not easy to access. You have a link and you can type your address and then that's it. You have drop down for trash and recycle but nothing to submit??
Possibly monthly emails but no more! Still prefer snail mail and the printed information
We have clocks that do not work. How could we recycle these clocks.
Usage of the code red mobile alerts
Email communications could be used to send pdfs of all mailings and calendars and, and links to web site updates. Text messages could be used to send reminders and updates. I like the calendar as I print and save.
Regarding the holiday guide, folks frequently purchase live wreaths on a metal frame and with plastic accessories. Guidance on how to dispose would be great (unless you are fine with these just being tossed in the trash).
Emails
More than adequate notification system.
Website and wizard are a great resource. The mailed updates keep me informed on latest schedules and new services. Please continue these offerings.
Already have info in enough spaces for anyone interested.
email - I don't have a facebook account. Resident could sign up on Trash & Recycling subpage
signage at the composting center
1. Use consistent, standard formatting of mailer news. 2. Announce when changes are made -- a while ago, microwaves cost \$20 to dispose. Now, I can throw it free in the metal bin at 108 Carlisle Rd. 3. Provide the date when changes are made -- like date when change was made to divert fabric (etc) from regular trash. 4. Expand the computerized words to describe items (change in the language programming) I may call fabric "cloth" or "material", etc. 5. Clarify what containers are paper and what is plastic non recyclable: eg, dairy, quart soup boxes, plastic coated

cardboard liquids, cereal boxes.
2. Be very prompt in replying to phone and email!!!!!! Same day, please!!! Hope this assists. Thanks for this opportunity to feed back.
A little more info about what we can bring to compost site and why it is so important
maybe a reverse 911 call for town wide events?
zoom meeting "office hours" where people can ask Liz questions. Mainly of the form, "Look at this item: can I put it in the recycle?"
More info where and when to get rid of specialty items like styrofoam
Emails
Telephone call
Looks like you've covered all the bases!
nothing to add
A note with my real estate tax bill reminding people to look at these other locations would be helpful.
local shopping area signage; Bedford Library display; seasonal information e.g. holiday wrapping paper; summer toys/clothes; utensils; autumn composting; spring garden support; etc. The Waste Wizard never seems to have exactly what I am looking for or the answers are not helpful
none

Questions 5: Any additional comments for feedback related to Bedford's Trash & Recycling Programs? (128 Responses)

The trash part is horrible. My trash can usually either moves 6 feet to the middle of my driveway entrance or tipped over. I've personally seen that the driver takes off before the can is placed down.
I'm signed up for email reminders which is appreciated and the most effective way to reach me.
Keep up the good work. Communication has improved over the past few years!
Increase the number of sign-up spots for our special collections dates. Or just open it up to all and get rid of the sign ups. Bedford is a small town and no good reason to sign up months ahead of time.
It would be nice to have alternative disposal options listed for items that require a fee on pickup, like books, bicycles, electronics, fitness equipment etc. Also I don't always get the notifications about special events like shredding in my email.
I always get confused about which plastics can be recycled and if the cardboard (and maybe wax) carton filled with liquid are recyclable.
I would also like to know why shredded paper can't be recycled. The paper can be recycled but if I shred it then it can't. Unfortunately I seem to have more shredded than regular paper. I know some people shred credit cards or non paper items but could we allow paper only shreadings?
Make it easier to find/surface the DPW page on the website
I get your emails, but my husband doesn't, which ends up making awareness of last-minute changes and special recycling events 100% my responsibility. I do wish there were more frequent mailings or push-notifications about the special recycling events; we always seem to miss them, or they are filled up by the time we become aware of them.
Special recycling events are good
By "Waste Wizard Reminders", I assume you mean the emails from "Trash & recycling <listserv@civicplus.com>". The survey would have been more clear to me if it used the email "from" that arrives in my inbox i.e., the "from" in the quotation marks above.
I think the trash guys who pick up the trash/recycle are good. The Town website is not that great but at least the trash/recycle part is better then any other town dept !
The special recycle days always book up so quickly, currently all slots are booked into March (except paper day). Is there a way to have more recycle slots or days?
I use the recycling center for Black Earth drop off. Would like to see free pickup expanded
we really liked the weekend Special Recycling events, sorry that they have been stopped

I wish the compost pick up service was more accessible for all the residents.
Not right now, but in the last special events details have not always been easy to find on the T&R subpages. Several times I've gone there to get details when I know there's one coming up, but then have had difficulties finding a page/saved notice on the web site about upcoming events. Good to have a left menu bar for the special events info like there is now.
When a special event is coming up, such as a hazardous waste day or a special collection day at the Carlisle Road facility, please post it at the top of the Trash and Recycling page, <a href="https://www.bedfordma.gov/478/Trash-Recycling">https://www.bedfordma.gov/478/Trash-Recycling</a>
Thanks for this survey!
I think I will contact the DPW directly with my questions. Thanks for this number.
The current system of having to sign up for slots is hard, if you don't do it right away everything on weekends is full. I always work on Wednesday so that day is never helpful. This year I took 2 slots but only used one because I wasn't sure what my needs would be so far in advance. The date I went for the special recycling was almost empty in the morning. It seemed that many more people could have been accommodated. I do appreciate the recycling and all that the employees do to make this happen. Thank you.
It would be nice to have a paper drop-off container at the Recycling Center. Also, clear info on how our recyclables are actually processed (it may be there but if so, I haven't found it yet).
The physical mailers are the best. However, when I check the DPW site for the online version of the mailer, it's sometimes hard to find especially on mobile device. A more simplified, mobile friendly website with a shortcut to the online version of mailer would be better.
Given the increase in prices these days and the financial status of the town I find it a ridiculous.waste of money (and hit to the environment) to send all of the paper home especially when itâ€™s in color ink!!! I will happily sign up to get all my communication in email as I am sure many other residents would too for both environmental and financial reasons. If the town canâ€™t /wonâ€™t do this I want to opt out of all the paper because I canâ€™t wrap my brain around the cost and environmental impact. Many of our townsfolk are well versed in accessing digital info and if framed correctly could jump on board as a money savings .
Sometimes they forget the small streets like Richard road and it takes days to come back.
During the fall season to have DPW on Carlisle Road open 3-4 days during week
Not happy about having to sign up for the special recycling. 108 Carlisle Rd (the old dump) Is certainly large enough to offer more per time slot if that is where we are going
Recycling should not be limited to one barrel
EMAILS
More frequent postcards and/or quarterly reminders, and signage changed often on the easel in front of DPW with messages about bringing black plastic and glass, for example, to the recycling center. And no thin plastic wrappers, twine or fabric. (Itâ€™s pretty awful what some of my neighbors put in their recycling! Unbelievable. Canâ€™t people read???) Thanks so very much for trying! Much appreciation.
It would be helpful if the compost facility was open more often and longer hours. It would also be great if there was an area at the compost center where you could drop off items such as household goods that others could use - a swap room. Many communities have them. It would be nice to have this in addition to the free Facebook site as a lot of people are on Facebook.
Would love to see the recycling center on Carlisle rd open more
More hours at the recycling center on Carlisle road. Also consider investing in a compactor to mechanically crush cardboard put in the bin.
Keep up the great work!
I love the web calendar feed! Having the schedule integrated with my Google calendars is great.
I find the waste wizard easy to use for the special collections.
The town employees have been very responsive when we had missed pick-ups or other issues.
More hours at the recycling center would be welcome!

<p>Large families have a hard time fitting recycling into one bin. Most of the bulk items I buy come in cardboard but I don't have time to bring them to Carlisle road and no storage area. Sometimes they have to go out in the trash why isn't it better to have residents pay to obtain a 2nd recycle container than pay more for trash</p>
<p>Please have more appointments available for the hazardous waste weekends. Also, it would be great to get large yard waste (tree limbs 3-10") disposal available a few times a year because there is no way to get rid of large tree debris from storms.</p>
<p>It would be helpful to post about missed pickups or trash/recycle questions are best called in by 2:30 while Liz is in the office.</p>
<p>Please open a put and take area. There are so many useful objects thrown in the plastic and metal recycling. Engage with town groups to organize semi annual town yard sales. Support a fix it clinic a few weekends a year to teach folks to fix home goods. Lots of area towns support these events. Buck and split logs left with garden waste. Lots of good firewood in a pile over there. Put more focus on keeping good things out of the waste stream instead of recycling - the reduce part is sorely missing.</p>
<p>No</p>
<p>None</p>
<p>108 Carlisle Road needs extended hours. Week day hours are useless for most who work and just a 3 hours window on Sat AM is difficult when that's the one part of the weekend that is fully scheduled I'd also like to see general compost/yard waste program. We had a green cart in CA and it was also good for keeping compostable recycling out of the recycling (like egg cartons and cereal boxes)</p>
<p>Please extend hours for DPW site on Carlisle Road.</p>
<p>Has the town considered a partnership with Lexington? Lexington's facility is much nicer (larger and level) than Bedford's, is typically open 7 days per week, and is located on the Bedford town line. A partnership to pay Lexington and close Bedford's Carlisle Rd could save money and at the same time expand hours for Bedford residents to recycle and get rid of yard waste.</p>
<p>All excellent! Keep doing what you are doing! It's working!</p>
<p>Would like more clarity/education on pizza boxes, plastic recycling especially take-out containers, and items that cannot recycle. What happens, does everything ultimately end up in the trash when residents put in bad material in the recycling? Could we have packing styrofoam drop-off at 108 Carlisle along with the glass and cardboard? Also drop-off for small electronics like power cords, string lights, small radios? I hope recycled materials really do get recycled. I appreciate the efforts to expand the program. Thank you!</p>
<p>I am referring the the emails on trash and recycling updates as the Waste Wizard. These are the most helpful for me. I hope that is correct. I have not seen it labeled as Waste Wizard so I wasn't aware that was the name.</p>
<p>I think you guys do a great job!</p>
<p>Would prefer larger trash bins, if it were a similar size , if not larger than the recycling bin, that would be useful. We're just being forced to spend money on the additional blue waste bags.</p>
<p>You are doing a great job. The recycle center seems to have everything covered that one would need. (sometimes still call it the dump)</p>
<p>No</p>
<p>Generally works well. It appears recycling seems to change pretty often so having a list of the top 250 or 500 items showing if it can go in recycle or trash would be helpful.</p>
<p>Bedford DPW does a great job that is frequently overlooked. Streets are always plowed and trash picked up on schedule.</p>
<p>If you want residents to behave better don't reward bad behavior. My neighbors frequently put yard waste in their trash bin, have trash bins that do not close because they are stuffed 2' over the top with trash, and boxes for recycling that are not broken down. If Republic stopped taking this trash and recycling anyway, perhaps the behavior would improve.</p>
<p>A public recycling area that is open more times than the compost center hours would be good.</p>
<p>None</p>
<p>Love the expanding services; not a fan of the sign up format for recycling days but do like the drop off times by alphabet/last name on the full day events. Thank you!</p>

Where I grew up, they had glass collection bins near the grocery stores. It would be much easier than going to the center.
It would be nice to have comprehensive search ability on the town web site to find out how to dispose of typical items found at homes
Advance notification via email of special collection events like paper shredding, large bulky items, hazardous materials, etc.
I dislike the new procedure requiring an appointment WAY IN ADVANCE for recycling electronics. Even though there may have been a long line with the previous system, the flexibility to recycle when convenient was better.
Larger trash barrels please
I'm very impressed with the additional services that have been offered in the last few years. Keep up the great work!
A Styrofoam recycling option at recycling center please.
Response has always been quick re missed trash, etc using the wizard. it seems so many still don't know about this tool on the website. Mattress pickup is also amazingly easy and people don't seem to know about it either. Thx
When will curbside collection of compostable material be available?
Although I love the mailers and postcards I could manage without them if the cost is prohibitive
Thanks for all you do!
They need to ensure all trash spillage is picked up and NOT left in street. Especially broken glass!
A dumpster at the recycling center for overflow trash instead of buying the blue bags. Anything to avoid the inefficient single stream. A dumpster for plastic water bottles.
I am pleased with the town's programs.
Trash carts are TOO SMALL for families!!! Bedford is penalizing families by unreasonable trash collection size and charging them for overflow bags or second cart option. PLEASE provide an option at the compost center for residents to bring overflow trash similar to the recycling options at the compost center. It is also becoming more and more difficult/impossible to dispose of bulk items!!! Bedford needs to come up with a better solution than the current bulk item disposal program.
DPW provides EXCELLENT service!
We think Bedford does a great job with both the trash/recycling program and communicating about it.
Thanks for all you're doing to improve the program for Bedford residents.
I think the DPW does a great job! I most appreciate being able to bring food compost without a subscription to black earth, as I don't generate enough to warrant that. Thank you!
The trash service is sporadic at best; trash is either not picked up or not emptied completely. Time to review and consider a new service.
Special Recycling offered mid-week such as Shredding
It would be wonderful to expand residential compost further.
Love the metals recycling but wish you had LARGER bin for it (fills up quickly) and also wish you had bin for small metals like nails and screws. Also wish you had monthly paper shredding. Still having trouble disposing of videotapes, CDs etc. Finally I wish you had an exchange area for things others can use like small furniture and kitchen items.
Thanks for doing this.
It would be nice if the Town would start doing industrial composting so I don't have to pay Black Earth's exorbitant fees.
Contact DOW
Thanks for all you do!
I really like the convenience of trash and recycling being on the same day as each other and on Mondays now (ever since the change about ten or fifteen years ago). And I like the switch to a bin that is on wheels for recycling, like the trash bin. <3
Regarding trash, it would be great if the trash can in the Fawn Lake parking lot was kept there year round! Currently it is removed in the winter, and there is no place to dump dog poop bags and other trash.
Regarding trash, it would be great if the trash can in the Fawn Lake parking lot was kept there year round! Currently it is removed in the winter, and there is no place to dump dog poop bags and other trash.
My family is very happy with the DPW's service and communication!

Trash a recycling does great job but I wish it was easier to find answers to my questions on the rare occasions I have them. Also, I wish the blue bags were more readily available and were less expensive.
Weekly email day before collection day is very useful
I was a bit long winded above.....but i think I captured everything! THX
You're going great!
Communications and efforts are timely, balanced and effective. DPW has done a great job and should be commended. Can only hope this great group of people continue to keep up the good work.
Thank you so much for using these diverse communication methods to get the trash and recycling information out to Bedford residents.
I'd like to see more frequent special collections (e.g., electronic items) at the Recycling Center.
Trash barrels should be the larger 64 gallon types like most other owns use
Great work on food scrap collection at compost center as well as metal and large plastics collection!
I call on occasion when I need specific assistance and have received useful information.
I think you have been a very nice program. I am completely satisfied.
None
You do a great job. Some people misuse their recycle buckets! Send a card of what goes in a Recycle bucket!
Thanks so much for the improved communications over the past 2-3 years. Much appreciated.
Already responded through Bedford Citizen. You guys are the best@
They do an excellent job.
I am retired and I find the the early in the day trash schedule very much a problem. All the sceduled trash special evey are closed before I normmalh get up! Please extend special events to at least 1500!!!
I feel there has been an improvement in communications to the public. Multiple methods are appreciated.
Small furniture pickups (for chairs and such) would be nice to have
I notice that my neighbor often puts plastic bags in his recycling bin. Maybe have stickers available for residents to put on bins about these things?
Senior citizens and disabled residents would be very grateful if items that typically have to be brought to Carlisle Road could be picked up at curbside. It is quite a challenge for disabled and senior adults to safely remove these items, safely get them into vehicles, then safely transport them over to Carlisle Road. Otherwise, we are very very appreciative of the recycling opportunities we now have. Thank you
scheduling appointments via new setup is annoying and not user friendly
I can't decide if it would be discouraging or encouraging to give Bedford a score: what percentage of all our recycled stuff actually gets re-used? What is our 'ka ka' rate--how much of our stuff gets rejected? I only have questions, got no answers. But I'm a cheerleader.
I appreciate how well you keep us informed and the additional items now collected. You understand that the easier you make it for people to recycle, the more participation there will be. It's very helpful to have your explanations about why something can't be recycled (at least for now). Thank you!
Contacting the DPW directly with questions has always been informative and settled issues that I couldn't determine on line.
Unsure about how to recycle metal items.
In the fall we really need recycle center open all day on Saturday. We rake leaves during the day and need to get them to composting by end of day. We don't have places to store the bags of leaves and when we do the bags get wet and are difficult to move when wet. Please. Just add 8 Saturday afternoons. The cost would be 4 man days of labor for dpw. Very affordable.
We have to make it easy and convenient for folks. Many are committed to recycling, some probably don't care at all. I do find the community collection days at the recycling center to be a bit restricted in the sign-up and wish there was a bit more flexibility to handle larger volumes of dropoffs. Overall, you guys are doing a great job!
I would love a "blue bag" program for recycling not just trash even if it was only around the holidays
One question I have concerns the size of our trashcans. Concord's cans are much larger. If Bedford were to adopt a similar size, would the price rise?

Our town does a wonderful job. Range of items accepted at the Recycling Center is very helpful! The newer appointment-only special collections seem difficult to get a time slot at due to demand. The older, open format seemed to accommodate many more people. Perhaps additional number of appointments could be added over the same event times, even if that includes waiting in a small line during that time-slot.

I think the compost and recycling center is great! Is there any possibility of further expanding it?

Will do...

I like the web page if I'm viewing on a computer. However I find the web page does not display consistently and requires much scrolling to find and read the info posted to the pages when accessing from a cell phone.

moving the recycling from DPW to the landfill makes it harder to recycle batteries, bulbs, etc. Having a drop off in the east end of town would be helpful. Similarly the food waste program would benefit from a DPW/east side of Bedford drop off & might increase utilization. Love the mailed flyers - very helpful! Thankyou...

A five year plan with measurable goals to reduce our trash is needed.

Would love to have more specific guidance about what can/not be recycled, including more examples. For example - can we recycle the plastic rings that attach 2-packs of pasta sauce or juice? They have the recycle symbol on them.

Possible guidance / suggestions about what to do with metal that can't go in recycle bin, but could possibly be recycled via other means. (Can I take the innards of an old umbrella to a town event?)

For things that can't be recycled, it's very helpful to understand WHY those things pose a problem. (Appreciated the recent Bedford Citizen article about shredded paper!)

Also - for non-recyclable items, info on what else we could do with those items would be great. For example - plastic coat hangers - if they can't go in the recycle bin, can we take them to a recycling event?

Call the DPW

Thank you for doing this survey.

I commend the Town of Bedford / BRC and DPW staff for their efforts towards going green and recycling initiatives. Thank you.

The whole recycling program is a mess. It's never clear what can go in recycling. We used to have a wizard where we could ask what to do with a particular item. but seems to have disappeared.