



## **ADDENDUM TO THE MIDWEST CITY**

### **CITY COUNCIL AGENDA**

City Hall Council Chamber  
100 N. Midwest Blvd., Midwest City, OK 73110

January 22, 2018 – 6:00 PM

#### H. **FURTHER INFORMATION.**

1. Discussion and consideration of reviewing the results of the community questionnaire regarding bulky item disposal preferences.



Chief Communication Officer  
100 N. Midwest Blvd.  
Midwest City, OK 73110  
cdeakins@midwestcityok.org  
Office: 405-739-1206  
www.midwestcityok.org

TO: Honorable Mayor and Council

FROM: Claudia Deakins, Chief Communications Officer

DATE: January 22, 2019

SUBJECT: Discussion and consideration of reviewing the results of the community questionnaire regarding bulky item disposal preferences.

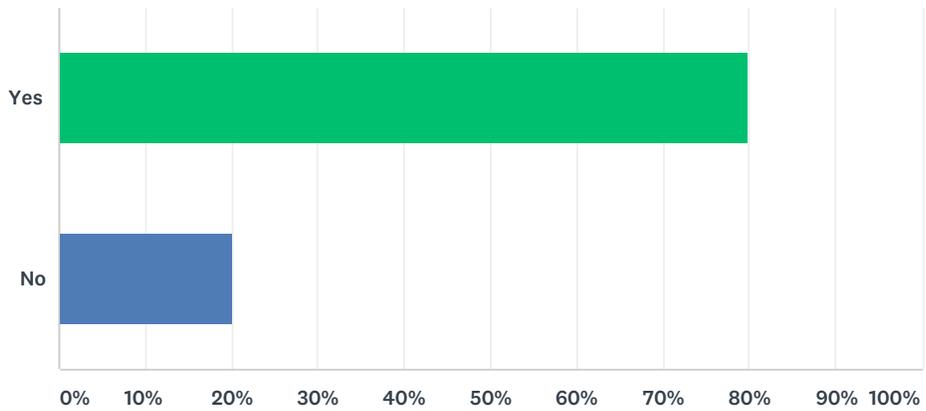


Per the Mayor's request, we conducted a community questionnaire with the attached results and comments regarding customer preferences for disposal of household bulky items. The questionnaire was available from January 4-21, 2019 and was shared on the City's website via Newsflash, employees, at the Senior Center, and social media via Facebook, Twitter, Next Door.

  
Claudia Deakins, Chief Communications Officer

# Q1 Were you aware that MWC solid waste customers can drop off items for free four times each year at our Transfer Station?

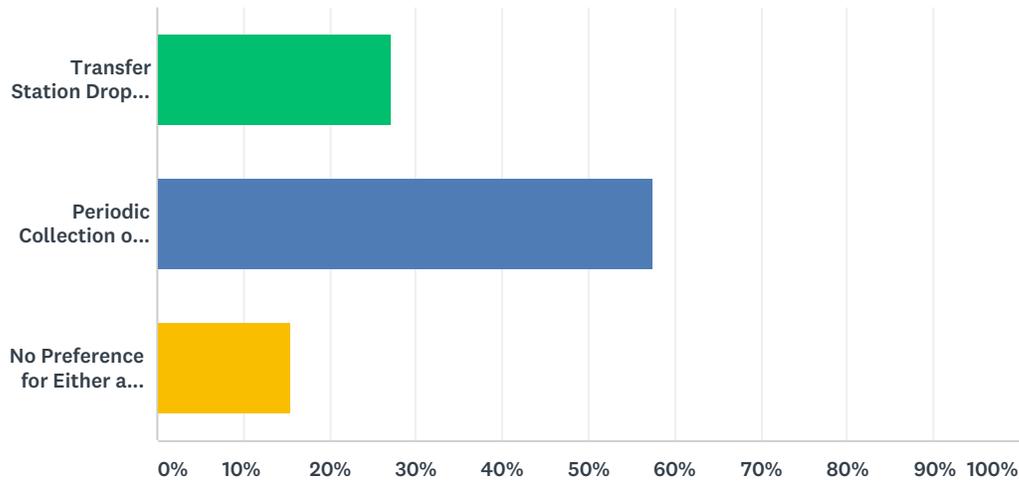
Answered: 1,326 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.02%	1,061
No	19.98%	265
Total Respondents: 1,326		

## Q2 Would you prefer to keep the free Transfer Station Drop Off option or have periodic curbside collection of bulky items at your home for an additional fee each month?

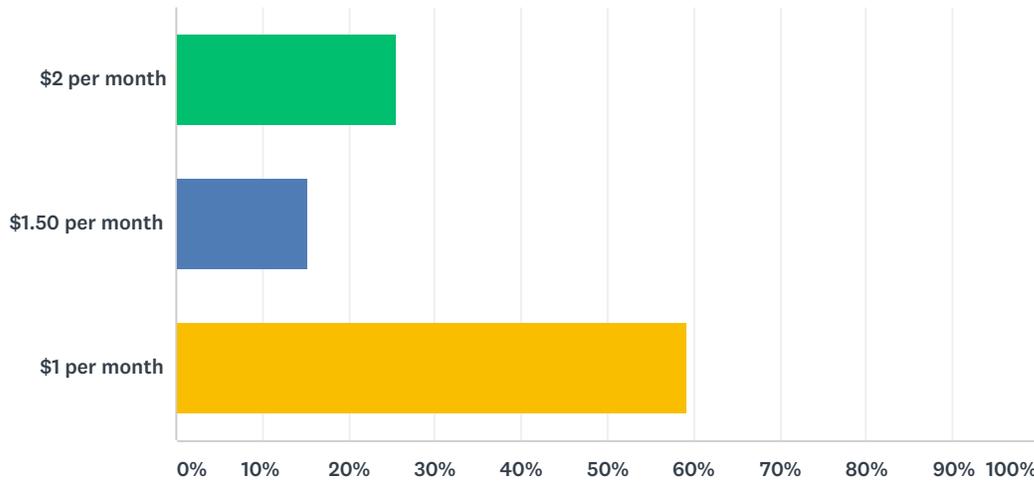
Answered: 1,326 Skipped: 0



ANSWER CHOICES	RESPONSES	
Transfer Station Drop Off (4 times free each year)	27.15%	360
Periodic Collection of My Household Bulky Items at the Curb at My Home	57.47%	762
No Preference for Either as Long as There is An Option for Disposal of Household Bulky Items	15.38%	204
<b>TOTAL</b>		<b>1,326</b>

### Q3 How much per month would you be willing to pay to have the convenience of curbside pick up of household bulky items in front of your home?

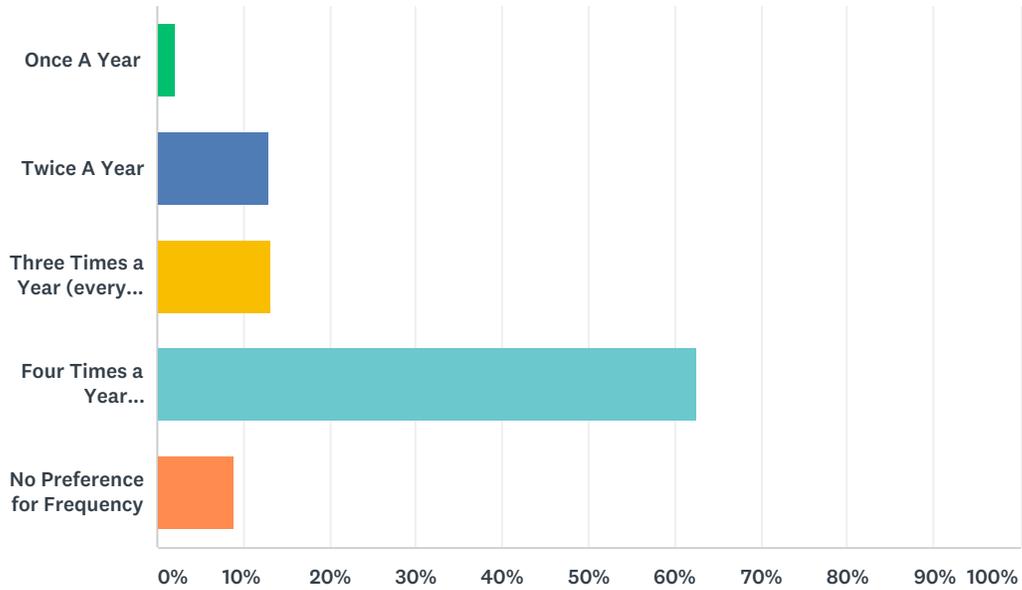
Answered: 1,326 Skipped: 0



ANSWER CHOICES	RESPONSES	
\$2 per month	25.49%	338
\$1.50 per month	15.23%	202
\$1 per month	59.28%	786
TOTAL		1,326

### Q4 If we were to implement a program to pick up your household bulky items, what is your preference for the frequency of the collection?

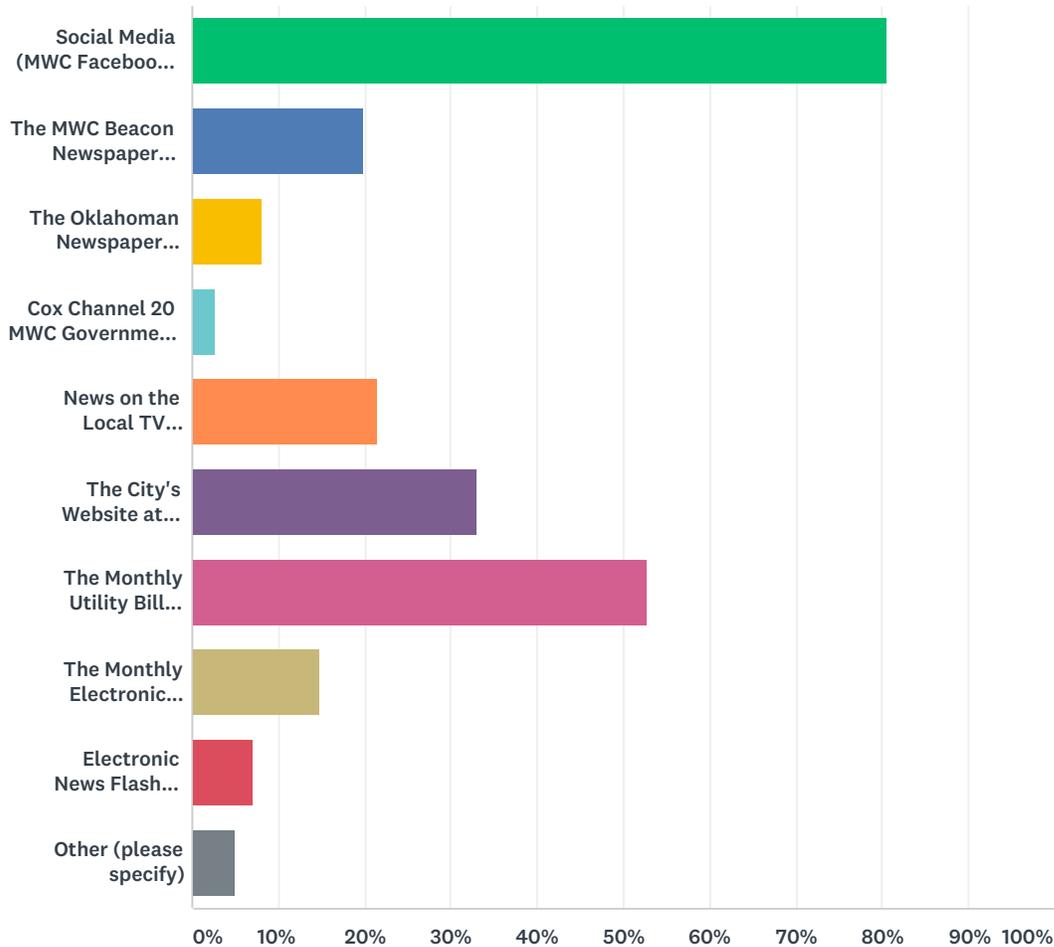
Answered: 1,326 Skipped: 0



ANSWER CHOICES	RESPONSES	
Once A Year	2.19%	29
Twice A Year	12.90%	171
Three Times a Year (every four months)	13.27%	176
Four Times a Year (Quarterly)	62.59%	830
No Preference for Frequency	9.05%	120
<b>TOTAL</b>		<b>1,326</b>

## Q5 How do you get your news about city services, programs and events? Please check all that apply.

Answered: 1,326 Skipped: 0



ANSWER CHOICES	RESPONSES	
Social Media (MWC Facebook, Twitter, Instagram, Next Door)	80.47%	1,067
The MWC Beacon Newspaper (print and online)	19.83%	263
The Oklahoman Newspaper (print and online)	8.14%	108
Cox Channel 20 MWC Government Access TV	2.71%	36
News on the Local TV Stations	21.49%	285
The City's Website at midwestcityok.org	33.11%	439
The Monthly Utility Bill Insert	52.64%	698
The Monthly Electronic Newsletter emails (sign up online at city website)	14.86%	197
Electronic News Flash emails (Sign up online at city website)	7.09%	94
Other (please specify)	5.05%	67

## Customer Preference for Disposal of Household Bulky Items

Total Respondents: 1,326

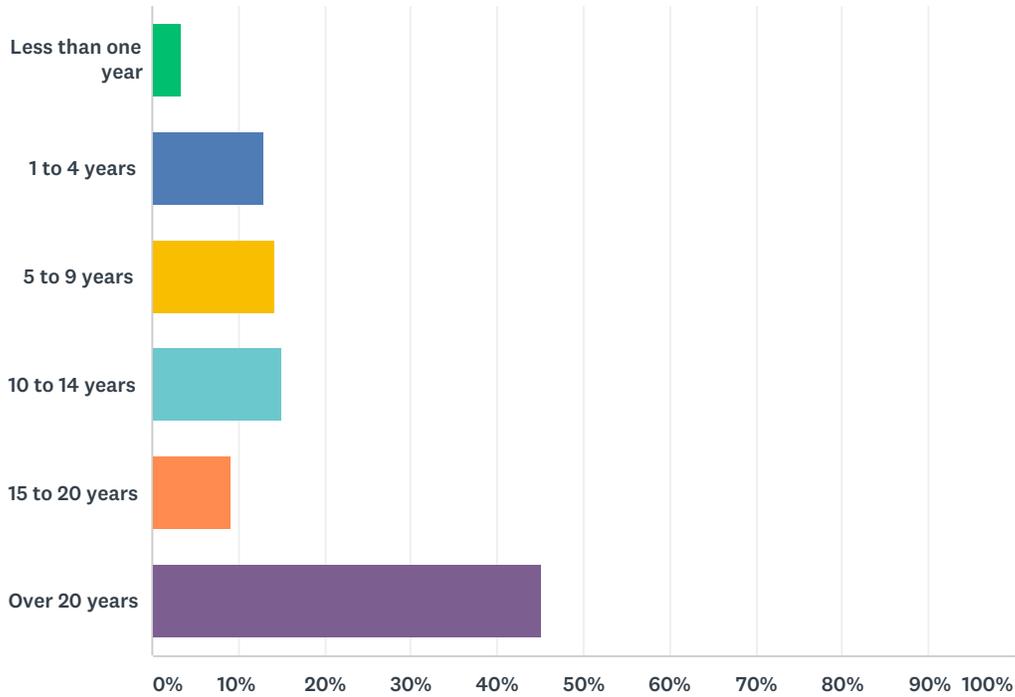
#	OTHER (PLEASE SPECIFY)	DATE
1	Timber Ridge HOA	1/17/2019 8:03 PM
2	X	1/16/2019 10:51 PM
3	HOA meetings	1/16/2019 9:46 PM
4	e-mail from homeowners assoc	1/16/2019 4:28 PM
5	HOA Meetings	1/16/2019 2:55 PM
6	Neighbors	1/16/2019 1:22 PM
7	Monthly Neighborhood Watch Meeting	1/16/2019 8:40 AM
8	Neighborhood Watch meetin	1/15/2019 8:59 PM
9	I typically don't get them. I didn't know there was an electronic newsletter.	1/15/2019 6:55 AM
10	Neighborhood meeting	1/14/2019 8:33 PM
11	From our neighborhood association meeting (elyse davis)	1/14/2019 8:20 PM
12	Neighborhood Association news letters and monthly meetings.	1/12/2019 11:04 PM
13	PHONE CALLS	1/10/2019 3:37 PM
14	Neighbors	1/10/2019 9:49 AM
15	nothing specificed	1/10/2019 9:45 AM
16	HOA	1/9/2019 9:30 PM
17	Twitter	1/9/2019 4:19 PM
18	When I hear about it from a city employee friend of mine.	1/9/2019 2:45 PM
19	Word of mouth	1/9/2019 1:34 PM
20	work	1/9/2019 1:17 PM
21	Neighbors	1/8/2019 10:02 AM
22	I guess I don't from any of the above	1/7/2019 8:24 PM
23	Word of mouth	1/7/2019 1:44 PM
24	Employees	1/7/2019 11:38 AM
25	Neighbors	1/7/2019 10:19 AM
26	Neighborhood Association	1/6/2019 4:47 PM
27	HOA FB page & Nextdoor App	1/6/2019 4:00 PM
28	I work for the city	1/5/2019 9:42 PM
29	automated text	1/5/2019 5:50 PM
30	I talk to Mr. G at the coffee shop	1/5/2019 3:19 PM
31	Nexdoor app	1/5/2019 12:24 PM
32	Friends	1/5/2019 12:08 PM
33	Neighbors	1/5/2019 12:03 PM
34	From friends	1/5/2019 10:48 AM
35	My daughter posted this and I found it	1/5/2019 9:35 AM
36	Home owner association meetings	1/5/2019 9:11 AM
37	Word of mouth	1/5/2019 2:59 AM
38	Nextdoor	1/5/2019 1:40 AM

## Customer Preference for Disposal of Household Bulky Items

39	Nextdoor App	1/5/2019 12:56 AM
40	The 2 signs on Reno and Douglas and the one on 29th and Air Depot.	1/5/2019 12:09 AM
41	HOA	1/5/2019 12:01 AM
42	My Wife	1/4/2019 11:06 PM
43	Board meetings	1/4/2019 11:00 PM
44	Word of mouth	1/4/2019 10:01 PM
45	i dont	1/4/2019 9:55 PM
46	N/A	1/4/2019 9:49 PM
47	Neighborhood monthly meetings	1/4/2019 9:20 PM
48	Word by mouth	1/4/2019 9:18 PM
49	Neighborhood association meetings. City council persons.	1/4/2019 9:11 PM
50	Friend shares information with me.	1/4/2019 9:09 PM
51	Nextdoor app	1/4/2019 9:07 PM
52	City employee	1/4/2019 9:06 PM
53	All of the above	1/4/2019 9:04 PM
54	Neighborhood Meetings	1/4/2019 9:03 PM
55	Caesar Jackson - Sanitation	1/4/2019 8:52 PM
56	Community, neighbors, flyers	1/4/2019 8:34 PM
57	Text	1/4/2019 8:31 PM
58	Neighborhood Association Facebook Group	1/4/2019 8:30 PM
59	Wife	1/4/2019 8:10 PM
60	Next Door App on my phone	1/4/2019 7:15 PM
61	No Comment	1/4/2019 6:59 PM
62	Next door app.	1/4/2019 6:55 PM
63	Nextdoor app	1/4/2019 6:42 PM
64	NEXT DOOR APP	1/4/2019 6:17 PM
65	Neighborhood app	1/4/2019 6:11 PM
66	Employee	1/4/2019 5:43 PM
67	Neighbors	1/4/2019 5:34 PM

### Q6 How long have you lived in Midwest City? (Please choose years from drop down menu)

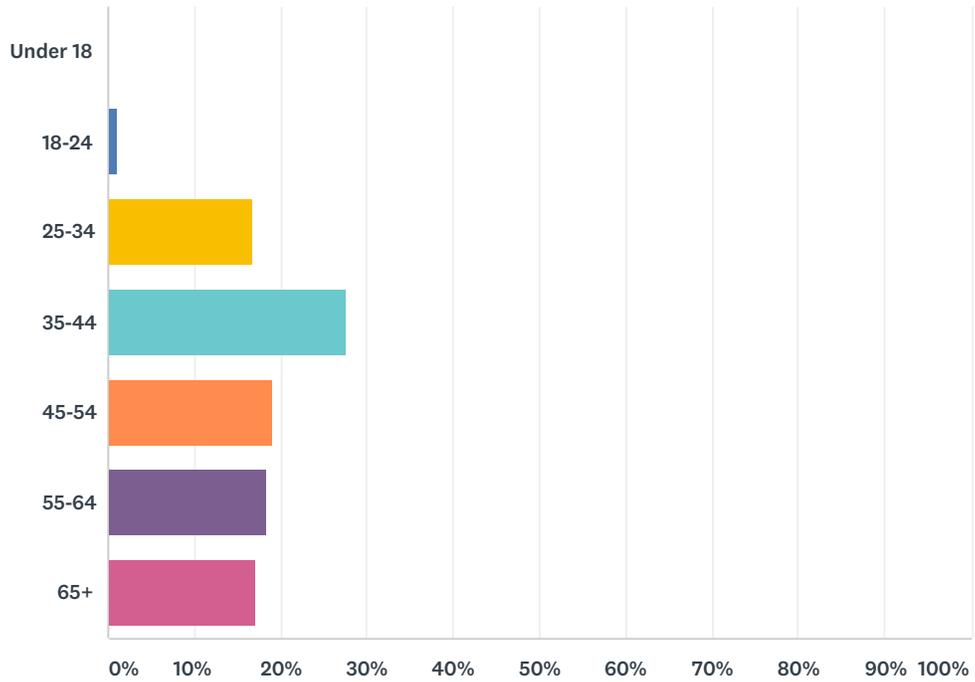
Answered: 1,326 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than one year	3.39% 45
1 to 4 years	12.90% 171
5 to 9 years	14.33% 190
10 to 14 years	15.01% 199
15 to 20 years	9.20% 122
Over 20 years	45.17% 599
<b>TOTAL</b>	<b>1,326</b>

### Q7 What is your age? (Please pick the range from the drop down menu.)

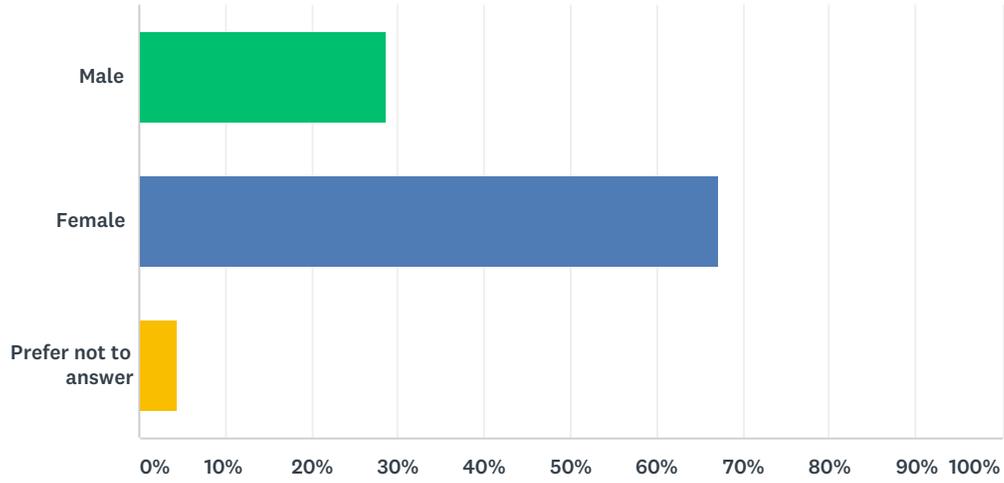
Answered: 1,322 Skipped: 4



ANSWER CHOICES	RESPONSES
Under 18	0.15% 2
18-24	0.98% 13
25-34	16.72% 221
35-44	27.61% 365
45-54	19.14% 253
55-64	18.31% 242
65+	17.10% 226
<b>TOTAL</b>	<b>1,322</b>

### Q8 Are you male or female?

Answered: 1,321 Skipped: 5



ANSWER CHOICES	RESPONSES	
Male	28.61%	378
Female	67.15%	887
Prefer not to answer	4.47%	59
Total Respondents: 1,321		

Next Door Post and Comments:

Chief Communications Officer Claudia Deakins

Private message

[View profile](#)

, City of Midwest City **AGENCY**

## Quick Questionnaire to get your feedback!

Good afternoon, Midwest City Neighbors! We have a very short questionnaire - only 8 questions - to get your feedback on your preferences for disposing of bulky household items such as furniture, carpet, tree limbs, bagged yard waste, etc. The questionnaire will be open through January 18. If you have any questions, you can contact Public Works at 739-1066. Thank you and have a wonderful weekend! Here is the link to the questionnaire: <https://www.surveymonkey.com/r/MWCBulk>  
We appreciate your input!

Customer Preference for Disposal of Household Bulky Items Questionnaire



### Customer Preference for Disposal of Household Bulky Items

We want your feedback on this short, eight-question questionnaire!

[SURVEYMONKEY.COM](https://www.surveymonkey.com)

, Original Mile-4d ago  
Done !!!

, Meadow Wood-4d ago

When one chooses that they prefer to drop off bulk items the next question automatically requires an amount for curbside pickup 😞

1 Thank

, Windsong-4d ago

The Survey was full of loaded questions. I wish there was an option to type in "Other Thoughts/Feedback"

3 Thanks

, Ridgecrest Manor·4d ago

My water bill average went up \$10 more in 2018 compared to 2017 while usage remained the same. I'm not gonna support any efforts to increase my bill any more because it's going to happen anyway. And we have the highest city sales tax in the state already. Just have a big trash day 2-3 times a year and we'll continue to buy stuff our groceries here in MWC.

4 Thanks

, Holloway park·4d ago

I personally think we should have a bulk pick up day as big trash won't fit in my tiny car. And I don't want to pay someone \$20 to load it and carry it off. It makes no sense how del city can have one but Midwest city with all its preemptive fees and cut offs (they cut off my water 1 day before it was due and I had to pay a total of \$50 extra to my bill) doesn't? I call malarkey!

7 Thanks

, Meadow Wood·4d ago

Roger, agreed. Seems like that already made up their mind but released the survey to assuage the community.

2 Thanks

, Sundance and Avalon Lakes·4d ago

It would be nice to have a big trash day for those who don't have access to a vehicle big enough to fit large items. Seems reasonable to pay a little extra each month for this, would likely still be cheaper than paying someone to haul an item off for you.

3 Thanks

, Original Mile·4d ago

I feel the same, Roger. If the city can look at the water bill and determine if I've used my 4 free drop offs a year, the city should allow us to opt in. Up to \$24 a year for a service I'll probably never use seems a bit much and yet still less than the \$50 the city requires now.

1 Thank

, Oakwood East · 4d ago

I really like when we have the open top dumpsters each year that are down by lake! Everyone seems to take advantage of it, so we all know there is a need to have curbside pickup quarterly! I would be more apt to do that, then to have to find a friend with a big pickup to take some clutter out of my house!

1 Thank

, Original Mile · 4d ago

I like things as they are, why should I pay extra so others can have a convenience, if there is to be a curb service, bill it to those that need it or use it, do not bill people who have the means to haul their own junk off. Use some of that bond money we are paying for through property tax. People should not allow their junk to accumulate.

1 Thank

, Windsong · 4d ago

Implication is that this is a done deal as there was no option for not paying an additional monthly fee even if selecting transfer station as preference. Can we just get back to the Customer Service we enjoyed over 10 years ago where the MWC was more interested in providing all services for their customers? It seems to me that Customer Service is decreasing and it is all becoming how can we do less but charge more.

6 Thanks

, Original Mile · 4d ago

Ok has big trash pick up monthly at no additional cost and Del City does big trash pick up as well. MWC needs an incentive to keep residents here like other communities do.

8 Thanks

, Holloway park · 4d ago

I just wanted to clarify to Robert that it's not always an accumulation of junk but big junk that we cannot fit in our small vehicle to get to the dump. I just recently pulled carpet from a room in my house and I do not have the space in my car to haul it off. It's a necessity for people like me and my fiancé that can not afford to get another vehicle solely for big trash. Nor can we pay someone else to haul it off most of the time.

4 Thanks

, Woodside · 4d ago

- yes, OKC has big trash pickup once a month. Mine was on the 2nd Wednesday of each month. However, it is added into the amount billed for water and garbage it's just not separately listed.

, Original Mile · 3d ago

It is ridiculous there is a \$50 per 30 minute for 5 guys and a supervisor charge for curbside. Yes I have a truck to haul off stuff but a lot of people don't. You should be charged the same for curbside as you would if you take it to the transfer station. You can put Everything in your trash can if you can make it fit. Cut stuff smaller to make it fit, take more than one trash day if necessary (when possible).

, Oakwood East · 3d ago

How much more per month doesn't have \$0.00 option. WTH ?

, Oakwood East · 2d ago

I agree! What if people can't haul stuff off to transfer station? What about those elderly or handicapped people who just can't do it? Chop up that big stuff & hauled away. I'm sure if they could put it out at the curb on occasion, it would make life so much easier.

, Oakwood East · 2d ago

We had a few of those big dumpsters come to our neighborhood this summer, they were filled up within the 1st hour or two of being set in the parking lot. They never got emptied, so I don't see what the point was putting them there. If you weren't first in line, you were out of luck. You still had to haul your stuff to the parking lot. I was under the impression they would have emptied them a few times during the time frame they had them setting there.

, Oakwood East · 2d ago

Hey Robert, this last storm broke off about 5 huge limbs from the pine trees in my back yard. How do you propose I fit those in my small car to haul them off?

1 Thank

Chief Communications Officer Claudia Deakins

· 2d ago New

Thank you for all of your comments. We will share all of these along with the results of the questionnaire. Thank you for those of you who have taken the time to answer the questionnaire!

# Customer Preference for Disposal of Household Bulky Items – Facebook Comments:

thanks! I completed the survey.

i completed the survey.

Completed

PRAISE THE LORD we need this. The city would have a lot less couches sitting on corners if we had bulk pickup.

I didn't like having to answer how much I'd be willing to pay and which method I chose without knowing how often the service would be provided.

I agree. Also question #2 should have more options. Like; I'd prefer not to be charged another fee..

Yes! Question 2 is a trap!  
agree, why charge?

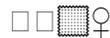
I'm not saying I'm not willing to pay, I would just rather the questions be switched, or quantities attached to costs.

It's a survey - not a contract

it'll become a contract when they use that survey to charge more fees on your water bill...

in order to get accurate data, the survey should be written appropriately.

maybe they take into account with the answer to the question on how many you would like them to do a year...so like if someone put yes I would like it 4 times a year and I'm willing to pay \$2 extra a month for those 4 times a year..maybe that's how they read your survey???



I guess. It just wasn't very clear.

What if the city stopped charging us on our water bill to help pay for OG&E's street lights while continuing to allow at least 2 free dumps a year? And gave us one free curbside bulk pickup a year? Just an idea..

I agree with that. I pay for a street lamp and the one next to my house hasn't worked in the 2 years I've lived here.

Okc , Yukon and Edmond has this

I like that it's convenient and I can take a big drop off whenever I need to 4 times a year I don't like the idea of big trash sitting on the corner for weeks waiting on the trashman to come pick it up while people dig through what they want and trash your yard

Completed. I would love to have both. I have to get someone to take my items now. I also like the idea to be split. Two drop off and two pick up would be nice. Maybe it would stop the people dumping big item trash on my road.

I love the split idea!

Both, two of each, with no extra fee.

would like to see it like OKC, monthly!

I prefer both options. Maybe 2 curbside pick-up a year as well as 2 free drop offs per year.

Everyone wants a big trash day like every other town/city does. Get with it MWC!

I agree

thanx did the survey.

Would like a monthly big trash day, not everyone has the means to go to the drop off site.

Are you going to pick up tree limbs from the ice storm?

incerely appreciate the efforts the City is making to improve Midwest City! Keep them coming!



We have big trash day because we are OKC. I can let you know when ours are (3D or 4th Wednesday's and you can bring it over here.

Why not offer both for those who may not be able to the station? ( elderly, disabled, or just don't have a truck to take things to station)



Since MWC has within the last year or two raised the sales tax to the highest in the region, passed a bond issue and raised the fees on our monthly services bill, I vote for \$0 additional charge for bulky trash. I would, however, agree to a small fee if and when I request a bulky trash pick-up.

Stipulations please. So you can tax us more?

Not everyone has ability to take big items to transfer station. I vote for at least 2 big trash pick ups a year.

Doesn't OKC have big trash day every month?

Yes

As Midwest city is part of okc ( my mailing address is defaulted to okc most of the time ) why can't we have the same options ? Big trash pick up , EMSA ambulance services ????

Why can't mwc offer those things ?

I like the idea. I have no truck or trailer to get big loads to the dump when i need it gone. Id even be willing to pay a small fee to have big trash dumpsters put out for a week every few months if thats easier.

Tried to do the survey but if you prefer to leave things "as is" you can't get by question 3 which asks about fees for a service you don't want??