

**Title/Subject: Days and Hours of Operation****Present Situation:**

The Jaffrey Transfer Station is open on Tuesday, Wednesday, Friday and Saturday. The Station is closed on the day after a holiday and re-opens two days after a holiday irrespective of what day that is (with the exception of Sunday).

Hours are 9am to 4pm except Saturday when they are 8am to 3pm.

**Other Places:**

Days and hours of operation vary greatly throughout the region. The number of days open ranges from a low of 2 days a week (New Ipswich and Troy) to a high of 6 days a week (Keene). 4 days a week is the most common.

The earliest opening hour is 7am (Keene and Swanzey). The latest closing hour is 8pm (Hillsborough).

Dublin: 2 days: Wed Sat 8am to 5pm.

Fitzwilliam: 4 days: Tues Wed Thurs 1pm to 6pm. Sat 8am to 6pm.

Hillsborough: 5 days: Tues Thurs Fri Sat 8:30am to 4:30pm. Wed 4:30pm to 8pm.

Hollis: 3 days (main facility): Tues Sat 8am to 5pm. Thurs 12 noon to 7pm.

Keene: 6 days: Mon-Fri 7am to 3pm. Sat 8am to 1pm.

Marlborough: 3 days: Wed 3pm to 7pm. Fri 8am to 1pm. Sat 8am to 3pm.

New Ipswich: 2 days: Tues Sat 8am to 5pm.

Peterborough: 4 days: Tues Wed Fri Sat 8am to 5:45pm.

Rindge: 4 days: Tues Thurs 10am to 7pm. Fri 1pm-7pm. Sat 8am to 3pm.

Swanzey 4 days: Tues and Fri 7am to 4pm. Wed 10am to 6pm. Sat 7am to 5pm.

Troy: 2 days: Friday 12 noon to 6pm. Sat 8am to 5pm.

Walpole: 3 days: Tues Thurs Sat 8am to 4pm.

Wilton: 4 days: Tues 7:30am to 5pm. Thurs 1pm to 5pm. Sat 9am to 5pm. Sun 8am to 12 noon.

**Survey Results:****Summary:**

Saturday is the busiest day; Wednesday the least.

The majority of respondents think the open days are fine as they are. However, the day most often mentioned as one respondents would prefer the Station to be open is Sunday. Thursday is the day least often mentioned.

A majority of respondents go to the Station in the morning. Midday is the next most popular; afternoon is the least popular.

A majority of respondents think the hours are fine as they are. Being open later was mentioned more frequently than being open earlier.

5. Which day(s) are you most likely to use the Transfer Station?

1	Tues	82	21%
2	Wed	70	18%
3	Fri	88	23%
4	Sat	149	38%

6. Are there other days that you would prefer the Transfer Station be open? If so, which one(s):

1	Mon	30	12%
2	Thurs	19	8%
3	Sun	52	21%
4	The day after a holiday	35	14%
5	Open days fine as they are	114	46%

7. At what time do you usually go to the Transfer Station?

1	Morning between opening and 10:30	128	49%
2	Midday between 10:30 and 1:30	82	32%
3	Afternoon between 1:30 and closing	50	19%

8. Would you prefer or find more convenient different hours?

1	Open earlier	14	6%
2	Close later	39	16%
3	Open and close at the same time every day (as opposed to the present system of opening and closing an hour earlier on Saturdays)	30	12%
4	Hours fine as they are	161	66%

**Relevant Survey Comments:**

Seven comments relative to days and hours of operation. A whole range including Monday through Saturday. Open Sunday. Should have evening hours.

**Additional Information:**

Traffic counts were conducted at the Station by the SW Region Planning Commission for the days Friday 1 August through Wednesday 6 August 2003. During this period the Station was opened on 4 days: Fri, Sat, Tues and Wed.

The daily vehicle counts are as follows:

Friday	262 vehicles	21%	Busiest hour: 10-11am	Least busiest: 3-4pm
Saturday	515	42%	10-11; 11-12 tied	8-9am
Tuesday	268	22%	9-10am	3-4pm
Wednesday	195	16%	11-12am	3-4pm

**Observations:**

Although a majority of respondents to the Survey indicated that things are fine as they are relative to days and hours of operation, it may be that most people tend to resist change and in general don't feel things should be tampered with when they seem to work reasonably well. Interpreting other questions and comments leads to the logic of making some changes.

## **Recommendations:**

**Of the Committee:** a. Establish uniformity in the hours the facility is open. b. If the day after a holiday is a normal operating day, the facility should be open. c. Consider the possibility of having the facility open on Sundays for limited hours.

## **Information Lacking and/or For Future Consideration**

Information on days and hours were not obtained from some area towns.