

## **Frequently asked questions about Lower Paxton's new leaf collection survey form**

### **Q: What is the purpose of the new online leafing survey form?**

**A:** The survey form aims to improve our service level by introducing new technology into an existing workflow. When a resident completes the survey to report leaves ready for pickup, it automatically goes into our dashboard, and the address entered is georeferenced as a green dot on the property on our map.

Our field crew designated to pick up these leaves carries a tablet so they can plan their routes for the day, and when they collect the leaves, they push a button, and the property shows up as a red dot instead of a green dot. This information updates instantly for our office staff to view on the dashboard.

### **Q: Do I need to fill out an online survey form to have my leaves collected?**

**A:** No! Curbside leaf collection is a free service available to Township residents, regardless of whether residents complete a survey. You only need to rake your leaves to within four feet of the curb or edge of the roadway, and our crews will eventually pick them up. Please do not rake leaves onto the road.

### **Q: How has the new application changed field operations?**

**A:** The Township has adequate equipment and staff to mobilize five crews in the field collecting leaves from the end of October into December and depending on the weather, early January. We separated the Township into quadrants, with one crew in each quadrant going "door to door" to collect leaves.

This year, the fifth crew is designated to pick up only the leaves reported through the survey.

### **Q: My neighbor completed the survey; I did not. How can it be efficient for them to skip my pile?**

**A:** There is a clear loss of efficiency when skipping piles, but we anticipate making up that efficiency many times over in other areas, such as staff time, fuel expense, and vehicle wear. This application allows residents to communicate their needs with us 24/7, and it has already significantly reduced the volume of phone calls from residents telling us leaves are ready for pickup.

When we get farther into the season and leaf piles become sporadic, we will rely more on the application than sending trucks out to scout neighborhoods and direct our crews where to go.

The bottom line is we have over 21,000 households in Lower Paxton Township and only five crews to collect leaves. We have no choice but to continue to use technology to maintain our level of service while keeping the tax burden low.

**Q: What if I don't have access to the internet?**

**A:** Call 717-657-5615, and we will get your information.

**Q: How many residents are using the survey?**

**A:** In its first month of use, we had approximately 1,250 surveys completed through the application.