

## Additional Survey Comments

The full comment record of 1,093 comments received from Qualtrics, social media, and phone [is available here](#).

The comments covered a wide range of topics, which include the following (some comments had multiple topics).

TOPIC	COUNT
Accessibility	130
Anti-Scavenging	49
Change is needed	113
Change is not needed	126
Cost/use of resources	55
Don't like any option	8
Environmental impacts	69
Expand recycling options	181
Illegal dumping	92
Longer notice period	45
Misc	10
Parking	16
Pro- Scavenging	181
Pro-Recycling	111
Scheduling convenience	90
Unsightliness	112

A small sample of representative comments in each category is included here:

### ACCESSIBILITY

*Many people were concerned with keeping the program accessible to use for elderly residents, or others whose physical limitations would prevent them from either self-hauling waste to the landfill; putting it into a dumpster; or otherwise bringing it further than their curb.*

- I always use this service that is provided. It helps me get rid of large yard waste and bulky items from my home. I am a single mom and work full time, so it is not convenient to go to the landfill. I am not bothered by the bulky waste on the streets, it is always cleaned up very efficiently and quickly. Maybe it is worse in other parts of the city. I am very grateful for this service!
- Most of us don't have a way to transport big stuff or we'd do it. It's not the \$20 cost. It's the fact that we can't fit an old couch in our car.
- I am elderly and can't haul things much further than the curb in front of my house.
- I am a huge proponent of abolishing the current program and replacing with something that better serves low income citizens who cannot get to the landfill.

## **ANTI-SCAVENGING**

*Some people do not like the scavenging of items from their piles, or the increased number of visitors to their neighborhoods that Neighborhood Cleanup brings.*

- I do not like the trolling that happens with cars riding through the neighborhood and picking off piles. Feels like the houses are being surveyed/watched as well at times....feels unsafe
- It is uncomfortable to have strangers driving slowly through the neighborhood, especially for those with young children, and I have also heard stories about people being harassed regarding items they have placed in their pile.
- People often go through other peoples trash looking for metal or other items of interest. This often results in glass, nails or other sharp materials in the street that can damage tires.

## **COST/USE OF RESOURCES**

*A minority of respondents are concerned with rising fees and do not believe the City should provide this service to residents; instead suggesting that homeowners work with private haulers to take care of their waste needs.*

- End the program and let me keep my own money to use for my personal disposal needs. No place for the State to be involved with on a taxpayer subsidized basis.
- I think people are way too spoiled by the current model of service. The city looks like a third world country half the time. Let people take their stuff to the landfill, then maybe they'll be more thoughtful about what they throw away. I've lived all over the country and have never seen another program like this.
- I would rather not have a program and pay less each month. When I do have stuff I can haul to the dump myself.
- Residents should be responsible for disposing of their own trash.

## **ENVIRONMENTAL IMPACTS**

*The survey briefly described the stormwater impacts the City is seeking to mitigate through a change to the current NCU program. Many residents let us know they care about the environment in broad terms.*

- The current program is convenient for residents that would otherwise pile up large items. But the system is abused by many, unsightly and environmental concerns abound.
- We are so happy that you are re-evaluating the current plan. This does not exist in other cities and is very expensive and bad for the environment. We have lived here for 10 years and never used it; however, it is a huge problem for cyclists, runners, a health hazard and all issues that you have brought up. Thank you!
- The county dumpster program works well and solves the waste water contamination issue and unsightly and untimely piles in the street.
- I think SLC has been a leader in the past with its NCU. I'm glad you are working on making the program better and more environmentally responsive.

## **EXPAND RECYCLING OPTIONS and PRO-RECYCLING**

*A large number of respondents favored our question of expanding the types of material that is collected—such as electronic waste—and want to support the City in recycling more of the material collected through Neighborhood Cleanup.*

- I would also like more hard to recycle events on Saturday- paint, computers, TV's.
- Green waste is the majority of what I put out for NCU. It would be better to have a more frequent separate green waste pick up and a much smaller bulky waste pick up. Electronics etc should not be in either plan.
- Earlier in the spring and later in the fall pickups would be best, especially for large bulky green items

## **ILLEGAL DUMPING**

*Many residents, particularly in west side areas, are concerned with the illegal dumping which increases during Neighborhood Cleanup weeks.*

- This has been such a problem for the last 20 years. It's good to know that others feel this way and my city Administrators are looking for a solution. We have a beautiful city and for a large part of the summer months we have piles of garbage in our streets. Resident are abusing the system leaving unsightly piles such as toilets, mattresses, electronics, etc. It needs to be addressed and alternative solution found. Thank you
- Can the Westside of the city have NCU start earlier? Tons of dumping happens on the Westside. So illegal dumping can go to the eastside because the illegal dumpers won't know where to go. The police don't do anything about illegal dumping, even if there is a license plate number.
- I enjoy the annual clean-up, especially for large yard trimmings. I use it occasionally for large household items. I do be frustrated with the illegal dumping that always seem to occur.
- The biggest problem with the program is the unwillingness or ignorance of residents to follow instructions. It clearly states on the mailer not to include electronics and that yard waste and mattresses should be separate. However, as soon as someone starts a pile, surrounding neighbors add whatever suits them, yard waste, furniture, smaller trash that could go in their bin, mattresses, and junk.

## **LONGER NOTICE PERIOD**

*Some respondents were frustrated by the short notice they have for the current program, as well as general confusion as to when their cleanup date is.*

- I think if we knew further than three weeks in advance we could plan projects for the summer better and be able to make better use of the pick up. I am not always able to plan my projects around the pick up time with such short notice.

- Clear notification of when the bulky waste pick-up dates are would be helpful. Somehow, we never seem to know until we see a neighbor's trash out and that often doesn't give time to plan ahead. I suspect this information is easily findable--but I haven't found it!
- I understand that you are trying to reduce illegal dumping, but it is difficult to plan ahead when the notice doesn't come very far in advance. I'm thinking mostly about large yard waste. There is not a good way to cut trees in advance and then haul them out to the street once the cleanup starts.

## **PARKING**

*A small number of respondents were most concerned about parking challenges related to Neighborhood Cleanup or the proposed options.*

- I live in the avenues and we do not have enough parking for there to be so many garbage piles. I absolutely agree it needs to be updated. Even one pile for every two blocks or something, just more coordinated.
- Current system is also a traffic hazard as it is difficult to see around the piles when backing out of a driveway.
- I always find loose screws and nails and other objects harmful to tires when driving around during and after the neighborhood pickup.

## **PRO-SCAVENGING**

*This comment was one of the most common responses to the survey. Many people—particularly in east side areas—appreciate the informal scavenging that occurs as a result of Neighborhood Cleanup. They question whether the City could better distribute resources and urged us to recognize the recycling this informal (though technically illegal) scavenging supports.*

- I think that there needs to be greater enforcement of the rules and penalties to those who just dump recyclable materials (boxes, cardboard), clothing, and general trash on the street. Much of that stuff can be recycled, or put into the regular garbage bins. Most scavengers are looking for metal. If residents were more careful in dividing up their trash piles, it would make easier for the scavengers to assist in recycling items from the pile. I think it might just come down to education and enforcement. This is a great benefit to the community and it's usually a few residents who ruin it for the rest of us. Ideally I'd like it if those who break/abuse the rules are punished, while keeping the program the same.
- The majority of the pickers are people of color. I wish we would legitimize that process for the pickers and move forward by keeping things as they are now: annual pickup with mixed waste but make it ok for the pickers to do their thing to.
- I know this isn't exactly legal, but one of the best things about this program is the informal recycling that happens--through the people who cruise for useful stuff, and valuable recyclables. (e.g. this year I set out a decrepit adult tricycle that I don't use--it was immediately swooped up by someone who'll fix and resell it; I have no way to get something like that someplace to donate it)

- Thanks for offering the service. Finding stuff from other homes is part of the fun
- I love the current system. Pile season is my favorite time of year, almost like Christmas. Way better, I hate Christmas. I've found several useful items during the seven years I've lived in the fair park neighborhood; large tree stumps, lumber, a vintage wool blanket, a kiddie pool, planters, just to name a few. I love how much "garbage" is kept out of the landfill.

## **SCHEDULING CONVENIENCE**

*A sizeable number of respondents were interested in the idea of having more scheduling flexibility with a City-provided bulky waste collection service. This was particularly the case for areas where their Neighborhood Cleanup comes at an inconvenient time for yard pruning, or falls in the middle of summer when many people are out of town.*

- We have had the week following July 4th for 2 years. It is much harder to gather green waste or do clean up in extreme heat. My understanding was that there was a rotation with a spring period and then a fall collection. I recommend not even scheduling cleanup for July. I feel like certain areas are given preferential treatment.
- The convenience of scheduling a pickup date would help us out tremendously with our busy schedules.
- Our collection month is always in the middle of Summer. If no other changes are implemented, I would like a rotating schedule for each neighborhood. The east side neighborhoods seem to always have their collection in the Spring time, while we get stuck with collection dates around Pioneer Day.
- Calling on our own schedule up to twice per year would be awesome for our needs, but I do wonder if other people will make use of it.
- I absolutely love the idea of being able to call twice a year!!
- I seem to always be out of town during the yearly pick up and haven't been able to utilize this service I pay for in years. I would very much prefer scheduling pick myself.
- I like the call 2 haul option. The unsightly piles on the curb for weeks at a time were disturbing to a new resident. I also like the idea of a pick up option more than one time per year - right now, I have to strategically plan projects that may have debris not fit for the normal weekly trash collection. Thanks for considering options.

## **UNSIGHTLINESS**

*This category included two types of respondents: those who dislike the current program and the unsightly piles on their streets, as well as those who believe the current program helps keep their neighborhood clean.*

- The collection is not healthy, blocks my small street, debris all over, contaminates the environment. Many items can fit in the barrels. I'm in favor of just getting rid of this service. Period.

- I'm very concerned that on-demand pickup would mean that any street is likely to have one or more large piles of trash at any time. This would be very unsightly.
- I'm always amazed at the amount of waste left at curbside to be picked up and I'm glad that the neighborhood takes advantage of the program to clean up their homes and yards.
- All the garbage on our streets makes our neighborhood and community look disgusting. I have had visitors for work the last 2 years and they said they wouldn't come back because they feel dirty by looking at all the garbage on the sides of the road
- I think a cleanup program like this is a good idea, in principle, but goodness people seem to take unfair advantage of it, don't they? The streets often end up looking quite horrible for days before the crew comes around. And with all that, it used to be much much worse, lordy, it used to be worse! Is taking a load to the dump so expensive that it's worth having piles of mattresses and broken furniture cluttering up the property for up to a year?
- Please keep the city cleanup just like it is...This is one of the biggest reasons we have a clean city that does not have excessive amounts of trash filled lots. Do NOT screw this up, otherwise we will look like Detroit in 20 years.
- Thank you for attempting a major overhaul of this program. I am embarrassed for people to visit our neighborhood within several weeks of the Cleanup, due to the large unsightly piles that appear too early or are placed too late. Even with improved education, this year has been a mess. I've reported multiple piles (sorry... Had to do it). I am a huge proponent of abolishing the current program and replacing with something that better serves low income citizens who cannot get to the landfill.

## **CHANGE IS NEEDED**

*Ultimately, almost equal numbers of comments indicated that Change is Needed and Change is Not Needed. Views seem to vary based on location of residence.*

- The current on street dumping is ugly, unhealthy and demoralizing for the neighborhood. I hate driving through my neighborhood looking like a war zone for six weeks in the summer...when people are out and about the most. Other parts of the city don't have this mess and neither should we.
- This has been such a problem for the last 20 years. It's good to know that others feel this way and my city Administrators are looking for a solution. We have a beautiful city and for a large part of the summer months we have piles of garbage in our streets. Resident are abusing the system leaving unsightly piles such as toilets, mattresses, electronics, etc. It needs to be addressed and alternative solution found. Thank you
- Thank you for offering this opportunity to comment. I personally feel strongly that the current program should be abolished. It is widely abused on the Westside, creates hazards for the environment and public health/safety, and is quite costly (\$860k+ annually). There is little empirical data to show that the program reduces illegal dumping. I also think it's important for people to bear

the cost of properly disposing of their waste. Let's put that money to better use!  
Thanks for the survey, SLC!

- Our street (Navajo & 200 S) sees a lot of illegal dumping, non-resident dumping and scavenging, and it becomes a major eyesore during our scheduled week. We've also noticed piles of trash collecting in abandoned lots and street corners. If we were able to schedule our pickups individually, I think it would result in a cleaner overall neighborhood and reduced illegal dumping and scavenging/non-resident dumping.

### **CHANGE IS NOT NEEDED**

*Ultimately, almost equal numbers of comments indicated that Change is Needed and Change is Not Needed. Views seem to vary based on location of residence.*

- This program helps people keep their yards and property free of waste that craps up yards in other cities without such a program. Do what you can to eliminate the environmental/stormwater runoff issue, and keep the program as close to as-is as possible. Run the street sweeping schedule to hit right after cleanup if dirty streets are an issue. People can deal with their block looking trashy for ONE WEEK of the year for the benefit of this program. It's convenient and I appreciate this service.
- This is one of the best programs the city offers. It gives neighborhoods a chance to clean up the neighborhood and hopefully take pride in their neighborhood!
- Don't change what is working.
- The current program contributes greatly to the overall appearance of the neighborhood and helps to prevent accumulations of trash and waste in yards. Please continue the program.
- The purpose of the "bulky" clean-up is to provide an incentive for residents to keep their yards and home free and clear of debris--it's purpose was founded on health and safety reasons. We need to keep it simple and easy. The crews clean up the piles quickly and the piles provide an incentive to start my clean-up. I also like the randomness of the scheduling--sometimes in spring sometimes in fall. I have no issues with the current program.