

Default Report Last Modified: 2019-12-10 10:50:48 MST	Comment Tag 1	Comment Tag 2	Comment Tag 3	Comment Tag 4	Comment Tag 5
Q10 - Please tell us why you have not used the Call 2 Haul program					
	Comment				
I heard that scheduling the pick up had an extremely long wait.	Heard the wait				
Haven't had anything to haul away.	Not needed				
pain in the *, go back to street clean up	Inconvenient	Return to NCU	Language		
Didn't allow pick up of the type of large items we needed removed	Too restrictive				
I wasn't sure how the program works	Confused on how				
We have not needed it yet.	Not needed				
I have not had large items to dispose of.	Not needed				
I find this program cumbersome to use so I haul most things myself. This is getting more difficult as I age.	Inconvenient	Self-haul			
Have not needed this service	Not needed				
Haven't had any junk to haul away since the city moved to this program.	Not needed				
I haven't needed the service yet	Not needed				
Have heard that it can take weeks for the waste to be collected and don't want items in front of my house for a long period of time.	Heard the wait was long				
Far too inconvenient	Inconvenient				
haven't got around to it. I've heard it is hard to get an appointment. Preferred the regular cleanup days.	Scheduling is a barrier	Heard the wait was long	Return to NCU		
First Time Home Owner	Just moved in				
DID'NT KNOW ABOUT THIS	Not aware of it				
No needed this past year but hear it is an extended wait to schedule	Not needed	Heard the wait was long			
I did not have enough items to have a truck make a trip only to my home. I would like to know if this new process is less expensive than the former annual neighborhood cleanup when a truck would make one trip for the whole neighborhood. I also liked the periodic collections for electronic waste. I think it is more efficient if the collections are more consolidated for specific items or locations.	Not needed	Bring back e-waste collection	Inefficient		
I have not had big items to get rid of	Not needed				
Haven't had the need, but like that it is available.	Not needed	Likes C2H			
It seems very inconvenient and we have heard that it takes a long time for this service to happen once it is scheduled.	Inconvenient	Heard the wait was long			
Worthless	Dislikes C2H				
Worthless - Yearly PU with Civil 9.16 Enforcement	Dislikes C2H	Return to NCU			
Worthless - Need Yearly PU	Dislikes C2H	Return to NCU			
Worthless	Dislikes C2H				
No need. But used the buns in previous years.	Not needed				
Tried to but it was wrong time of year.	Misc				
Have NOT needed it yet.	Not needed				
Have not gotten around to it.	Not needed				
Have not had a need yet.	Not needed				
Items that used to be placed curbside for the yearly pickup are not accepted now.	Too restrictive				
We've heard there's a very long wait time. For large items that are worth saving, we just haul them to recycling centers. See my earlier comment: we MISS the regular once-a-year neighborhood pickup!!	Heard the wait was long	Return to NCU			

Too difficult to schedule a pickup.	Scheduling is a				
Have not needed it yet.	Not needed				
I forgot about it. I much preferred the old system.	Forgot about it	Return to NCU			
Don't have anything to haul currently	Not needed				
We have only lived in SLC for 1 year. We have not had any bulk items to dispose of yet.	Just moved in	Not needed			
Not aware of it.	Not aware of it				
Too long of a delay between request and availability	Need more				
Haven't needed it yet	Not needed				
no junk to put out	Not needed				
I am not sure how to use it	Confused on how				
We haven't used it at this time.	Not needed				
We preferred the old system because of the inherent re-use that takes place (drive arounds by people)	Return to NCU	Misses scavenging			
Have not had the need to use it yet.	Not needed				
I didn't remember the details of how to use it.	Confused on how	Forgot about it			
I was told by neighbors that there was a long delay -- weeks -- to schedule a pick up. So arrange for private hauling.	Heard the wait was long				
I scheduled pick-up twice and then decided to keep my mattress and box springs longer. Really appreciate that this replaced the City Cleanup.	Likes C2H				
Not needed	Not needed				
Ended up having a family member haul stuff away. Will definitely be using it in the spring though.	Self-haul	Likes C2H	Planning to use it		
have not had any items to be removed; have heard mixed experiences with this newer service	Not needed				
Prefer old curb pile program	Return to NCU				
If it was the neighborhood pickup the stuff I'd put out people would take. Now everything goes to landfill. Also when the date is set for the neighborhood pickup I'll get stuff out there. I've called this number for call 2 haul and it's booked too far out.	Misses scavenging	Need more immediate service	Scheduling is a barrier		
Because in a single woman in my seventies. I liked it before. Then i could take out a little at a time. Its hard to find anyone to help ne the new way .	Return to NCU	NCU is more accessible			
when i called you were booked up well in advance i preferred the yearly neighborhood pickup	Need more immediate service	Return to NCU			
Did not need it	Not needed				
Donâ€™t have bulk items to throw away	Not needed				
not much to throw away	Not needed				
I don't have anything large to get rid of.	Not needed				
I do not have any large items currently that I am trying to get rid of.	Not needed				
The previous curbside program with different pick up times around the valley allowed resourceful people to upcycle materials before they were picked up. It was an economical and smart way to share resources rather than have everything go to the dump. I used the old program, I canâ€™t see us using this program.	Misses scavenging	Not needed	Return to NCU		
Haven't had anything yet.	None				
Did not need this year	None				
inconvenient	Inconvenient				
My neighbors tried to use it and they never picked up their waste. They eventually took their waste to the dump on their own.	Service complaint	Heard negative things			
seems a lot of fuss and coordination for a relatively small volume of material - we'd not fill a bin on our own.	Not needed	Inefficient			
I am aware of this service, but have not needed it as of yet.	Not needed				

I could not put the items out on the specified day in the specified manner. It had snowed and the snow plows had made a huge pile making it impossible to put things out.	Service complaint	Reexamine			
haven't had anything to haul	Not needed				
Have not needed it yet, but glad to know that I can!	Not needed	Likes C2H			
I haven't needed to use it.	Not needed				
Have not needed this service. In the past we have used the annual large item trash haul that Call 2 Haul replaced.	Not needed				
I have not yet had the need for this type of removal.	Not needed				
Too many restrictions and just a pain to use. Previous method was better.	Inconvenient	Too restrictive			
I did not take the time to call and set it up.	Scheduling is a				
Have not had a need yet.	Not needed				
Don't like the Call 2 Haul program. We want the scheduled pickup reinstated.	Dislikes C2H	Return to NCU			
No need, yet.	Not needed				
No need	Not needed				
No need	Not needed				
Thus far, no need.	Not needed				
I haven't done a large clean up since you did away with the old curbside piles.	Inconvenient				
I have been able to break down what I need hauled of so that it fits into existing cans even if it takes more than one week to hold it all.	Not needed				
I haven't had the need. But Republic in Las Vegas does this every 2 weeks! Every 2 weeks! Without having to make an appointment. Don't act like this is a big deal or something special. Republic does it there every other week!	Not needed	Service suggestion			
too many restrictions	Too restrictive				
I haven't needed it since it's implementation and I have removed deteriorating trees that have been causing problems in wind storms.	Not needed				
Only recently learned of it. Like the idea. Probably keep the scavenger hunt antics down too. Good. Will use in the future.	Likes C2H	Disliked scavenging	Not aware of it		
I do not have excessive bulk items that need to be disposed of.	Not needed				
My neighbors have complained it has not been efficient and timely	Heard the wait				
I liked the scheduled pickup once a year. I still plan on using this Call 2 Haul service	Return to NCU	Planning to use it			
We have not had the need yet.	Not needed				
I have a few items not able to be put in regular cans but not enough to request Call 2 haul. I have things that could be useful to others who used to pick them up when they were piled in front of the house	Not needed	Misses scavenging			
I just drive these things to the landfill. Used to use the once a year curb side pickup. Thought that was a great program.	Self-haul	Return to NCU			
It was A LOT more convenient when scheduled in advance by neighborhood. Just don't seem to have time or energy to line up the service for one person, me.	Inconvenient	Scheduling is a barrier	Return to NCU		
Tried to organize neighbors to do just one pick up, I didn't think you could put electronics in the call 2 haul--I'll do it this spring	Likes C2H				
timing. I have heard a lot of issues with it	Heard the wait				
We typically used the curb side pick up when it was available. We will use it in the future as needed. It seems like a lot of running around rather than doing it by the old neighborhood pickup. Have there been cost comparisons? I prefer whatever way is the most cost productive.	Budget impact				
The requirements for the yard waste were too strict for us to use with out neighbors to cut down their box elder trees. We ended up getting several extra cans and doing a run to the dump instead.	Too restrictive				
Have not yet needed the service, but very glad it's available!	Not needed	Likes C2H			
I have not had the need yet	Not needed				

was not aware of it	Not aware of it				
Looks tacky	Misc				
Heard it was not as convenient as old week period pick up	Heard negative				
I preferred the previous program. This one in place is inefficient and the wait to get anything picked up, is a nightmare.	Return to NCU	Inefficient	Dislikes C2H		
I have not had any large bulk waste items but will use this service in the future when I do.	Not needed	Likes C2H			
No need	Not needed				
I am disappointed that you stopped the community clean-up. It encouraged people to clean-up. Also people used to go around the neighborhood and take things from the curb that did not then end up in the landfill.	Return to NCU	Misses scavenging			
Have not needed yet	Not needed				
I have needed it yet. Have used prior once-a-year curbside pickup many times	Not needed				
timing was not right. Easy to schedule , i was not ready for the pickup and had to cancel	Likes C2H				
It's a good thing, but folks I know are hauling their stuff to the landfill.	Likes C2H				
Not as convenient	Inconvenient				
I have not had sufficient items to warrant calling for this service	Not needed				
Not a good program! The previous program allowed people to plan for the yearly pick up. Once and done. This year I saw Locations that had called for a pick up and mattresses were on the street for weeks.	Dislikes C2H	Inconvenient			
Have not had a need	Not needed				
I did not have anything that did not fit in my garbage can this year	Not needed				
Don't have enough to justify a pickup, and heard have to schedule far in advance. Seems most prefer the old neighborhood pickup (even though they complained about that too).	Not needed	Heard the wait was long			
Plan to use in future. Haven't needed it yet.	Not needed	Likes C2H	Planning to use it		
We used to use the annual curbside program, but haven't really had the need to use the Call 2 Haul.	Not needed				
Have not needed it yet, but may in the future.	Not needed	Likes C2H			
"Round peg in a square hole"!	Misc				
No large waste items from our household	Not needed				
Did not have items that would qualify as part of the program	Not needed	Too restrictive			
We just never accumulate enough to bother to call. Also, we have a truck and head to the landfill every now and then. It was a bit easier to use when it was offered 1 or 2 x per year.	Not needed	Self-haul			
We used the old given date program for years. Call2Haul added some complexity we just never got it together	Inconvenient	Scheduling is a barrier			
Too much effort. I preferred the city curbside waste pickup program that used to be in place.	Inconvenient	Return to NCU			
I haven't used the program yet because due to reduced pile size I have to "pick" which items will go in the once yearly ha. I am disappointed that the pile size has been reduced. I understand the reasoning behind it but still wish the pile regulations were bigger.	Inconvenient	Too restrictive			
Haven't needed	Not needed				
Haven't needed to have anything hauled off.	Not needed				
Seemed like a hassle to arrange	Inconvenient	Scheduling is a barrier			
Never need to use it.	Not needed				
Extra yard waste container was enough	Not needed	Likes extra leaf bins			
I rarely ever have anything large to get rid of and if necessary will haul it to the dump myself since the annual street piles are no longer allowed.	Not needed	Self-haul			
Seems complicated. I preferred it when there was a notice a few weeks ahead of time when there would be a pick-up.	Inconvenient	Return to NCU			
I have not had large items to be hauled away. Small items I take to the dump.	Not needed	Self-haul			

We aren't self motivated to clean up. The assigned day was helpful to spur us on.	Inconvenient	Scheduling is a barrier			
I have not needed it as of yet	Not needed				
I do not have extra what ever that I want to throw out.	Not needed				
It is difficult to coordinate with work schedules.	Inconvenient				
Have gone to dump ourselves. Loved the neighborhood pick up the way it was. Many people came through the neighborhood and recycled discarded items. It worked very well. This change was unwelcome.	Self-haul	Misses scavenging	Return to NCU		
Was not aware of electronics, appliances and tires were items for pickup	Not aware of new				
I should have at my rental property but I ended up paying extra to my tree trimmers to dispose of the large branches. Other than that, I haven't had a need.	Not needed				
I have not had those items in need of disposal	Not needed				
The annual street collection program helped promote cleanout.	Inconvenient				
have not had any items that needed to be hauled at this time	Not needed				
don't have the volume of refuse necessary, brown and green cans meet my needs	None				
I just haven't gathered items together to be hauled	Haven't gotten				
I have missed the original once a year large garbage pick-ups and find the Call 2 Haul program frustrating.	Return to NCU	Dislikes C2H			
Just never had enough large items to warrant it	Not needed				
It's too much effort to set up and has too many restrictions as compared to the former program which I loved	Inconvenient	Too restrictive	Return to NCU		
The service is inconvenient and too restrictive.	Inconvenient	Too restrictive			
I just didn't get on board... used to old way.	Misc				
Have not had to get rid of large items as of yet.	Not needed				
I haven't needed it.	Not needed				
No need to. Preferred old program of scheduled haul programs.	Not needed	Return to NCU			
I preferred the scheduled pick up. The word on the street is that it's not very good.	Heard negative				
Everything has fit in the small garbage can so far.	Not needed				
because i would like it to go back to annul clean up. it help keep slc property's clean. I know it was changed to call and haul to save money but were is the money going?its just not convenient	Return to NCU	Inconvenient			
Not needed yet.	Not needed				
Didn't have a need this year	Not needed				
I have just gradually put things in my usual trash containers.	Not needed				
have heard from other neighbors that it was taking a long time to get call 2 haul to come	Heard the wait				
Haven't needed it yet	Not needed				
The curbside yard waste cans are usually sufficient	Not needed				
Have not needed it, yet.	Not needed				
No need	Not needed				
no need	Not needed				
Used the curbside collection service in the past, but not this past year when Call 2 Haul was initiated.	Misc				
I don't think about it	Forgot about it				
Waiting until the holidays	Misc				
I have tried to dispose of things other ways. I have also been hesitant to use up my "once a year" option and so I don't use it at all - yet.	Not needed				
I haven't needed it since it has been implemented but think it is a great program.	Not needed	Likes C2H			
I haven't had a need to use the service.	Not needed				
Have not yet needed it.	Not needed				

Too long to wait to have a pickup. Like the old system where we had a scheduled week for pickup. Seems very wasteful to have a crew go to one house then to another house on another block.	Need more immediate service	Inefficient	Return to NCU		
convenience of SLC city dump	Not needed	Self-haul			
I don't like having to schedule and then waiting. Its too far out for scheduling and seems very wasteful with a crew going to one house, then across the way to another house. Much preferred pre-scheduled time for the neighborhood pick up each year, like SLC used to do.	Scheduling is a barrier	Inefficient	Return to NCU		
it's embarrassing	Misc				
I had nothing to dump that could not be donated.	Not needed				
Because I called noone showed up for 4 weeks	Need more				
Inconvenience long wait times	Need more				
I can fit everything (eventually) in garbage or the recycling bin. If I have too much to put in those I am not averse to holding some for the next week	Not needed				
I use commercial dumpsters at the nearby apartment complex, or break things up to fit in the existing containers.	Not needed				
No large items yet	Not needed				
Because its a pain to set up.	Scheduling is a				
I have not yet had the need for this program.	Not needed				
I don't have any junk to get rid of. I am very frugal and only have the things I need.	Not needed				
Procrastinating call to set up.	Scheduling is a barrier	Haven't gotten around to it			
I've not had a need to use this service.	Not needed				
Didn't know about it	Not aware of it				
No need	Not needed				
I have been able to get along with the yard-waste can so far	Not needed				
no need so far	Not needed				
haven't needed to	Not needed				
I haven't needed to use this service yet.	Not needed				
have to search for the number and hope someone can come and help move items if needed - due to illness it has not always been convenient to track down phone numbers and try to pick a date that someone could come....the old program provided notification via mail and at first took all of these things too	Scheduling is a barrier	Inconvenient			
Haven't had the need to yet.	Not needed				
There hasn't been a need yet. We will use it if the need arises.	Not needed				
Inconvenience. Typically households rarely have a bigger load but just one smaller item, i.e. a old radio.. does one really call for that?	Inconvenient	Inefficient			
I haven't had much to toss lately that wouldn't find in the normal can. Maybe I can use it in the future for all the recycling content you refuse to recycle now just to get some use out of this program that we are paying for.	Not needed				
Less convenient then neighborhood pickup	Inconvenient				
I haven't gotten items together yet, I am hoping to during 2020.	Haven't gotten				
I have not needed this service since Call 2 Haul program started.	Not needed				
Have no needed it yet but plan to use in the Spring	Not needed	Planning to use it			
We usually haul our own garbage away	Not needed	Self-haul			
So far hasn't been compatible with my schedule	Inconvenient				
I haven't needed to.	Not needed				
Didn't have sufficient amount of bulky items.	Not needed				
Because I want to save my one day per year for a time when I really need it.	Planning to use it				
no need yet	Not needed				

i do not have enough junk yet. besides i park on the street, so there is no where to put big objects except at the end of our coul de sac street.	Not needed	Service complaint			
It is a pain to try to coordinate	Inconvenient				
Have not needed it yet -- but will in the upcoming year!	Not needed	Planning to use it			
We do not have any of these items to get rid of	Not needed				
I haven't generated any large waste items since the program went into effect.	Not needed				
Haven't needed to yet.	Not needed				
No need at the moment	Not needed				
Iâ€™ve heard it is difficult to schedule and restrictive. I liked the old program and miss it.	Heard negative	Return to NCU			
It takes too long to set up and I don't think it is convenient or works	Inconvenient	Scheduling is a barrier			
We haven't needed to recently but will use it if we have a lot of big stuff again. We have been able to make do with extra compost bins for big pruning efforts.	Not needed	Planning to use it			
I really liked the once a year pre scheduled neighborhood pick up. Since you stopped that program we have not used your new services. The old program made us more motivated to get things gathered.	Return to NCU	Scheduling is a barrier	Haven't gotten around to it		
Haven't had the need	Not needed				
Because the wait for pickup is too long. I preferred the once yearly spring cleaning pick up that existed before this program.	Need more immediate service	Return to NCU			
Have collected items, but just never called. Used to use the curbside collection once a year for this. Plan to use it again and love the service.	Scheduling is a barrier	Planning to use it			
I am aware of this service. I have not used it since I have small amounts of things that need to be hauled throughout the year. So I've been saving up my one time service option in the event I have a lot at once that needs hauling away.	Not needed	Planning to use it			
No need, but I woannuld. I liked the scheduled waste haul that came once a year better	Not needed	Return to NCU			
haven't had material to haul	Not needed				
Most of my stuff can be put into the regular containers.	Not needed				
I would rather the City do a collection at a schedule time for the entire neighborhood areas. It's just easier to plan with the scheduled pick up program.	Return to NCU	Scheduling is a barrier			
Have not had a need yet but I will - trust me!	Not needed	Planning to use it			
I don't normally have enough to call.	Not needed				
Haven't needed it & seems like a hassle to figure out how to use it.	Not needed	Inconvenient			
The old system was much better and far more user friendly!!!	Return to NCU				
Inconvenient	Inconvenient				
It is not a convenient service. The old one was much better	Inconvenient	Return to NCU			
No need yet	Not needed				
Havenâ€™t needed it	Not needed				
I miss annual clean up and have not used the Call 2 Hall program.	Return to NCU				
Inconvenient, not sure of all the "rules", lost the number.	Inconvenient	Scheduling is a barrier	Too restrictive		
No need	Not needed				
I preferred the previous annual pick up!	Return to NCU				
I didn't have anything I need removed this year.	Not needed				
It is too much trouble. I so miss the former program where we could put stuff out a week or two in advance and have done with it. I am well aware that people abused this service but I was not among the abusers. It's kind of like how I feel about speed bumps in my neighborhood: I am being punished by these annoying bumps because other people will not follow the rules. Grrrr.	Inconvenient	Return to NCU			

Have not needed it	Not needed				
it is new, we are used to the yearly pick up but plan to use it this year	Planning to use it				
did not need the service	Not needed				
I keep putting it off. . .hoping to gather up more items to discard (but doesn't happen)	Planning to use it	Haven't gotten around to it			
Feels more burdensome to take advantage of this benefit than the previous program.	Inconvenient				
I need more than 24 hours to collect tree limbs at the curb side	Inconvenient	Time limit is too restrictive			
Haven't needed it yet.	Not needed				
Preferred the old way, it was easier and encouraged more ppl on my street to do so. Only one person on my block have utilized the new program, everyone on the street used to use the old method	Inconvenient	Return to NCU			
I don't feel like I have enough to haul. I wish we had the curbside one again.	Not needed	Inefficient	Return to NCU		
have not needed it	Not needed				
Not needed for me, I'd be more likely to salvage material on big trash pick up day.	Not needed	Misses scavenging			
I forgot about it. I do not have as much large items to haul of late.	Forgot about it	Not needed			
too much work and i feel that it is not worth the effort	Inconvenient	Not needed			
I haven't needed to.	Not needed				
No need	Not needed				
have too little stuff to call somebody to pick up	Not needed				
Previous neighborhood cleanups have cleaned me up. No big jobs recently.	Not needed				
I've never had anything big enough to qualify	Not needed				
Not yet needed.	Not needed				
I don't have a lot of big items to throw away, as I am trying to make a minimal impact.	Not needed				
Relatively new to SLC.	Just moved in				
I haven't needed to yet. I try to nip that in the bud on the other end by not acquiring a ton of stuff I then have to get rid of. I will use it when I need to. I used to use the once a year scheduled bulk pickups when necessary.	Not needed	Planning to use it			
have not needed to use it yet	Not needed				
Have not had the need so far	Not needed				
We have not had the need	Not needed				
no need for it	Not needed				
I had a private contractor haul my junk	Not needed	Use private hauler			
To many conditions	Too restrictive				
unprepared to pull stuff to curb this year...yet....	Haven't gotten				
Preferred the annual area pickup where you could plan ahead for a specific time that was preset.	Scheduling is a barrier	Return to NCU			
Scheduling service does not work with our busy life. A set date where we know the day ahead of time works better for us.	Scheduling is a barrier				
I heard it was hard to schedule and usually months out before someone could come.	Heard the wait				
Without an annual fixed neighborhood cleanup week to plan for, procrastination goes on forever.	Haven't gotten around to it				
I don't know how it works.	Confused on how				
I do not understand how it works	Confused on how				
Didn't know contact info	Scheduling is a				
I have not needed to yet.	Not needed				
I don't need it regularly	Not needed				
I miss the old curbside pick-up once a year	Return to NCU				

I have not had anything large needing to be disposed	Not needed				
Haven't needed it	Not needed				
We used to use the once-a-year neighborhood cleanup which was really motivating for an annual household cleanup. We just haven't gotten around to Call 2 Haul, yet. Don't have enough stuff to justify a scheduled pickup. Occasionally rely on other resources: Habitat for Humanity, the mattress recycling company, trips to the dump, etc.	Not needed	Haven't gotten around to it	Inconvenient		
Don't need it	Not needed				
Have donated our large household items or put them in receiving bins. Small items in garbage.	Not needed				
I first need to take the time to go through belongings and discard items	Haven't gotten				
No past nor current need. Perhaps in the future sometime.	Not needed				
I have to stack a pile of stuff to make it worth while.	Not needed				
Preferred the previous solution	Return to NCU				
haven't had a need.	Not needed				
No need yet. But we are aware of the program and support the switch for its goal of protecting water quality, and helping prevent pollutants from entering the storm drains. One downside is losing the "scavengability" of the big piles in the street! Which (I assume) helped to keep things out of the landfill and encouraged reuse.	Not needed	Likes C2H	Misses scavenging		
Haven't needed it yet.	Not needed				
I wasn't sure what they would take	Confused on how				
No need yet	Not needed				
We have not needed it yet, but plan to use it.	Not needed	Planning to use it			
Haven't needed it	Not needed				
I haven't had a need as of yet	Not needed				
nothing to dispose of	Not needed				
Too much hassle; like the old system better	Inconvenient	Return to NCU			
I have never had enough to haul away but could have in the future.	Not needed	Planning to use it			
To coordinate to get stuff removed from property has to be planned just right, always other stuff takes priority and gets pushed back.	Haven't gotten around to it				
Extra step and waiting for a date	Inconvenient	Scheduling is a barrier			
Haven't had a need.	Not needed				
Haven't had any use for it yet	Not needed				
Because I was not sure how that works	Confused on how				
Did not know how to	Confused on how				
I preferred the semi-annual dumpsters for convenience, and thus have elected to just haul stuff away on our own	Self-haul				
No need for hauling	Not needed				
I've heard lots of bad stories from neighbors	Heard negative				
No large items for disposal	Not needed				
N/A	None				
not convenient	Inconvenient				
We haven't enough large items to use it yet. The once a year bulk pick up was more convenient because our bulk waste is usually quite small.	Not needed	Inconvenient			
		Heard negative things			
Not as convenient as the neighborhood pick up. I heard nightmare stories from friends.	Inconvenient				
nothing to haul yet	Not needed				
we are lazy	Haven't gotten				

The program seems very restrictive in what they accept, and I seldom have enough garbage to warrant a pickup.Also, I have heard from neighbors that it takes forever for a pick u p to be scheduled.	Too restrictive	Not needed	Heard the wait was long		
I am completely dissatisfied with the new program. First, it seems to be more cost effective to send trucks to one area at one time period as opposed to the new program where trucks are dispersed in different directions on a daily basis to collect small or partial loads for one home. This also holds true for air pollutions to be increased using this method. Secondly, I noticed when we all had a specific collection day(s) when everyone would put their unwanted items out to be thrown away, I saw many people drive through neighborhoods collecting items of value that they want to reuse instead of get thrown into the landfill. I felt that benefitted others as well as the unnecessary landfill deposits.	Inefficient	Misses scavenging	Return to NCU		
Seems like a lot of work. No deadline means it gets pushed to the bottom of my to do list --- it's a personal problem :)	Inconvenient	Haven't gotten around to it			
not needed	Not needed				
It was more convenient to put it out one day of the year for my entire neighborhood.	Inconvenient				
We haven't been organized enough to plan for it.	Haven't gotten				
Haven't had a need	Not needed				
haven't been well enough to do any clean up	Misc				
No need	Not needed				
I have not had the need for this service at this time.	Not needed				
As I understand it, I have to haul my stuff out to the curb on 1 day for it to be picked up the next day. I can't pull all the stuff I want rid of to the curb in1 day because I am old and have a bad back. I need several days to do this. The old neighborhood clean up allowed me up to 10 days to do this job.	Time limit is too restrictive				
how much trash does one need to keep at one's house that you need to have it hauled in large loads from the front of one's house. One should keep household and yard clean year long and not build up so much crap that you need to have this service. If you want to look at a great way to deal with this.....check out how SALT LAKE COUNTY handles this issue. It works great and is less of a hassle of everyone	Not needed				
I haven't had big limbs to haul away in the last couple of years.	Not needed				
Haven't needed it yet	Not needed				
We have not had a sufficient load to pick up - no recent tree work, no large furniture/appliance items	Not needed				
no need yet but will at some time	Not needed	Planning to use it			
Haven't needed to.	Not needed				
haven't needed it	Not needed				
I haven't collected all the things to have them come	Haven't gotten				
felt cumbersome	Inconvenient				
I prefer the old neighborhood cleanup program. Knowing the trucks were coming motivated me to get my big cleaning projects done.	Scheduling is a barrier	Return to NCU			
too little bulk items	Not needed				
we have not done a huge clean out of our house recently. but we will	Not needed	Planning to use it			
No need to date	Not needed				
Just haven't had the need to use it.	Not needed				
I didn't not have any large items that needed hauling away	Not needed				
Put the old system back in place.	Return to NCU				
I go to the landfill not very often	Not needed	Self-haul			
The dump is close enough	Not needed	Self-haul			

hard to know when we will need it and whether one can be available at that time	Scheduling is a				
Because the things I need to get rid of (tires, large tree limbs, construction waste) they won't take.	Too restrictive				
Have not had a large object to haul away yet.	Not needed				
Everyone tells me that it is either impossible to get an appointment, or if they do, the haulers don't show up. I really miss the old service where we got a card telling us when our week was, and we would put things out. I also believe that method encouraged scavengers who took things to reuse and recycle.	Heard the wait was long	Return to NCU	Misses scavenging		
Thought it was not free	Confused on how				
Because we don't have anything for them to haul, we only use the garbage, recycling, and composting.	Not needed				
Not convenient for me.	Inconvenient				
I tried but the rules and system is not convenient. Please go back to previous system	Inconvenient	Too restrictive	Return to NCU		
sounds like a pain...and because parking is getting so difficult, I'm not a fan. would rather be inconvenienced once a year, than, whenever	Inconvenient				
It's a pain to call and schedule I'd rather the cleanup days like they used to do.	Scheduling is a	Return to NCU			
I haven't needed to get rid of bulk items yet.	Not needed				
Have not needed this service to date.	Not needed				
No Time to prepare for Pick Up	Haven't gotten				
Not as easy as the once per week previous process	Inconvenient				
It was easier to plan for when they came once a year for curbside neighborhood cleanup	Scheduling is a				
haven't needed to use it	Not needed				
It's become so much more complex than the annual cleanup we used to enjoy. It seems like the city just took the money and diverted it to something else because they made this new program so complex that nobody will use it. I never see any neighbors using this cleanup, but when we had regular cleanup there was strong usage. I'd rather just have my tax dollars back.	Inconvenient	Too restrictive	Budget impact		
If we have more or bigger stuff that doesn't fit into our 40 gallon container, we take it to the dump.	Not needed	Self-haul			
Have not needed it. Again, this is an extra service that should be individually charged.	Not needed	Budget impact	Should be a fee-for-		
please reinstate the one week a year curbside pickup ... much more helpful	Inconvenient	Return to NCU			
No need, homeless take it and pile it up downtown and on State Street for free.	Not needed				
Haven't had enough to call. Will probably try this year.	Not needed	Planning to use it			
Not needed	Not needed				
Not enough to use	Not needed				
Just haven't scheduled it. I preferred the old bulk waste process where the city set the schedule.	Scheduling is a barrier	Return to NCU			
It's a bit more effort to itemize, schedule, call, etc.	Scheduling is a				
Didn't need it this year	Not needed				
i have not had enough waste to warrant the use of a large container	Not needed				
I haven't had anything to haul.	Not needed				
No need to as of yet	Not needed				
Didn't need	Not needed				
Haven't needed to get rid of large items	Not needed				
Not enough trash to use it	Not needed				
I prefer the old, "once a year" program.	Return to NCU				
Never needed to	Not needed				
I like the idea of a once a year pick up better	Return to NCU				
Procastination	Haven't gotten				

Used to the old neighborhood cleanup system, end up taking things to DI or the dump ourselves	Not needed	Self-haul			
because they come yearly and pick that stuff up already	Not needed				
Cumbersome and wait time is excessive.	Inconvenient				
It was sooooo much easier when I could count on a specific time every year for the collectuion to take place. I really don't understand why it had to changed.	Inconvenient	Return to NCU			
We haven't had the need	Not needed				
Don't have enough stuff to use it	Not needed				
It's less efficient that the old system, uses more fossil fuels, and means that trash can littering the street anytime of the year.	Inefficient				
older established household mostly unnecessary	Not needed				
more trouble than it's worth	Inconvenient				
this is not useful the annual pickup was better.	Inconvenient	Return to NCU			
Have not needed it yet	Not needed				
It was MUCH easier to use when there was a scheduled pickup date.	Inconvenient	Scheduling is a barrier			
Take stuff on my own.	Not needed	Self-haul			
Just haven't. I've put stuff in Neighbors piles.	Not needed				
Used neighbor trash haul.	Not needed				
It is too hard to get the time set up.	Scheduling is a				
Too complicated and too long of a wait. I loved the old prescheduled pick up program instead.	Inconvenient	Too restrictive	Heard the wait	Return to NCU	
		Scheduling is a barrier			
I haven't wanted to deal with making arrangments	Inconvenient				
I added the few items I had to my neighbors pile when they called	Not needed				
Haven't needed it	Not needed				
Not needed yet. Try to reuse as much as possible	Not needed				
Liked the old clean up plan time management can be limited	Return to NCU	Scheduling is a barrier			
No need	Not needed				
Not convenient as neighborhood clean up.	Inconvenient				
Haven't had large enough items to get rid of	Not needed				
Found alternative methods. Will use it soon, though.	Not needed	Planning to use it			
Because we have heard it's almost impossible to get on the schedule!	Heard the wait				
I heard from several of my neighbors how difficult it is to use.	Heard negative				
the once a year pick up worked better for me because of the deadline. i need to be pushed!	Scheduling is a barrier	Haven't gotten around to it			
Just haven't thought about using it	Forgot about it				
I need it but I just have not used it yet	Haven't gotten				
Pain in the butt	Inconvenient				
We prefer the once yearly pick up	Return to NCU				
I prefer spring and fall cleanup dates. Without that I sometimes fill my garbage can with green waste.	Return to NCU	More bulky green waste			
I need to but haven't yet	Haven't gotten				
I am worried about needing it more than once a year, so keep delaying.	Haven't gotten				
Not needed	Not needed				
I have not had the need to utilize this service	Not needed				
I keep everything cleaned up on a continuing basis.	Not needed				
No need	Not needed				
Haven't had the need this year	Not needed				

I havent needed it yet	Not needed				
I like the old service. It was much more convenient!	Inconvenient				
Did not need to.	Not needed				
No need to.	Not needed				
Waiting until we have a lot of stuff that needs to go. It seems silly to call for a small amount of stuff.	Not needed				
not needed - but I will call when appropriate	Not needed	Planning to use it			
haven't needed it yet	Not needed				
Inconvenient to schedule removal of large waste. Also don't want a big pile of garbage in front of my house when the neighbors don't have them in front of theirs.	Inconvenient	Misc			
I liked the curbside pick up for everybody on the same day/week better	Return to NCU				
Haven't needed the service yet	Not needed				
I don't have enough stuff to make it worth your trip.	Not needed				
The bulk items that I need to throw away do not fit into the Call 2 Haul categories. I prefer the dumpster program or once a year spring cleanup where you can put anything on the street	Too restrictive				
The people in the office will tell people different things that are permitted. Nobody is on the same page. The results from the neighborhood blog says the personel don't tell you the same thing. The drivers sometimes leave things behind because it was added after the order was made. Or they just don't pick it up.	Confused on how program works	Too restrictive	Service complaint		
wasn't sure how to use the service.	Confused on how				
Because I can't just have a day and gather items. Instead, I have to gather items, then call, and worry that I cannot add additional items or I get in trouble/my items will not be picked up. I don't have space to gather all the junk and store it ahead of hauling it out of my house. Curbside gave me a time frame in which I could go through things to gather.	Inconvenient	Time limit is too restrictive			
We did a lot of house upgrades and big cleaning gigs the last year you had the Big Garbage Pickup as in days of yore.	Not needed				
Have not had the need	Not needed				
I plan to use it Spring 2029	Planning to use it				
Nothing to haul yet	Not needed				
new to the area	Just moved in				
It's a pain. I very much prefer the neighborhood cleanup we used to have.	Inconvenient	Return to NCU			
Neighbors who tried it, could not use it.	Heard negative				
I think they should have just left the old program and not make people call to schedule a pickup	Scheduling is a barrier				
No current need.	Not needed				
Plan to use soon; not sure of whether or not initial problems with the program have been fully resolved.	Planning to use it	Heard negative things			
I called today for my first use	Planning to use it				
I have not had enough volume to need the service.	Not needed				
haven't needed it	Not needed				
We prefer the old street side pickup as we would create a pile and most of it got taken by others before the city picked it up. We would even pick up items from other people's piles.	Misses scavenging	Return to NCU			
Never seem to get around to it and don't want all that stuff piling up until I have enough for a full load	Haven't gotten around to it	Not needed			
There are too many restrictions in what can be put out and the amount.	Too restrictive				
The can that I currently have has been completely adequate to handle the foliage generated from the yard.	Not needed				
I have not needed it, and am waiting until I have a large enough pile to be worth a call.	Not needed				

It doesn't work very well... there is never a parking place for the dumpster because so many cars at the air B and B's every house has five or more cars in Sugarhouse area.	Misc				
Did not have items to haul	Not needed				
I plan to early next year	Planning to use it				
We didn't know that it was an option.	Not aware of it				
Have heard too many horror stories from others that have used it. I see stuff sitting out far longer than what the pickup date was and it becomes unsightly. The old program I feel was much better and people used it. Now, yards are beginning to look awful. More so than usual, and then people just put stuff out and leave it, hoping the city will come along sometime and pick it up. I feel the new system is creating a much uglier, dirtier city.	Heard negative things	Return to NCU			
I don't usually have a lot of big things to trash ... when I do, I break it up into smaller amounts and put it in my green bin	Not needed				
Have not had the need	Not needed				
I didn't have any large items that wouldn't fit in my existing trash cans	Not needed				
I have not had the need to	Not needed				
I have not had sufficient accumulated garbage to justify it's use.	Not needed				
I've been told its difficult to use.	Heard negative				
Have not needed to yet	Not needed				
Have not needed to	Not needed				
I really wish the city would bring back the curbside recycling program. It gives others in need an opportunity to use items that would otherwise be tossed into the waste.	Misses scavenging	Return to NCU			
Seems a waste to pick up one place at a time i prefered the old way	Inefficient	Return to NCU			
It's inconvenient. I liked the old program better.	Inconvenient	Return to NCU			
I just always forget. It was easier when there was a scheduled date each year.	Forgot about it	Scheduling is a barrier			
I have not needed to use it	Not needed				
Not needed - or more precisely I want to maximize the use so I'm saving up.	Not needed				
No need recently	Not needed				
This is not convenient for me, I liked the old program when a date was set for pick-up for the neighborhood and everyone placed everything at the curb	Inconvenient	Scheduling is a barrier	Return to NCU		
Not needed at this time	Not needed				
I would use the annual clean up. I usually try and recycle or take stuff to DI	Not needed				
Haven't needed to use it	Not needed				
not needed	Not needed				
have not had the need.	Not needed				
Have not had the need, made my own trips to the landfill with my trailer as needed.	Not needed	Self-haul			
It seems cumbersome and I haven't really needed the service	Inconvenient	Not needed			
I use commercial lawn service	Use private hauler	Not needed			
It was better when you had a set day for pickup for all large waste	Scheduling is a				
Have not needed it.	Not needed				
too many restrictions, too much planning necessary, liked the old program better	Inconvenient	Too restrictive	Scheduling is a		
Easier to not keep track of this service and just take things to the dump throughout the year.	Inconvenient	Self-haul			
so far have not had anything that big to dispose of, but I am really happy its an option.	Not needed	Likes C2H	Planning to use it		
just haven't had need	Not needed				
Haven't yet, but the neighborhood cleanup seems much more cost effective than sending crews here and there, or contract services abusing time and city funds.	Not needed	Inefficient			
Have not had a need.	Not needed				
Liked the neighborhood cleanup better	Return to NCU				
We use the salt lake county landfill to take our trash	Not needed	Self-haul			
I haul my items to the dump myself	Not needed	Self-haul			

Not pleased with piles of garbage sitting out in front of my yard, if I have something I will take it to the slc dumpsite.	Not needed	Self-haul			
Iâ€™ve heard horror stories about how hard it is to get someone to haul after you call.	Heard negative				
have not needed service yet	Not needed				
Haven't needed to.	Not needed				
To date I have not needed this service. I may use this service in the future.	Not needed	Planning to use it			
Have not had a need to this point. The annual city cleanup was much more convenient. And I'm tired of neighbors putting trash at their curb with hopes that someone will come along and pick it up. Sometimes it sits there for weeks.	Not needed	Return to NCU			
I have not collected enough stuff to use it.	Not needed				
I had a mattress to dispose of but heard the wait times were long for Call 2 Haul.	Heard the wait				
Have not needed it	Not needed				
We forget that it is an option. Recently we have not had items that could not fit in the can	Forgot about it	Not needed			
It is a waste of money to send a crew for one pile of trash. Do the whole area.	Inefficient				
I feel I never have enough items it cost effective to the city.	Not needed				
I preferred the scheduled date rather than the self-sign up for this service	Scheduling is a	Retun			
I haven't disposed of large items at my new address.	Not needed	Just moved in			
It's not convenient like the old system was. It also is not recyclable-friendly.	Inconvenient	Misses scavenging			
I live on a narrow street, and I wasn't exactly sure where to make a pile. Also I wasn't sure if some neighbors start piling up their stuff on mine.	Confused on how program works	Service complaint			
Haven't had enough things to get rid of to use it yet	Not needed				
too burdensome, need to schedule too far out. old program was a great forcing mechanism	Inconvenient	Scheduling is a barrier			
Haven't needed to do so, yet.	Not needed				
Have not needed it to this point.	Not needed				
have not needed it	Not needed				
Because I haven't needed it yet. I liked it when we had the yearly pickup	Not needed	Return to NCU			
I used citywide cleanup every year but I just haven't made myself so a big cleanout since the system changed.	Not needed	Haven't gotten around to it	Scheduling is a barrier		
It has been too difficult to coordinate it on my schedule	Scheduling is a				
not yet needed	Not needed				
Haven't had the need	Not needed				
No need	Not needed				
Not had the opportunity, but intend to try it as this is a large part of the equity in the charges. Especially since yearly curbside cleanup has been changed to this. I think at this time that was still a good move.	Not needed	Planning to use it	Likes C2H		
I didn't know about it, I'm new to SLC	Not aware of it	Just moved in			
Haven't needed to use it yet	Not needed				
We haven't needed to.	Not needed				
I don't know who/wheree to call.	Confused on how				
I forget to do it and I understand when you try to schedule it the time frame to get objects out onto the curb is tricky.	Forgot about it	Heard the wait was long			
Haven't needed it yet. I will use it if I ever need it though	Not needed	Planning to use it			
I've not had large items to be hauled away. My regular garbage can is adequate for my needs.	Not needed				
Donâ€™t have the need	Not needed				
We don't use it, save more money, only 2 of us. Don't want it. Save money!!!	Not needed	Budget impact			

I miss the old program which had a scheduled neighborhood pickup, which we ALWAYS used! Call2haul is less understandable and available exactly when I want it. Go back to old program please!!!	Scheduling is a barrier	Confused on how program works	Return to NCU		
I have not had the need to use Call 2 Haul program	Not needed				
I try not to accumulate large amounts of junk	Not needed				
Not enough junk	Not needed				
Haven't had the need since it was introduced but would use	Not needed	Planning to use it			
I did not know about it - having the phone number would make it easier in the future.	Not aware of it				
Want to use it but haven't figured out a good date yet.	Planning to use it	Scheduling is a barrier			
I haven't had enough material to use this service, but when I have I have been hesitant to call	Not needed	Scheduling is a barrier			
It is inconvenient and I have heard wait times are very long.	Inconvenient	Heard the wait was long			
I have nothing large to dispose	Not needed				
The fees for these special services could be raised to collect additional revenue.	Budget impact				
Have not needed it yet, but I plan on using it very soon	Not needed	Planning to use it			
No need, yet	Not needed				
Didn't have enough waste to justify using the program.	Not needed				
Not sure how to do it	Confused on how				
It just seems like a hassle. Now I have garbage just sitting on the side of my house because I don't know what to do with that service. I really miss the citywide annual cleanup. I think that's one of the reasons this town looks so beautiful.	Inconvenient	Return to NCU			
Don't have any need	Not needed				
I will use it in the future but it is less convenient than the yearly scheduled pickup in the pas, and also more limited in scope and not appealing since you have to report everything which is being picked up and if you add something to the pile they may not or do not pick it up	Inconvenient	Planning to use it	Too restrictive		
Not needed	Not needed				
I hate it. I don't use it, as it seems so restricted when you can't plan ahead, and put all of your stuff over a week for one time yearly. I also resent the decrease in amount of stuff recycled by the gleaners. That new rule really sucks.	Return to NCU	Inconvenient	Too restrictive	Misses Scavenging	Scheduling is a barrier
Easier to rent a truck & drive to the dump.	Inconvenient	Self-haul			
Not needed	Not needed				
I have not been in need of the service	Not needed				
I haven't need to have a big haul done.	Not needed				
had cancer and did not have energy to clean up junk	Misc				
Haven't needed it yet. But will likely use it.	Not needed	Planning to use it			
Haven't had a need at this point.	Not needed				
It is not convenient. We've heard that it is not timely or reliable.	Inconvenient	Heard negative things			
did not have enough items to use the service	Not needed				
I heard that it wasn't working. The response time was not acceptable.	Heard negative things	Heard the wait was long			
I heard that arranging a time for that program was very difficult.	Heard the wait				
The annual clean up was more convenient.	Inconvenient				
Haven't needed to use this service	Not needed				

Nothing big to get rid of. I prefer the old program where pick up was once a year by neighborhood.	Not needed	Return to NCU			
I have not had significant material for this program.	Not needed				
No need; Will use in future	Not needed	Planning to use it			
Haven't had a need for it.	Not needed				
The old twice a year curbside cleanup was better	Return to NCU				
PLEASE reinstate the previous annual curbside bulk pick up. I do NOT like the current program. I think the prior program where we were assigned a date for pick up was very efficient. We had people come by and pick up a lot of what people put out.....brilliant!...it never made it to the landfill.	Return to NCU	Misses scavenging			
Not familiar on how I set this up?	Confused on how				
Didn't know about it	Not aware of it				
We cleaned out all of our stuff when they had a set date to pick up. Haven't needed it since then.	Not needed				
haven't had the need for it in the last few years	Not needed				
will use on the future	Planning to use it				
I have heard it is a very long wait time	Heard the wait				
Have not needed it	Not needed				
have not needed it yet	Not needed				
Haven't needed to use it yet	Not needed				
I do have some small metal items but feel it would be a waste of time for such a small amount. I feel the annual neighborhood trash pickup was beneficial for metal collectors and home owners.	Not needed	Inefficient	Misses scavenging		
I will when I have enough stuff to make it worthwhile. Great program.	Not needed	Planning to use it	Likes C2H		
No need	Not needed				
Go back to the neighborhood clear up program. This program stinks	Return to NCU				
too complicated.	Inconvenient	Too restrictive			
My neighbor waited 2 months with trash on the street waiting	Heard the wait was long	Service complaint			
I liked the old system where you came once a year	Return to NCU	Scheduling is a barrier			
Never notified of when the pick up days are	Confused on how				
Have not needed it.	Not needed				
I use my own trailer.	Not needed	Self-haul			
Need help hauling (from others) items for this time-limited service.	Time limit is too				
I didn't feel I had enough "junk" for the call. I do actually.	Planning to use it	Not needed			
Not aware	Not aware of it				
the old system worked much better. this new program is too restrictive. it's much easier to just haul to the landfill myself.	Inconvenient	Too restrictive	Self-haul		
i have not had a reason to use	Not needed				
It's so inconvenient to call and wait a month + to get pick up. It was a much better program when neighborhoods had a pick up day. Everyone put their items out and many folks cruised the neighborhood and took what they could use. Now if you call and wait, everything goes to the dump.	Inconvenient	Scheduling is a barrier	Misses scavenging		
Didn't need it so soon after the previous spring clean-up	Not needed				
easier to just haul it myself. takes too long.	Not needed	Self-haul	Inconvenient		
I have no items that need to be disposed of	Not needed				
Did not have the contact info	misc				

I haven't needed it yet.	Not needed				
Haven't gotten around to it. Would love for the old spring and fall pickups to come back. This way, when everyone puts their stuff curbside, a lot of it is picked up by others, therefore, upcycling it instead of it all going to the dump.	Haven't gotten around to it	Misses scavenging	Return to NCU		
I haven't needed to use it.	Not needed				
I have had public utility service for < a year.	Misc				
I hace not yet had a need for this service.	Not needed				
No need so far. But I am well aware of the program and strongly in favor of maintaining it!!!	Not needed	Likes C2H			
Please start the old pick up program - the Call 2 Haul with the once-a-year restriction is too limiting.	Return to NCU	Too restrictive			
Have not had the need.	Not needed				
No need!	Not needed				
I will use the call2haul program when I am I need of this service	Not needed	Planning to use it			
no need	Not needed				
Have not needed it yet.	Not needed				
City has not provided information about the program.	Confused on how	Not aware of it			
Haven't had anything big enough to need it.	Not needed				
Haven't needed to yet.	Not needed				
It seems unduly complicated -- I'm not sure how to use it. I've heard there a delays and that a lot of things I'd like to put out are not considered acceptable.	Inconvenient	Too restrictive	Confused on how program works	Heard negative things	
No need yet	Not needed				
forgot about it	Forgot about it				
Have not needed.	Not needed				
Not having enough stuff for this yet.	Not needed				
I have not had enough stuff this year to have hauled away	Not needed				
We have a truck and haul it ourselves. If it sits on the road, people go through it or add to it and junk the street.					
There is also	Not needed	Self-haul			
Haven't needed it	Not needed				
I haven't needed to yet.	Not needed				
I didn't know the details	Confused on how				
No se como hacerlo, se ve complicado!!!!	Spanish	Too restrictive	Confused on how		
I haul my own stuff off / but think it is a good idea for other residents that don't own a truck	Not needed	Self-haul	Likes C2H		
Stuff just accumulates. With the old program, when a pickup week was announced, there was incentive to pull stuff together and get it out to the curb.	Haven't gotten around to it	Scheduling is a barrier			
I'm new to my residence and have not need the service as of yet.	Just moved in	Not needed			
Waiting until I have enough materials to make it seem worthwhile.	Not needed				
No need.	Not needed				
Have been meaning to, but just haven't yet.	Not needed	Planning to use it			
Haven't needed it yet.	Not needed				
Because we keep trying to save up enough stuff to make it worth it. We have ended up putting items in our garbage instead. I prefer the week long clean up.	Not needed	Return to NCU			
I did not know how to contact someone to utilize this service.	Confused on how				
I have not had items that do not fit in the container	Not needed				
Did not need to	Not needed				
not needed at this point	Not needed				
I didn't have enough items	Not needed				
My neighbors had a really had time signing up for this service.	Heard negative				
Not needed up to this point	Not needed				

I've been able to cut up items and fit them in my regular trash bin.	Not needed				
Not had a need to use the service	Not needed				
piled up the stuff I wanted picked up but I never got around to calling	Scheduling is a				
Have not needed it, but it will be helpful when moving.	Not needed	Planning to use it			
Don't feel the urgency to set up my own time	Scheduling is a				
Too much trouble. Much preferred the annual set curbside trash pickup day. Please bring it back!	Inconvenient	Scheduling is a barrier	Return to NCU		
Haven't called yet	Haven't gotten				
I keep thinking I will go through my stuff to use it but I haven't done it yet.	Haven't gotten around to it	Planning to use it			
We liked the old system better. It worked to have a window of time in which more and more things could be added to the pile, and also worked as recycling when people came by and picked things up.	Return to NCU	Scheduling is a barrier	Misses scavenging	Time limit is too restrictive	
We haven't had a need for it yet, but plan to use it in the future.	Not needed	Planning to use it			
It is difficult to call and make arrangements and many items can not be hauled away any more.	Inconvenient	Scheduling is a barrier	Too restrictive		
I just waited for the annual collection.	Misc				
Haven't made the time yet	Haven't gotten				
Haven't had the need	Not needed				
Heard they don't show when called.	Heard negative				
I have no where to store items until picked up the day of. I will try it now that I have mattresses to get rid of.	Time limit is too restrictive	Planning to use it			
Liked the known time pick up since recyclers could rummage thru so there was not so much waste.	Misses scavenging				
Don't have that much stuff to haul	Not needed				
Just moved into home	Just moved in				
Usually I don't need it	Not needed				
Activation energy to call. I prefer the old system where a dumpster just shows up once or twice a year	Scheduling is a barrier				
I will definitely use it when I have big items to dispose of. When there was an annual date for putting large things out curbside, I usually put something out.	Planning to use it	Scheduling is a barrier			
I was not aware of the program	Not aware of it				
nothing to haul	Not needed				
I haven't had enough large items to need this program	Not needed				
we have a shredder so we can compost our yard waste. Haven't had need for large item pickup yet.	Not needed				
On the face of it, it seems difficult to use. I preferred the annual yard cleanup/curb trash piles of the past.	Inconvenient	Return to NCU			
I have called and paid for 1-800 Junk. They are great. They come quickly and take care of business without any delay.	Not needed	Use private hauler			
I've heard complaints from others and it just isn't as convenient as previous arrangement with set-date neighborhood pickup.	Heard negative things	Inconvenient	Scheduling is a barrier	Return to NCU	
Haven't needed to	Not needed				
Have not needed to use it yet	Not needed				
It	None				
Not needed	Not needed				
It is not as simple as the previous curb-side pickup, and I don't have a lot of stuff, so it seems more trouble than I want to deal with.	Not needed	Inconvenient			

Not worth the trouble if I only have a few items.	Not needed				
inconvenient compared to annual pickup	Inconvenient				
Haven't had the need	Not needed				
We havent needed to	Not needed				
Haven't gotten around to it	Haven't gotten				
use my private waste disposal contractor	Not needed	Use private hauler			
Not needed yet	Not needed				
I have not had the need for such service but i like knowing that it is available.	Not needed	Planning to use it	Likes C2H		
I DON'T HAVE ANYTHING	Not needed				
unaware of it	Not aware of it				
Inconvenient	Inconvenient				
We have not had large items to be taken away. I support the program as it is run. Our neighbors have used it and it irked well	Not needed	Planning to use it	Likes C2H		
We will be cleaning out a bunch of stuff in the spring and are planning to use it then, we are new homeowners	Planning to use it	Just moved in			
New homeowner	Just moved in				
I didn't have the number accessible and I prefer when they did a once yearly pickup!!!	Confused on how	Return to NCU			
I haven't had a need for excess waste pick-up at my residence	Not needed				
Did not have sufficient large items to arrange a pickup, it seems wasteful to arrange a pickup for one or two items, I just added them to my neighbors pile.	Not needed	Inefficient			
To much hassle	Inconvenient				
Have not had the need	Not needed				
I liked the prior system where we were notified when the annual pick-up would be in my community. That way it does away with my need to find the number to call and make a reservation for the Call 2 Haul service.	Return to NCU	Scheduling is a barrier			
I just forget about it. But it is a great service and I plan to use it in the future.	Forgot about it	Planning to use it	Likes C2H		
Haven't yet had a big hauling job.	Not needed				
have not had anything that I could not cut up and put in a garbage can	Not needed				
Haven't needed but will surely use in the future.	Not needed	Planning to use it			
I haven't needed it yet. I am aware of the program and will definitely use it in the future.	Planning to use it	Not needed			
I have not yet needed to dispose of a large item.	Not needed				
too hard to schedule, too long to wait	Scheduling is a barrier	Need more immediate service			
I haven't had a need to use it	Not needed				
not enough to warrant a pick-up; I drop in donation box in my neighborhood	Not needed				
No need	Not needed				
I've read that it is not a reliable service. I liked the old system where you were sent out a postcard for a once-a-year pickup and everyone in the neighborhood put it out at once.	Heard negative things	Scheduling is a barrier	Return to NCU		
I'm a widow who lives alone and I need to use a service that will move the items out of my house.	Misc				
No need, yet.	Not needed				
Nothing to haul	Not needed				
Because we heard it was only once a year.	Inconvenient				
Haven't gotten around to it, I don't have much waste but do intend to have a mattress picked up soon.	Haven't gotten around to it	Planning to use it			

It needed	None				
We haven't yet needed to use the program	Not needed				
Not as convenient as street cleanup	Inconvenient	Return to NCU			
When it started there was too long of a wait and program wasn't as functional as older scheduled pick up	Need more immediate service	Return to NCU			
Bring the d system back... that was much easier to use.	Return to NCU	Inconvenient			
We much prefer the once a year curbside collection...when you notified us of the week for our pickup...much more user-friendly.	Return to NCU	Inconvenient			
had no idea	Not aware of it				
No need/we prefer to load them up and take them same day to dump if we have a lot of stuff to haul rather than having it sit	Not needed	Self-haul			
Haven't had the need	Not needed				
It was not easily known the exact dates for our area.	Confused on how				
We are planning on calling soon.	Planning to use it				
Have not needed to dispose of large volumes of waste	Not needed				
Not needed	Not needed				
No need yet	Not needed				
I called to use it once but I was threatened with a ticket if I put it out early. I said forget it.	Time limit is too restrictive	Service complaint			
I either cancelled or they never showed up - can't remember	Misc				
I used to use the curbside neighborhood pickup and wish it would be continued.	Return to NCU				
I havent been able to get the stuff out.	Misc				
Preferred the annual pickup we had before.	Return to NCU				
Haven't needed to	Not needed				
no need	Not needed				
have not needed it this year. we have used curbside pick up in the past.	Not needed				
I have not owned anything that needed to be hauled.	Not needed				
I like the once-a-year pick up don't let you know when it was going to happen and you didn't have to call anybody better then this new program	Return to NCU	Inconvenient			
No need.	Not needed				
no current need	Not needed				
people used to rely on it to collect scrap and resell it, but they no longer can sense you dropped the old way it was done. way to help the destitute	Misses scavenging	Return to NCU			
No reason too	Not needed				
Haven't needed that service	Not needed				
Haven't needed to use it. We recycle or compost most of our items.	Not needed				
Too much trouble, not convenient	Inconvenient				
Unclear as to what they will and will not take	Confused on how				
did not have need	Not needed				
No present need	Not needed				
because I had concrete pieces and the new program wouldn't take it	Too restrictive				
We have not had a need for it this year.	Not needed				
Have not needed it yet	Not needed				
To long of wait time	Need more				
Call 2 Haul program makes the city look like a third world. I have the means of hauling my large items to the city dump or braking down large items down over weeks and placing the prices in the trash.	Self-haul				
No need	Not needed				
Haven't needed to haul things. But I have heard feedback that it is schedule far out in advance and I worry that it wouldn't be useful for my project.	Not needed	Heard the wait was long			

No need to yet - I actually think this program should be canceled to save money	Not needed	Should be a fee-for-service	Budget impact		
Was told that it takes a long time before they pick stuff up	Heard the wait				
we have trailer and can haul off our own debris	Self-haul				
We have not needed it. No big stuff to discard lately	Not needed				
The old annual cleanup method prompted community momentum and pride in our neighborhoods, while the call-to-haul fractures this sense and makes it less likely for individual engagement.	Return to NCU				
Haven't needed it	Not needed				
Havent gotten around to using it. Need to and plan to in near future.	Haven't gotten around to it	Planning to use it			
it's more cumbersome than the previously offered service	Inconvenient	Return to NCU			
I have not found a good time to clean out my garage/house. But, do love having this service available.	Haven't gotten around to it	Likes C2H			
Because most of the time things were hauled away by like my now deceased parents of others we knew esp those we knew who had a truck	Self-haul				
We haven't needed it.	Not needed				
I have not had to use it yet, but I anticipate we will in next 6 months	Not needed	Planning to use it			
was told by neighbors it was more trouble than it was worth.	Heard negative				
I got confused and ended up paying a company to haul away my mattresses. They also repurpose them which was very appealing!	Confused on how program works	use private hauler			
Heard that it was very backlogged and the wait was very long.	Heard the wait				
not enough waste i miss old neighborhood pick up and most stuff was reused by before city picked it up	Return to NCU	Not needed			
plan to	Planning to use it				
I have heard from many others that scheduling is a problem.	Heard negative				
Didn't know about it	Not aware of it				
heard bad things about program - long wait times	Heard the wait was long	Heard negative things			
I have not had any items for this since it changed from the Summer/Fall schedule a few years ago.	Not needed				
The new program sucks. I loved the old one because of the convenience and rules of it.	Inconvenient	Return to NCU			
just became aware of program	Misc				
We haven't needed it.	Not needed				
I have not needed it.	Not needed				
was not aware	Not aware of it				
not needed	Not needed				
I intend to, but procrastinate.	Haven't gotten				
I forgot about it	Forgot about it				
sounded to hard to use	Heard negative				
I am not sure	None				
Plan to use it when I need it	Planning to use it	Not needed			
I have a pickup, and take stuff like this to the county dump myself. it's not very often.	Self-haul				
Haven't needed to use it yet.	Not needed				
We didn't have anything this year	Not needed				
Have not needed it.	Not needed				
It's not convenient	Inconvenient				

We take our waste to the city landfill. The problem is that college students here in the University District just throw their trash i.e. mattresses, lawn mowers, chairs, furniture etc. into the park strip medians which creates an eyesore for residents. The city must engage with the university and rental owners as we are getting dumped upon monthly by careless students and irresponsible rental owners. Tax the rental owners more as their tenants are creating so much garbage in public areas...!!	Self-haul	Service suggestion			
New to the area, a situation has not yet arisen to discard any bulky items.	Not needed	Just moved in			
		Need more immediate service			
Not going to wait weeks for pickup, we drive to the dumps	Self-haul				
I organized with my neighbor so pickup was at their place	Misc				
At this time I do not have furniture, appliances, etc that need to be picked up. I could in the future.	Not needed				
Prefer the annual pickup program - knew and planned for this to happen annually.	Return to NCU				
I hauled my own waste to the landfill	Self-haul				
GO BACK TO CITY WIDE CLEAN UP WITH EACH AREA OF THE CITY HAVING A FESIGNATED TIME FRAME LIKE IT WAS 2 YRS AGO	Return to NCU				
not of its necessity, never had to use it and know little imformation of service	Not needed	Not aware of it			
I liked the yearly area wide curbside used before.. neighborhoods and yards were cleaner.	Ineffective	Return to NCU			
The last time the city picked up my neighbors junk, they also got my flower bed and flowers. I don't trust the pickup crew.	Service complaint				
		Need more immediate service			
Scheduling concerns and intermittent need	Inconvenient				
Items were not items that would be collected	Not needed	Too restrictive	Scheduling is a		
To much of a pain in the * to schedule it, My old house just had bulk pickup once a month which was so much more convenient.	Language	Scheduling is a barrier	Inconvenient		
Trying to work out scheduling and when I would have items seemed difficult	Scheduling is a				
Not necessary. Might need it in the next few months as I demolish my garage. Thanks!	Not needed	Planning to use it	Likes C2H		
I liked the scheduled process because it motivated me to clear out stuff.	Likes C2H				
We plan on using it this Spring, Summer	Planning to use it				
No time to father my junk	Haven't gotten				
i have no need for call 2 haul at this time	Not needed				
Not enough to haul.	Not needed				
		Need more immediate service			
Once a year pick up was more convenient Too much can change from time of ordering service until you get it	Inconvenient	Return to NCU			
I havent had a chance to use it	Not needed				
Too much trouble to coordinate moving my "junk" for a one day pickup timeframe	Time limit is too	Inconvenient			
Too cumbersome to set up and too limited in what is taken	Too restrictive	Inconvenient	Scheduling is a		
	Heard the wait was long	Heard negative things			
Heard lots of negative things about this service - need to book so far in advance, among others					
Have not had enough to justify using it	Not needed				
no need so far	Not needed				
We take such items directly to places that can use them, if possible. Somehow Call 2 Haul seems to require more organization than the previous 1 or 2 x a year neighborhood pickups.					
Self-haul					
have not yet had a need	Not needed				
I heard reports that collection days were booked far in advance and the process is confusing.	Heard the wait was long	Heard negative things			

We used to put stuff out for neighborhood cleanup, but we haven't organized ourselves well enough to use the Call 2 Haul program.	Not needed				
It was easier when SLC set the date	Scheduling is a				
I don't have enough stuff.	Not needed				
not ready to use it	Not needed				
have not had oversized material to throw away.	Not needed				
We try to recycle or donate as much as we can. We haven't needed the service but would use it if needed.	Not needed				
i usually take things to charity	Not needed				
It seemed to want to know what I wanted hauled away when I first signed up, but it wouldn't be around for a few months. In a few months' time, my haul may be different. So the timing is difficult, and it takes extra effort to call.	Inconvenient	Scheduling is a barrier			
It is a weak substitute for the previous annual pickup. My neighbors who have tried it were not happy with the program.	Heard negative things	Return to NCU			
Sorting "acceptable tree limbs" from other pruning that might be chopped up and put in a bin is a project I don't want to do.	Too restrictive	Inconvenient			
To date we have not needed this service. Not to say we will not need it in the future.	Not needed	Planning to use it			
As of yet, we do not have items to haul.	Not needed				
I used the yearly curbside pickup program. It was a yearly cleanup reminder. Call to Haul has no deadline, so it doesn't get used.	Misc	Return to NCU	reexamine		
Haven't needed it up until now.	Not needed				
Confusing information,	Confused on how				
I was aware of the program when it started, but I forgot about it. Paid someone to pick up and dispose of our furniture. Will use next time	Forgot about it	use private hauler	Planning to use it		
I like the old yearly pickup as it also motivated more people to cleanup their yards and house items.	Return to NCU				
I don't know.	None				
I don't like the way you do it now i like the old way	Return to NCU				
Just easy to go to the dump ourselves	Self-haul				
Have not needed to use this service	Not needed				
I have heard that the waiting period is too long. I would rather have it more frequently.	Heard the wait was long	Need more immediate service	Inconvenient		
no need	Not needed				
I have been able to utilize the curbside bins for this SO FAR	Not needed				
No need - yet	Not needed				
Haven't had enough to take yet.	Not needed				
Im not a pig and all my stuff fits in the can.	Not needed				
no need at this point	Not needed				
no need yet.	Not needed				
Not worth the hassle. Looking around the neighborhood it seems like stuff sits around for a long time.	Inconvenient	More trash in neighborhoods	Reexamine		
I haven't had any need for it	Not needed				
It was much easier when there was a neighborhood yearly pickup of item. Bring it back	Return to NCU				
Initially, I was waiting for the demand to die down a bit. Then I just got busy with other things.	Forgot about it				
No big need.	Not needed				
Extra step. Trying to put junk in the regular garbage. Might try it next spring.	Inconvenient				
Haven't yet had the need for it.	Not needed				

Have not had need.	Not needed				
Have no need for it.	Not needed				
concerned having a large container in front of home, dont understand its uses	Confused on how				
Haven't gathered up all the stuff we want hauled away yet	Haven't gotten				
I'm not able to get some things to the curb in a short few days, especially heavy or bulky items.	Time limit is too restrictive				
Not clear on how it works and if I can mix items or need seperate call for different items.	Confused on how				
I don't accumulate crap I don't need.	Not needed				
Right now do not have have anything that big	Not needed				
Haven't needed to except for mattress removal. Wrap them / don't wrap them, I get different answers.	Service complaint	Not needed			
Have not needed this service	Not needed				
Haven't had any bulk items to dispose of	Not needed				
Because this program sucks. I hate it and will never use it. Make it once a year pickup like before. Let people treasure hunt. Let other people putting garbage outside indicate a visual reminder that it is that time of year again. You crippled everyone with this Call 2 Haul bright idea. W	Return to NCU	Misses scavenging			
I work for a disposal company myself and use them for free. Give DragNFly a call maybe we can work together	use private hauler	Service suggestion			
It is preferable to have a neighborhood cleanup scheduled so that you know when you will be have your garbage picked up & can plan on the clean up instead of waiting for weeks after getting your work completed. All the nieghbors can "clean up" & know that they will have the serviced as scheduled - not having to wait.	Return to NCU				
It's a total pain to set up an appointment. Bring back the annual curb-side pick-up. It also allows scavengers to reclaim/recycle items.	Inconvenient	Misses scavenging	Return to NCU		
I have not needed it because we never fill our cans anyway	Not needed				
I just slowly send things to the garbage if I can	Not needed				
I don't have alot of waste to be removed	Not needed				
This program doesn't work well. Scheduling is impossible and the old neighborhood cleanup was better overall.	Return to NCU	Scheduling is a barrier			
hassle and not convient like yearly clean up was	Inconvenient	Return to NCU			
Nothing to haul away	Not needed				
I don't want garbage sitting out in Fr nt of my house. I try to find ways my waste can be used by someone meone else instead of thrown out.	Not needed				
Did not need to this year, in years past I have used the curbside pickup before however.	Not needed				
I have not had any large items I need to trash.	Not needed				
It's inconvenient, I liked having the yearly pick up. I'd store things up and do large yard projects during that time. Now I have to call and make an appointment and I've heard it can be difficult but I've never tried it	Inconvenient	Return to NCU	Heard negative things		
Just haven't gotten to it yet	Haven't gotten				
I have not had any large items to be collected.	Not needed				
I plan to soon	Planning to use it				
Don't know how to use it.	Confused on how				
I used the service when it was the annual pickup and you didn't have to call to make an appointment. Very little information about it.	Confused on how program works				
Didn't know about it, but do not need their services.	Not needed	Not aware of it			
Too hard to call during the week days from work to organize.	Scheduling is a				
Haven't had the need yet	Not needed				
I keep forgetting about it when I need it and putting it off.	Forgot about it	Haven't gotten around to it			

I would like to use it in the future when I clean out the garage and basement.	Planning to use it				
Didn't have enough to use...previous way of doing things was a little easier.	Not needed	Inconvenient			
Never had a need	Not needed				
Having a specific date (the old system) helps me plan better.	Scheduling is a				
No need so far	Not needed				
I haven't needed to yet. I actually liked the old program better where there was a day set for these items to be picked up. I prepared and used it then whereas with this I just never get around to calling and scheduling it myself.	Not needed	Haven't gotten around to it	scheduling is a barrier		
Just haven't needed but will next year	Not needed	Planning to use it			
haven't needed to yet	Not needed				
Haven't had a need for it	Not needed				
I forgot it was available, but will use it in the future	Forgot about it	Planning to use it			
No need yet	Not needed				
I hate to put just a few items out. I liked the once a year better.	Not needed	Return to NCU			
		Confused about how program works			
Confused how it work also disabled	Misc				
I haven't had any big items to get rid of yet	Not needed				
Too use to the preset time arranged that everyone can participate , have suffered since.	Return to NCU				
The previous service forced the clean out. This needs to be planned in our busy lives.	Inconvenient				
I haven't had enough quantity or size of trash to require the program, but I'm sure I will in the future.	Not needed	Planning to use it			
Generally haven't found the motivation to set something up. I know I have to know what I want to throw out in advance and it's tough to plan what I'll throw away in a spring cleaning purge without going through the process. Once I've gone through the process, I can't wait weeks to have the waste gone.	Haven't gotten around to it	Confused about how program works	scheduling is a barrier		
Have not had a need for it.	Not needed				
Have not needed it. I go to the landfill when I have bulk waste.	Not needed	Self-haul			
would like the older service back wherein it was collected yearly at a specific time.	Return to NCU				
Mas delante	Spanish				
Too much hassle, planning ahead one month or more. Please go back to the old program	Return to NCU	Inconvenient			
It is so regulated, cumbersome, and it doesn't take the things I need to be picked up. Trash is starting to get tossed everywhere	Too restrictive	Inconvenient	More trash in neighborhoods		
I forget to use it.	Forgot about it				
I hate having to make an appointment. I like the old way where a week was set aside and postcards were sent out ahead of time.	Return to NCU	Scheduling is a barrier			
The old way was so inspiring. I loved seeing my junk get claimed by others almost as fast as I could haul it out. Sometimes I'd say, "You like that? Let me see; I think I have more!" It was fun to find treasures in my neighbors' cast-offs, too. We've made three random trips to the dumps this summer. No fun in that. Also... I think it would feel weird being the only house on the street with a pile of crap in front of it. And I wouldn't put out as much (hence driving to landfill...and having a clogged driveway/basement/garage) since I know none of it will get reused/recycled. (As you can tell, I really really don't like Call 2 haul and hope that neighborhood cleanup comes back.)	Confused on how program works	Misses scavenging	Self-haul	return to NCU	
Haven't needed it	Not needed				
I tried to schedule it, but the next available was too far out. I don't keep junk around long enough to get enough together for a 1x a year pickup. I think a block arrangement would work better with a dumpster put out once a quarter	Service suggestion	Need more immediate service			

I have not needed it	not needed				
Not convenient for me, not much stuff that qualifies these days	Inconvenient	Too restrictive			
In the moment don't need it	Not needed				
I prefer the once a year neighborhood puck up. I believe it leads to more reuse and recycling and less trash at the dump. It also facilitated a sense of community.	Return to NCU	Confused on how program works	misses scavenging		
because you don't take concrete	Too restrictive				
Not needed	Not needed				
I preferred the semi-annual large item pick-up	Return to NCU				
Haven't needed it yet	Not needed				
No need	Not needed				
I liked the annual neighborhood cleanup of previous years	Return to NCU				
No garbage	Not needed				
Not enough clear information	Confused on how				
We preferred the neighborhood clean up and just haven't adjusted our routine yet.	Not needed	Return to NCU			
Haven't needed it yet, but I'm sure I will	Not needed	Planning to use it			
not aware of this program	Not aware of it				
No need	Not needed				
I'm used to once a year curbside pickup. I'm motivated to yearly clearing of junk and trash around house and property.	Not needed	Scheduling is a barrier			
Haven't needed to.	Not needed				
I was actually not aware of it until I saw my neighbor utilize it.	Not aware of it				
Haven't had anything to put out.	Not needed				
its quicker to load it on my truck once and haul it to the landfill	Self-haul				
I heard from news stories that the service was difficult to use and backlogged several months. I preferred the old curbside pickup program.	Heard the wait was long	Heard negative things	Return to NCU		
i never have enough at one time to make it worth it. and i have a pick up truck	Not needed				
no current need	Not needed				
I haven't had the need	Not needed				
I go to the dump so that this does not add to added costs to our already over priced Garbage service.	Self-haul				
I took items to the dump on my own	Self-haul				
it isn't convenient.	Inconvenient				
not needed, yet	Not needed				
Not a need in the past, but will use in the future	Not needed	Planning to use it			
Scheduling	Scheduling is a				
Went to the dump	Self-haul				
My neighbor called and the wait time was too long. I liked it better when we could just put stuff out during our designated week.	Heard the wait was long	Return to NCU			
I haven't had need to	Not needed				
Have never had a need for it.	Not needed				
It is more hassle than the previous program and fewer of my neighbors are using it as well. The response time lags and the criteria seems more restrictive.	Inconvenient	Too restrictive	Need more immediate service		
No need	Not needed				
Just haven't taken the time to call	Haven't gotten				
We definitely preferred the old way, certain weeks per street	return to NCU				
I haven't had the bulk items to dispose of	Not needed				

I would have only needed the service for seasonal yard waste. I have rented a trailer and taken it to the landfill myself.	Self-haul				
Have not yet had a need for this service but will use it soon.	Not needed	Planning to use it			
Seems like a pain, haven't seen anyone do it	not needed				
Because it is crap! We need the neighborhood pickup program. Why should the City send out a crew and trucks/loaders etc. to pickup on persons garbage when that same crew and equipment pickup a whole neighborhood's trash? It is very wasteful and foolish....and, we hate it.	Return to NCU	inefficient			
I liked the neighborhood clean-up.	Return to NCU				
Inconvenient for my time table.	Inconvenient				
It is hard to colect enough for this sevice, like the old sevice	Not needed	Return to NCU			
haven't needed it yet. I used the previous program, which was scheduled once a year for a week in a neighborhood.	Not needed				
Did not understand how to use it.	Confused on how				
not needed	Not needed				
I haul my own items	Self-haul				
Its more difficult than the old system, not used to it.	Misc				
Haven't needed it	not needed				
I will use it soon. The previous program, the annual big trash pick up, was preferable.	Planning to use it	Return to NCU			
I felt OK about putting items in the street when the neighborhood pickup existed. I prefer not to put trash in the street when I'm the only one to do so. I've also heard that individual pickup doesn't happen in a timely manner (not picked up when scheduled). Also, when I see refuse on the street by one neighbor, I don't know if they've scheduled a pickup, or they've just put items in the street. When I see the trash there for a long time, I'm tempted to call the city to complain. I think it makes a neighborhood look "trashier" than a very obvious neighborhood pickup.	Heard the wait was long	More trash in neighborhood	reexamine		
Wait for an appt was too long.	Need more				
have not had items which required it	not needed				
Waiting until the spring	Planning to use it				
Prefer the easier previous program of piling stuff curbside during the scheduled week. Plus i have tree limbs down more than the only once per year program..	Return to NCU	Need more immediate service			
never needed to throw away anything large	not needed				
Too complicated	Inconvenient				
don't have such items	not needed				
Does not cover what I would like it to	Too restrictive				
Great program. Have not yet had a need to use.	likes C2H	Not needed			
has not been needed so far, but I would use.	not needed	Planning to use it			
Preferred previous method, but haven't had a need for large pickup during last two years.	not needed	Return to NCU			
Havent had the need. Am doing some renovations, which require some use of the dump. Also using other diversion practices (offering stuff on nextdoor/craigslist; habitat for humanity, etc.)	Not needed	Self-haul			
Haven't had the need	Not needed				
Not having a set date makes me less motivated to get all my stuff out there and make an appt.	Haven't gotten around to it	Scheduling is a barrier			
I am aware of the program, but have not yet had a need to use it.	not needed				
Not needed	Not needed				
I hear it is too difficult to get them to come out	heard negative				

Haven't needed it but want to in the future	not needed	Planning to use it			
I just haven't got around to using it. I plan on using it in the near future.	Haven't gotten around to it	Planning to use it			
it is inconvenient for random yards to be picked up when you could just do one yearly pick up and everybody would be cleaned up at the same time whoever decided to get rid of the yearly service is very uneducated as to how many people objected for this being yanked without input from the!??	Inconvenient	Return to NCU			
You already provide dumpsters once per year which is sufficient...I appreciate the advance notice so I can plan to be around that day to utilize the service.	likes C2H				
i own a pick up truck and take those items to the landfill myself	Self-haul				
I have not yet needed the service	not needed				
Was unaware of the program.	Not aware of it				
We don't have big trash to haul	not needed				
Haven't had a need and/or I used another provider who was doing related services and the provided addition to other project.	Not needed	use private hauler			
Don't understand how to use it	Confused on how				
Didn't know	Not aware of it				
Planning/hassle	Scheduling is a	Inconvenient			
it hasn't come up.	Not needed				
No need	Not needed				
I haven't needed it	Not needed				
not needed it	Not needed				
I only recently learned about it.	Not aware of it				
Never needed to	not needed				
I've been able to get rid of the items on my own, and usually forget that the service is available.	Forgot about it	Self-haul			
We plan to use in the near future but are still gathering items	Planning to use it				
Haven't needed yet	Not needed				
I have not needed to	Not needed				
I couldn't find time to make the arrangement	Haven't gotten				
Don't have enough items to get rid of.	not needed				
It's a pain to utilize. Scheduled neighborhood clean-up was much better.	Inconvenient	Return to NCU			
I liked the old Neighborhood Cleanup weeks better. This new program is not as convenient.	Inconvenient	Return to NCU			
Not convenient	Inconvenient				
I haven't had any relevant trash items at the time of the haul away	Not needed				
I have not needed it	Not needed				
Have not had need yet	not needed				
My neighbor said it was booked full for 6 months and I needed it sooner	Heard the wait				
I was unaware of this program	Not aware of it				
Didn't need it this year	Not needed				
I haven't had enough waste to justify calling.	Not needed				
Lots of negative press on the local neighborhood blog!	heard negative				
No large items to dispose of	Not needed				
Have not yet had any large items to recycle--but will, probably next year	not needed	Planning to use it			
would like to use- just failed to do so	Haven't gotten				
Did not need it yet.	Not needed				
I have not had items to contribute to this program. Also, I am located at the end of a dead end street and I don't know where I would put the items so that the city could collect them.	not needed	misc			

I don't want to go through the hassle of scheduling a pick-up. I also need to have more picked up than is allowed so I might as well just take it all to the dump myself. I would gladly pay more each month so we could have dumpsters dropped off a couple times a year like in the rich neighborhoods.	Scheduling is a barrier	Inconvenient	service suggestion	Too restrictive	
The wait time was too long	Need more				
I take my own things to the landfill. Arranging for pickup is too cumbersome. They come when they want, not when I need them.	Inconvenient	Self-haul			
I have not needed it. I have used the service, before it was a call-in dynamic.	not needed				
No need since the change	not needed				
Haven't had enough big stuff to need it yet.	Not needed				
Because the items are so little that I just throw them away in my green can.	not needed				
it is backlogged.	misc				
I have not needed to use this program.	not needed				
have bulk item for removal yet	not needed				
I have not needed any large items removed since call 2 haul was enacted	Not needed				
Just have not had the need.	Not needed				
I haven't needed it	Not needed				
Haven't had an urgent need.	Not needed				
Haven't had the need yet	Not needed				
The limitations on what can be hauled.	Too restrictive				
No need	Not needed				
As an elderly person, I am unable to take bulk items farther than my front curb. And I don't want to have to wait a couple weeks for it to get picked up, while in the meantime others start piling items on top -- all in my front yard!	Confused on how program works	Time limit is too restrictive	misc	reexamine	
I haven't needed to throw anything away that wouldn't fit in my standard garbage can.	Not needed				
I forgot all about it.	Forgot about it				
It is not convenient	Inconvenient				
i had volunteers from my church pick up my junk	Not needed				
It seem like it is inconvenient, because, I have been told by others, that there is a long wait to get a pick-up and they only take certain items.	heard negative things	heard the wait was long			
No need	Not needed				
Had heard it never worked correctly	heard negative				
I haven't needed to	Not needed				
No need (as if yet)	Not needed				
Because I did not have enough to put off. But I'd prefer the previous program, where we had a week to do it.	not needed	Return to NCU	Time limit is too restrictive		
Because I preferred the previous option of a once-per-year street removal, but it has been discontinued.	return to NCU				
i didn't have junk to throw out	not needed				
No big items to get rid of this year. It is a very needed service.	Not needed	likes C2H			
I generally load it in my trailer and take it to the dump myself.	Self-haul				
combined last year with my neighbor, who made appointment	misc				
Have not needed it	Not needed				
I did not know it was aa one-time, no-charge service	Not aware of it				
Haven't needed it, yet.	not needed				
preferred once a year program	Return to NCU				
We haven't had enough bulk items to justify pick-up. We miss the scheduled annual pickup!	Not needed	Return to NCU			
not very wise to have someone stop and pickup 1 item like a chair	inefficient				
I take this stuff to the landfill myself	Self-haul				

Have not had a need yet. Will be calling Spring 2020 to set up time.	not needed	Planning to use it			
nothing to have picked up	not needed				
I haven't needed it.	not needed				
Not needed at this time	not needed				
have not had the need, i am aware of the program	not needed				
Nothing yet to haul away	not needed				
Have not needed it	not needed				
When I needed it my neighbor had a construction dumpster that they let us use.	not needed				
Havent had too much stuff to get rid of lately, but I will eventually use it.	not needed	Planning to use it			
We currently do not need the service	not needed				
We use it mostly for yard waste & understand everything needs to be cut up & put in cans which is way too laborious for the extent of wahat we usually have.	Inconvenient				
haven't needed it	not needed				
It is so restrictive as to be useless. I tried to use and most of what I used to be able to dispose of in the yearly cleanup is now not acceptable. I was told order extra brown cans (i do not have the room) or call a waste disposal professional or get a dumpster...useless to me.	Too restrictive				
Have not required this service yet, but prefer the old bi-annual service.	not needed	Return to NCU			
Haven't had the need	not needed				
I have not had the need for it yet.	not needed				
Long wait, apparently, and have to specify every item that will be picked up	heard negative				
Not needed	Not needed				
I make trips to the landfill	Self-haul				
Haven't had the need and it seems somewhat like a hassle to use.	not needed	Inconvenient			
not needed	Not needed				
have not had a need so far	Not needed				
have not needed it !	Not needed				
Because the window to have items placed is too small.	Time limit is too				
It is not very convenient. I prefer the yearly neighborhood pickup.	Inconvenient	Return to NCU			
did want to use it but hard to understand what could go out on curb, did neighborhood clean up yearly before that	Confused on how program works				
We have not had a need	not needed				
Have not needed the service yet but will probably need in the future. Used previous clean up program and would prefer going back to that system.	not needed	Return to NCU			
I haven't been organized enough on my end to schedule a pick-up. It helped before to have a set date.	Haven't gotten around to it				
Have not felt like I had a big enough load to use the service yet	not needed				
People don't know you are using it and get upset you have garbage on curb	misc				
The rules are restrictive.	Too restrictive				
Did not need it myself, but have seen neighbor's larger items sit on a curb for weeks before pickup.	misc				
I haven't had need for it	Not needed				
We are planning to use it the week after Thanksgiving	Planning to use it				
I find it inconvenient to use. I loved the yearly street pick up. You had an idea when it was coming, had some time to get things ready and it was a great way of recycling metals and items that other people could use. Now it feels like everything ends up in the garbage.	inconvenient	Scheduling is a barrier	misses scavenging		
have not needed it	Not needed				
I heard from many neighbors that waiting list was too long. Old curbside program was much easier took advantage often garbage really starting to pile up around here.	Heard the wait was long	More trash in neighborhoods	Return to NCU	Inconvenient	

Much preferred the old service with a specific date range for collection	return to NCU				
Does not apply to condominiums - another unfair regulation in SLC	misc	Too restrictive			
I haven't accumulated enough yet	Not needed				
Scheduling a pickup is not effecient.	inefficient				
I heard too long wait list for scheduling, heard neighbors would see and add their waste to piles	heard negative things	heard the wait was long			
no need for the service as of yet.	not needed				
Did not know about it.	Not aware of it				
No need at this time. So far, I can manage a trip to landfill when necessary.	not needed	Self-haul			
Didn't get around to it.	Haven't gotten				
No real need yet.	Not needed				
no big items	Not needed				
No need	Not needed				
It costs taxpayers too much and should be eliminated.	budget impact				
Because I haven't needed to do so.	not needed				
Its seems to complicated, its a bit of an annoyance, I wish they twice a year set date for each neighborhood like other cities do. Also, it would be nice to get the very large bins for a few days so people can dispose of their larger items.	Inconvenient	Service suggestion			
Have not needed it yet.	not needed				
I use my own truck to haul to the landfill or have not had the need for large waste removal	not needed	Self-haul			
I have not needed it yet	Not needed				
Poor feedback from others who tried to use it and had ridiculous wait times.	heard the wait was				
It seems like a hassle to arrange.	inconvenient				
No need for it.	not needed				
it's not convenient and makes no sense. My neighbor had his stuff hauled away but I had to be scheduled for another day. Doesn't seem very efficient. A similar experience is with trimming of trees on my parking strip. I was on the list for ~ 4 months. They took care of my neighbor's tree and then came back the next week to do mine.	Inconvenient	inefficient			
We keep saving our annual call to haul for the "right time," but we haven't found the "right time."	Haven't gotten around to it				
took items to the dump	Self-haul				
Haven't needed it this year.	not needed				
Haven't had the need. I used the old system in the past. Once a year street pick up.	not needed				
I have not needed it	not needed				
not needed in 2019	not needed				
Have not had a need, but am very glad it exists. Will likely use it next year.	not needed	likes C2H			
To difficult...bring back the yearly pickup...i do my best to recycle	return to NCU	Inconvenient			
I go to the dump	Self-haul				
It's just been a pain since you stopped your neighborhood pickup which made it much easier and ensured that a lot of the stuff was picked up by people that could use it instead of going to the dump. I hauled stuff to the dump myself this year.	misses scavenging	Return to NCU	Self-haul		
I haven't had the need for it but I would use it if necessary.	not needed				
Not convenient to use	Inconvenient				
Have not had a need to dispose of a large amount of trash	Not needed				
I am not a fan of this program it seems to be too difficult to use I have to call to schedule and worry that I will not be able to put items out when you can pick up. I am not able to get things to the curb and need assistance to get items to the curb. It just seemed easier to do when I had a scheduled day and I liked the idea that items that had value would be picked up by people going through the neighborhood.	misc	Misses scavenging			
I have not needed to yet.	Not needed				

I haven't needed the service yet, but I've saved the flyer telling about it.	Not needed				
It is too difficult to coordinate for one random day to move all my junk moved to the curb	Inconvenient	Scheduling is a barrier			
haven't needed it yet	Not needed				
I think it is too inconsistent. I prefer the old program much more when you know when the cleanup will take place and can get rid of much more at with the old program than the new and won't need to schedule multiple times for the current program.	return to NCU	Inconvenient			
I have not needed it yet.	Not needed				
I liked the annual pickup day better. I could plan for it and have things assembled. I don't think about doing it on demand.	return to NCU				
Too complicated without clear pickup dates	Inconvenient				
no need	Not needed				
Waiting to accumulate enough stuff	Not needed				
Haven't needed it since the full neighborhood curbside pickup was discontinued	Not needed				
Not enough thing to throw away	Not needed				
Not convenient	Inconvenient				
red tape, inconvenience	Inconvenient				
I am more motivated to clean when you tell me the date you are coming and I have no choice	Haven't gotten around to it	Scheduling is a barrier			
way to much hassel and restrictive	Too restrictive	Inconvenient			
have not had a need but will soon... :)	not needed	Planning to use it			
Haven't had anything large to get rid of	not needed				
I don't generate much trash. I set out "big trash" perhaps once every 6-7 years.	Not needed				
Haven't needed it	Not needed				
didn't need to	Not needed				
Not yet needed	Not needed				
Haven't cleaned out garage or basement but plan to use this service yearly	not needed	Planning to use it			
We take our stuff ourselves to places like metal recycling or Goodwill.	Self-haul				
I haven't yet had the need	Not needed				
Have not had the need	Not needed				
I actually plan on using this service this week	Planning to use it				
I am lazy	not needed				
No need, and also seems like a hassle. We liked the annual trash pick up program.	not needed	Inconvenient			
I don't have anything that needs to be hauled away.	not needed				
Haven't needed it yet	not needed				
No need to use it, as of yet, but plan to use it in the future.	not needed	Planning to use it			
I used the once a year bulk service extensively in the clean up and renovation of my home. Since then, I haven't needed bulk disposal but I think it's a great service that I typically planned ahead to use.	not needed	likes C2H			
I like the scheduled pick up date by neighborhood better; I have heard that the waiting times for the new program are long	heard the wait was long	Return to NCU			
We haven't had anything big enough to bother.	not needed				
No time!	Haven't gotten				
I took my stuff to the dump myself as i did jot want to clog up parking spots on 900 east.	Self-haul				
Have not needed it since it began.	not needed				
No need this year.	not needed				
I desire city clean-up to be reinstated	return to NCU				

No need	not needed				
I live alone in a small house with minimal items. People own and have way to much stuff. They city should be charging for this service as it is a service that only some people need.	budget impact	Should be a fee-for-service			
No need	not needed				
I hate this option. The annual option was much more convenient. It gave people with lower income and artists a chance to use and repurpose metal, wood, furniture, clothing, books, toys, outdoor equipment etc. and was super easy for the neighborhood. Now when someone orders the service everyone else in the neighborhood "piles on" and it sits there for over two weeks.	misses scavenging	Return to NCU	Inconvenient	dumping complaint	
to easy to put off till later...no deadline	Haven't gotten				
I haven't had to dispose of a relevant item	Not needed				
not needed recently	not needed				
Inconvenient, the requirement to notify which items are going to be picked up is too difficult to forsee. The old Spring cleanup was a much better and more convenient service.	Inconvenient	Return to NCU			
I didn't know about it bummer. I paid a bunch to got junk	Not aware of it				
I don't need it	Not needed				
not needed	Not needed				
Have not needed it but will use it in the near future.	not needed	Planning to use it			
I liked the once a year preplanned program. I might be too lazy to call	Haven't gotten around to it	Scheduling is a barrier			
I didn't need it this year but plan to use it in the future.	not needed	Planning to use it			
Takes too long - we have a truck so we just pay the \$10 to go to the dump and get rid of it quickly	Need more immediate service	Self-haul			
This year we didn't need anything hauled off.	not needed				
Have not needed this	not needed				
Inconvenient, it does not take normal waste items like the old yearly street pickup	inconvenient	Too restrictive			
Have other family members to take care of this for us.	Not needed				
awareness and concerned it would not get done	heard negative				
I have not had items that would require this service at this point	Not needed				
It is neither easy nor convenient.	inconvenient				
Have not collected enough to use it	Not needed				
Have not had adequate need, but am very pleased this program exists	Not needed	likes C2H			
Too much trouble to schedule appointment and haul items out. Previous pickup schedule was much more conventient	Inconvenient	Scheduling is a barrier	Return to NCU		
Have heard the wait time for pickup is very long.	Heard the wait				
I figured it would be executed poorly as the compost program was. Also saw neighbors' haul on the street for an excess period of time. Assumed it wasn't being picked up timely.	misc				
Too much planning. I liked the old system that allowed roaming and neighbor to neighbor recycling	misses scavenging	Inconvenient	Return to NCU		
It's inconvenient.	Inconvenient				
Need to be organized & prepared ahead of time. Only have one day to set things out	Time limit is too				
Prefer annual neighborhood program	return to NCU				
Have only lived here 6 months.	Just moved in				
I have not had waste to dispose of this way. My understanding from neighbors is that this program isn't well run to begin with . . . appointments made and not kept.	heard negative things	Not needed			
Too complicated and too much lead time	Inconvenient				
Inconvenient. I want to know a date the city will be picking up and plan to have stuff out accordingly. Please bring this service back.	Inconvenient	Return to NCU			

I have not yet had a need to use it but will definitely when I have that kind of trash.	Not needed	Planning to use it			
B/C i donate my items to DI or ReStore or use the services of Springback Utah Mattress Recycling.	not needed				
have not needed it	Not needed				
I didn't have items to remove.	not needed				
was easier when there was a spring or fall pickup	Inconvenient	Scheduling is a barrier			
Old and tired.	Inconvenient	misc			
i have heard bad things about this service in that garbage waits to be picked up for a long time. Not good	heard negative things				
Procrastination.	Haven't gotten				
Not enough stuff to pick up yet but will probably use this service in the future.	not needed	Planning to use it			
I am waiting to get a load to make it with the call	not needed				
have not yet had a need.	not needed				
I haven't needed to use it	not needed				
I have this perception that I will be put on some long waiting list.....	heard the wait was				
I have not needed it.	not needed				
Haven't needed it.	not needed				
Too much of a pain having to schedule. Prefer yearly clean up we previously had. Now we just find big company dumpsters and leave stuff in them	Scheduling is a barrier	Return to NCU	use private hauler		
I liked the old pick up system- hard to schedule and limited time to fill	Scheduling is a	Return to NCU			
I would like to see the once a year curbside pick-up rather than this new system which leaves gaps in time between when you need service and when you get it. Planning for once a year was so much better.	return to NCU	Inconvenient	scheduling is a barrier		
No need of it yet	not needed				
They said when I called that they would not deal with large broken branches, but would bring me two large recycle containers which they did.	not needed				
The city must do more to educate people on how to dispose of large or hazardous items.	misc	service suggestion			
I am afraid of them damaging my curb that I paid \$2,000 for with their back hoe. This has happened in the past.	Service complaint				
Not organized enough to schedule it.	Haven't gotten				
have not needed service	not needed				
I watched my neighbor wait for six weeks and eventually we helped put the stuff in bins to get rid of it. No one ever came to pick the stuff up.	Service complaint				
have collection points instead	reexamine				
It is harder to use than the week-long pick up that we used to have. I liked putting out my stuff and having people come around and pick though it if they wanted it rather than just haul everything to the dump.	misses scavenging	Return to NCU			
no need	Not needed				
Haven't been ready to use it yet.	Not needed				
Have not needed it.	Not needed				
I take these items my self to the landfill	Self-haul				
I like the old program better. I don't have enough items to use this.	Not needed	Return to NCU			
Seems like people should be able to figure out how to get ride of large old junk on their own.	misc				
no need	Not needed				
Have not had any large items to dispose of.	Not needed				
I'm apprehensive to load a bunch of junk on the curb.	misc				

Since the once a year neighborhood pickup was discontinued I have not needed to call.	Not needed				
As yet, no need for it.	Not needed				
I don't have large items, if I do I take them to the dump myself.	not needed	Self-haul			
No need	not needed				
no need, obviously. When the need arises, I will use the service	not needed	Planning to use it			
It is to long a wait for pick up and we have a trailer for the land fill if needed. Neighbor did Call 2 Haul used It this year.	Need more immediate service	Self-haul			
We haven't had enough trash to use up a once a year option	not needed				
There is not enough parking on the street. It was better when we had the neighborhood cleanup - we would dedicate one spot and everyone would put there stuff there.	return to NCU				
Prefer old system, with fixed date and most items were recycled by others before city PU.	return to NCU	Misses scavenging			
Hassle, but I plan to use it in the future.	Inconvenient	Planning to use it			
Not needed	Not needed				
I do not have enough items to call for.	Not needed				
not needed	Not needed				
not needed	Not needed				
it was easier to have a day designated for my area.	return to NCU	Inconvenient			
Too difficult to schedule in advance	Scheduling is a				
Hard to find time I will be able to use it	Scheduling is a				
Was unaware of it when I needed it then have not needed it since becoming aware	not needed	Not aware of it			
Don't like to be the only one on the street with waste in front. Neighborhood Dumpsters would be the way to go.	return to NCU				
Haven't needed it thus far	Not needed				
haven't needed	Not needed				
nothing to dispose of	Not needed				
No need	Not needed				
What can't be put in the barrels is stacked in my backyard until I have a large pile -- which might be a couple of years.	not needed				
I have been out of town a lot since this program started. I INTEND TO USE IT SOON,HOWEVER.	Planning to use it				
Haven't needed it enough to put out the effort.	Not needed				
We have gardeners/tree services that haul their own waste and we give other items to charity	private haulers				
No large items yet. We miss the curbside annual clean up.	Not needed	return to NCU			
No need as of yet	Not needed				
No items yet	Not needed				
no need	Not needed				
have not needed it - preferred the annual neighborhood clean-up	Not needed	return to NCU			
		need more immediate service			
Time delays, no need	Not needed				
Haven't needed it yet for bulk cleanup.	Not needed				
I have lived here only 14 months and have not yet needed to use the service.	Not needed				
I find this more cumbersome than the old way.	inconvenient				
you are told when they will be in your area. very, very inconvenient. It is a way to say we have a program but the program does not work	inconvenient				
I put stuff in the garbage can. If I every have lot's of large articles, I will call. But I haven't yet.	Not needed	planning to use it			

Inconvenient - vastly preferred the neighborhood scheduled clean up, which provided opportunity for outsiders to recycle.	Inconvenient	Return to NCU			
Not on my radar.	Not aware of it				
Have not yet had the occasion	Not needed				
We haven't needed it since this program started, but we may in the future.	Not needed	planning to use it			
Since the end of the neighborhood cleanup program I have not had enough waste to use this new program, however I can see that ONLY ONCE per year can and will be a problem. As a home owner that has large trees, I can not know when I will need tree limb removal and in past years it has been necessary 2, 3 or even 4 times in one year. Also some people will let things pile up on their property and they will become an eye sore if they don't have the ability to call for additional pick-ups because they have already used their one time. I believe that it will also bring back illegal dumping in empty lots and alleys. I have already seen people and landscapers dump stuff in the alley next to my home.	inconvenient	More trash in neighborhoods	dumping complaint	reexamine	
I have not had needed this service yet, but planned to use it during an upcoming remodel process.	Not needed	planning to use it			
Didn't know about it	Not aware of it				
Not as convenient as the former once per year curbside program.	inconvenient				
I don't have anything to get rid of.	not needed				
Its not convenient.	inconvenient				
Havent needed it	Not needed				
That program is a not effective.	misc				
Pain in the butt	inconvenient				
no need	not needed				
I don't like collecting a pile of junk for a once-per-year program. It would be better if you could use it 3-4 times a year.	Need more immediate service				
no need yet	not needed				
No need yet.	not needed				
Old annual neighborhood pickup much more useful and great way for things to potentially be reutilized instead of everything going to landfill	return to NCU				
I've had no need recently.	not needed				
because we didn't have anything to haul away	not needed				
waiting to save up enough waste	not needed				
Just a renter, I keep junk to a minimum	not needed				
Heard bad things about the service. Bring back the old way.	heard negative	Return to NCU			
It's more difficult to get an appointment than the curbside big items deposit used in the previous years	Scheduling is a barrier				
No need to yet	not needed				
Haven't had anything to dispose of	not needed				
Did not have the need this year, but plan on using it in the future.	not needed	Planning to use it			
Have not needed it yet	not needed				
don't have bulk waste	not needed				
tree limbs have to be a certain size, it seems too complicated	Too restrictive	Inconvenient			
just me and my wife and very little trash for large container	not needed				
Not as convenient as the annual bins	Inconvenient				
I have a pickup and haul my own.	Self-haul	Not needed			
I have made do with the services I have.	not needed				
I dont have items to be thrown away at this time.	not needed				

I wasn't aware of the specifics I could have halled away. Who do i call & is it a Jan to Jan or a 12month based on my 1st Haul?	Confused on how program works	misc			
It's a hassle. I would prefer to go back to the old system of a week each year for each neighborhood.	Inconvenient	Return to NCU			
Neighbors have indicated the wait times were very long, so I didn't even try.	heard the wait was				
haven't really needed it	not needed				
have not needed it.	not needed				
See earlier comment on Call 2 Haul. Very hard to make an appointment when it's convenient for the customer.	Scheduling is a barrier				
I haven't needed it yet, but the marketing campaigns will help remind me of the program when the time comes.	not needed				
It is very inconvenient and inefficient. It seems intended to minimize use of the prior program.	Inconvenient	inefficient			
Did not have a need for it	not needed				
never needed to	not needed				
So far I haven't needed to. I have used the dump for paint cans, etc.	not needed	Self-haul			
Heard from several sources that it is difficult to get a response. I'm collecting items and will try calling when I have finished my clean up around the house. I liked the fact that under the old method folks would drive around and pickup items they could reuse. Great form of recycling, reuse and income for those in need.	heard negative things	planning to use it	misses scavenging		
No dire need, and read you have to schedule weeks if not months out	not needed	heard the wait was long			
Iâ€™m still uncertain how much/what size of materials theyâ€™ll take	Confused on how				
I haven't had time to actually schedule a date and put the stuff on the street. Most things fit in our cans or we run to the dump.	Haven't gotten around to it	Self-haul	not needed		
Have not had a need but will use service in near future.	not needed	planning to use it			
It is difficult for me to schedule a pick up time.	Scheduling is a				
not needed	Not needed				
Havenâ€™t had a need	Not needed				
nothing to recycle at this time I liked the old way better. than could combine piles with neighbors	Not needed	Return to NCU			
Not enough junk yet	Not needed				
no need	Not needed				
I didn't have a lot of stuff to throw out.	Not needed				
I have not had the need	Not needed				
Nothing to dispose of yet.	Not needed				
I want to use it, but haven't done so yet.	Haven't gotten				
No need	Not needed				
haven't had the need yet	Not needed				
Did not know who to call	Confused on how				
Never have that much.	Not needed				
I have use of a truck to take items that do not fit to the dump	Self-haul				
We haven't had the need.	not needed				
Don't have enough to call.	not needed				
I haven't needed it, but I am aware of it.	not needed				
Didn't need it, but will come this spring	not needed	planning to use it			
just haven't yet	Haven't gotten				
I preferred the old system.	return to NCU				

I've not had a need; We also live in a PUD	Not needed				
Not aware.	Not aware of it				
No need.	Not needed				
first year i did not have items for the service	Not needed				
I liked old way, this way less more complex	return to NCU				
I miss the old neighborhood cleanup - there was such an efficient human recycling thing that happened. I found some great furniture at neighbors' houses and saw many folks coming to recycle things they could use. This doesn't happen with Call 2 Haul. I haven't used it yet. The date of the old program used to motivate me. :)	misses scavenging	return to NCU			
Heard there was a cost.	Confused on how				
Due to challenges we heard that other residents were facing confirming scheduling as well as the limited types of items that can be picked up compared to the older program	heard negative things				
When I want to book it is several weeks out.	Need more				
Havent needs it	not needed				
too hard to make apptg	Scheduling is a				
have not needed	Not needed				
I haul that type of waste to the landfill.	Self-haul				
Haven't needed it	Not needed				
Because I have no need of the program	Not needed				
Because when I read about the program, it didn't feel practical for my needs.	not needed				
I used the annual service but heard complaints about the call service so haven't used it.	heard negative				
The 1 day led time is hard to make work as an older man. Also when you go to the website and see that you are only suppose to get a 4x8x2 ft high pile, you wonder if this is enforced? My neighbor just did this so I could see it was loosely enforced. So I do miss the old system. Ya there are some neat freaks that didn't like it. And ya I was on the street that had a neighbor who piled broken concrete in front of 3 other neighbors' houses, so I know there can be abuses.	Time limit is too restrictive	return to NCU			
I usually donate to worthy causes AND I don't have anything to dispose of.....yet	Not needed				
I do not have large amounts of waste to remove	Not needed				
We preferred the once a year pick up with set dates	return to NCU				
A recent death in the family, still sorting through what needs to be discarded; much given to Savers.	Not needed				
I didn't have very much so I added it to my neighbors small pile.	Not needed				
Because they ask what are you going to put out on the curb and it's too much they say wow !! I liked it better when we just had to put it on curb no questions asked	service complaint				
I didn't need it this year.	Not needed				
Haven't had the need	Not needed				
havent needed it, but I must say I do really miss the annual pick up that you used to do!	Not needed	Return to NCU			
We used it when there was a date to put everything out. Once it changed and you had to call for a pick up the service never came. We were placed on an indefinite hold, seems too disorganized. We paid a contractor to haul it away.	service complaint	use private hauler	return to NCU		
I liked the old way where they came once a year and you put junk out	return to NCU				
have not needed this service	not needed				
Scheduling	Scheduling is a				
Have not need to	Not needed				
When there was a pickup date, it focused us on getting together those items and putting them out. It also allowed for an informal freecycle program as many of our items were picked up by others before the city hauled them off. The biggest problem for us is to make our own deadline so we do this once a year.	misses scavenging				
Was not convenient	inconvenient				

seems to complicated to use....and too restrictive in terms of size and types of material	Too restrictive	Inconvenient			
I have heard that scheduling is very difficult. Prefer once a year, summertime, one week pickup	heard negative things	Return to NCU			
Would rather have the old prescheduled curbside cleanup back. I am aware of several folks who have attempted call to haul, and it does not workout as the City wanted it to.	heard negative things	Return to NCU			
haven't taken time to dejunk that heavily yet	not needed				
I don't think of it. I will certainly use it when I do. T	not needed	planning to use it			
I haven't had any bulk items to haul away. If someone needs to have bulk waste hauled away, perhaps some of the cost could be defrayed by charging those residences that use the service.	Service suggestion	Not needed			
I don't like the idea, I preferred the annual street clean up. Call 2 Haul was a disappointment	return to NCU				
I haven't needed to yet. I don't have a lot of junk I need to get rid of.	not needed				
have not had any items to get rid of that fit the criteria allowed	not needed	Too restrictive			
Heard from neighbors that they do not respond and piles left for long periods of time. I pay private company to haul my yard waste	heard negative things	use private hauler			
haven't needed it	not needed				
Too restrictive	Too restrictive				
I currently do not have large items to throw away.	not needed				
to inconvenient much preferred neighborhood cleanup	Inconvenient	Return to NCU			
IVE HEARD THAT YOUR STUFF STAYS ON THE CURB FOR MONTHS WAITING TO GET PICKED UP.	heard negative				
I have heard that it's a horrible program and have tried to not need to use it.	heard negative				
I haven't had any bulk items to dispose of.	not needed				
Haven't needed it yet, but plan to use it in the next few months	not needed	planning to use it			
Timing inconvenient	Inconvenient				
I have not had the need to use it yet.	not needed				
Prefer the previous method	return to NCU				
No need.	not needed				
Have a dumpster available at my office I use	not needed				
Have not yet needed.	not needed				
No need.	not needed				
Have not needed it	not needed				
Have not needed it.	not needed				
I have a pick up and make my own trips to the dump.	Self-haul				
We haven't needed it.	not needed				
not needed.	not needed				
We have not had the need to get rid of large items.	not needed				
inconvenient. I preferred the old way of doing it.	Inconvenient	Return to NCU			
no need	not needed				
Too inconvenient. I lused and iiked the previous annual cleanup program that was canceled a few years ago.	Inconvenient	Return to NCU			
I have not had occasion to use this service. We have a truck and have been able to haul any large items ourself. It is a worth while service for those that can not haul themself	not needed	Self-haul	likes C2H		
It is seemingly a hassle. I liked it the way it was. It not only provided a way to get rid od waste there was an element of entertainment watching the scavengers.	heard negative things	Return to NCU	misses scavenging		
Use my own truck if I need to haul to the County Waste	Self-haul				
I have not needed it	not needed				

I kind of got confused about this program because I heard it changed from what was originally offered when it was first instituted. I guess I've been waiting for an updated explanation in the mail from you. It has never come to me, or it got lost in the mail. I am VERY interested in this program.	Confused on how program works	planning to use it			
I sell or donate all large furniture, appliance, and electronics I don't need.	not needed				
We did not have anything that we needed to be hauled away.	not needed				
Have not had a need yet, but I think it's awesome. My neighbor used it.	not needed	likes C2H			
Just haven't used it yet, planning to later this year.	not needed	planning to use it			
either did not have enough "stuff" to justify or was able to identify a neighbor who could use the wood or had a contractor take the waste along with other items he was hauling	not needed				
This is a program failure. I'm sure costs are down because it is rarely used. I want a date where we can move items to the curb. This is also good for recyclers who pre-pick piles for things they can use and sell.	return to NCU	Misses scavenging			
I don't feel like I have enough that needs to be hauled off to call a service, and miss the neighborhood cleanup, when I could put my few bulky items out.	not needed	Return to NCU			
It is too much hassle, I liked having a designated day that everyone would just pile up their junk on the street	inconvenient				
We have not needed it since it's inception.	Not needed				
No need yet	Not needed				
no need	Not needed				
haven't had time to actually clean out to put on curbside, it put appliance on curb usually will get picked up by a junker.	Haven't gotten around to it				
Careful about the amount of junk I accumulate. I used it when we put it out once a year.	Not needed				
Did not understand how it works	Confused on how				
Didn't get organized enough yet to be prepared to use the service	Haven't gotten				
I don't know how to contact them. I've never seen contact info for them. My wife didn't know about this program.	Confused on how program works	Not aware of it			
I don't know where to put my items. Do we get a can or do I put them where you used to put them? There was a concern about contamination so what is different about this new program?	Confused on how program works				
Street cleanup really helped get rid of neighborhood clutter, now it piles up again. You are processing far less junk and that is the problem. Street cleanup was efficient and the metal scavenger actually sorted a lot before pick-up.	return to NCU	Misses scavenging	more trash in neighborhoods		
Have not had the need.	Not needed				
Have not needed it yet	Not needed				
Complicated	inconvenient				
I just moved into the neighborhood and haven't had the opportunity to use it yet.	Just moved in	Not needed			
I haven't had items that would not fit in my weekly trash.	not needed				
the previous version of the program is easier	return to NCU	reexamine			
I don't really know how - seems like a hassle - and I don't have that much	inconvenient	Not needed			
NOT AS EASY TO USE AS THE OLD PROGRAM	inconvenient				
don't know how to use it. also heard waiting times were very long	Confused on how program works	heard the wait was long			
I haven't had the need.	Not needed				
Not enough material	Not needed				
Not convenient prefer the the curb pickup.	inconvenient	return to NCU			
I have not had a need. I was going to use it in the spring, but ended up hauling my yard debris to the landfill green area.	Not needed	Self-haul			
will have enough stuff next year	Planning to use it				

nothing to through away	Not needed				
Haven't needed it yet	Not needed				
It seems like a hassle to do. Also, we don't usually have large amounts of trash or yard waste at once.	not needed	Inconvenient			
We are able to dispose of our waste with the weekly pickup. We use Deseret Industries and other similar facilities.	not needed				
it is inconvenient and not as good as the old system	inconvenient				
I like the old program this one is problematic for us. I like giving away excess items to others without having to haul myself. This program doesn't create confidence and I would like the old program back	return to NCU				
I heard it takes a really long time to get them to come and get your stuff, I liked when we just had the curbside pick up during the scheduled time per year.	heard the wait was long	return to NCU			
We don't have enough items to warrant a trailer. Preferred the previous model.	not needed	return to NCU			
We haven't scheduled it, Citywide Cleanup was much more convenient.	not needed	inconvenient			
Haven't needed yet	Not needed				
We're used to going to the dump. Didn't think to use this service.	self-haul	not needed			
Haven't needed	Not needed				
didn't have a need this year.	Not needed				
kind of restrictive	Too restrictive				
haven't needed it	Not needed				
Haven't needed to use it. I likely will need to use it soon.	Not aware of new				
We haven't had a need yet. Do you recycle the electronics and mattresses??	Not needed				
Hired someone to haul away old decking because it was quicker.	Need more immediate service	uses private hauler			
Waiting times are way too far out. Let's go back to once a year neighborhood collection.	return to NCU	Need more immediate service			
Not convenient	inconvenient				
Things we may have wanted picked up don't qualify (old chainlink fence, drywall, building materials)	Too restrictive				
prefer once/yr planned pick up. This encourages neighborhoods and individuals to plan and prepare. Our streets and yards were cleaner when we had the annual program.	return to NCU	More trash in neighborhoods			
I usually take large items to the landfill myself. Not expensive or hard.	self-haul				
Have not yet had time to clean up the yard	haven't gotten				
No reason	Not needed				
No need.	Not needed				
Did not have extra large items to dispose of	Not needed				
Difficult to arrange a time and communication with other residents.	Scheduling is a				
I know about it, but haven't had a bunch of stuff to have them come and pick up. We usually just take a truck load to the dump when we have a big project.	not needed	Self-haul			
Too long of wait. Much preferred the annual service previously available.	return to NCU	need more immediate service			
Have not had large items needing pickup	Not needed				
No need	Not needed				
Have not really needed it this year.	Not needed				
I prefer the previous program when an area annual pick-up occurred.	return to NCU				
Too much trouble.	inconvenient				
Do not have materials that qualify. Could use household hazardous waste pickup once a year to save a trip to the landfill.	Not needed				

Unaware	not aware of it				
Very inconvenient! It enables neighborhood to maintain and keep well kept residences. Things put on the street also a great form of recycling to people who can use it	misses scavenging	return to NCU			
Haven't had the need to use it	Not needed				
I haven't needed it but I much preferred the previous neighborhood cleanup program	Not needed	return to NCU			
timing / uncertainty of when pick-up would occur. Generally many small items require disposal rather than an efficient pick-up service!	heard negative things	Inconvenient			
I haven't had the need to use the service at this point in time	not needed				
Too complicated and cumbersome	inconvenient				
Haven't needed it this year; probably will next year.	Not needed	planning to use it			
Haven't really gotten my act together to do it and call. When it was a specific date, I made myself get stuff ready by the deadline.	haven't gotten around to it				
not needed so far	Not needed				
One have 1 or two items , doesn't seem cost efficient to call .	Not needed				
al have nothing to haul	Not needed				
liked it better when it was just automatically scheduled. the annual date would be the motivation to get things done. hard to do it the other way	Scheduling is a barrier	return to NCU			
Havent had a need this year	Not needed				
have had no the need to dispose of any items mentioned yet	Not needed				
I haven't needed to use it yet	Not needed				
I will use it, but have not done a property cleanup large enough to warrant it yet.	Not needed	planning to use it			
My work schedule is so busy I haven't had time to arrange this service. The prior curb side fall clean up program was much easier to use.	haven't gotten around to it	inconvenient			
nothing to throw away.	Not needed				
have not need to use it	Not needed				
I have not had the need recently. However, I have also heard that sometimes the lead time is huge, though that may have been fixed since the program got up and running.	not needed	heard the wait was long			
It is not convenient	inconvenient				
I don't need two	Not needed				
We just forget to do it. In some ways, it was easier when the City just scheduled it!	forgot about it				
I dont have junk that does not fit in my 40 gal can. Our neighbors share space in cans also	Not needed				
Have not needed this service.	Not needed				
Just haven't used it yet	haven't gotten				
I don't have large amounts of trash that need hauling so it seems a waste of everyone's time to call.	Not needed				
Go back to clean up days	return to NCU				
Have not needed the service.	Not needed				
havent gotten a notice in the mail yet	Not needed				
Haven't had the need.	Not needed				
We haven't needed it.	Not needed				
Haven't needed it	Not needed				
Don't have large items to waste.	Not needed				
Nothing to haul away	Not needed				
We don't have enough "stuff" for it	Not needed				
We heard/saw that items sit out for extended timeframe and program was not efficiently picking up large items.	heard negative things				
Not enough material to need service	Not needed				

Iâ€™ve used the additional compost cam option in the program, but havenâ€™t had need for other bulk item pickup. I think itâ€™s a great program and will use when/if needed.	not needed	likes C2H			
too inconvenient, I preferred the big pick up that used to be in place. Most of my items were taken by others before the pick up. I liked that!	misses scavenging	return to NCU	Inconvenient		
not convient	inconvenient				
I liked it better when there was a scheduled time for the entire area.	return to NCU				
i personally try to recyle everything by using deseret industries and habitat for humanity	Not needed				
I try to recycle or donate. I use the Park City recycle drop off.	Not needed				
It seems less convenient than the old curbside cleanup program. I liked the old program for the following reasons: - it have incentive to clean up at a certain time of year and get rid of stuff. - it allowed for people to go around and âœpickâ€ at the discarded waste. I think this should be encouraged rather than shunned as itâ€™s a basic level of reusing rather than discarding. Think of all of the items that never made it into the landfill! -it was easier than signing up for the service, which I heard from numerous neighbors was extremely backed up during many times of the year.	return to NCU	Misses scavenging			
We donâ€™t have enough of those types of items.	Not needed				
Itâ€™s annoying and the curb pick up needs to be brought back. You canâ€™t always plan on a tree branch breaking or cleaning out you garage.	return to NCU				
Have been able to fit my waste into the cans	Not needed				
Too much of a hassle now and I noticed that if you litter large metal items out front they will be picked up regardless of using Call 2 Haul.	inconvenient				
I donate all of these types of items I can to thrift stores/restores, and haven't had a need for the program yet--but love that it's an option. So much better than neighborhood wide "junk" pickups!	not needed	likes C2H			
I have not needed to	Not needed				
no need	Not needed				
Need to take the time to pull together enough stuff to justify a pickup.	haven't gotten				
no need so far	Not needed				
Too much hassle. Bring back yearly pick up for all!!!! Much less goes to waste!!!!	inconvenient	return to NCU			
I have not had any large items to be picked up.	Not needed				
Don't have to much garbage,using my own truck to take to 5800 west California ave.garbage place.	Not needed	self-haul			
Wait time is too long or not available when neede	scheduling is a				
No need for it so far, but it seems like a helpful service	Not needed	likes C2H			
I will use it when the need arises. The old system worked just fine. Why change?	planning to use it				
Have not needed the service, but probably will in the near future.	Not needed	planning to use it			
Nothing to throw away	Not needed				
Not needed yet	Not needed				
I either sell stuff that needs to be picked up or bring it to the Goodwill Store.	Not needed				
haven't had enough bulk items all at once	Not needed				
Wasnâ€™t sure it was still being offered.	not aware of it				
No need	Not needed				
N/A at this time	Not needed				
The times I considered using it, it was going to take way too long to schedule a haul and the work I had planned was more immediate.	scheduling is a barrier	need more immediate service			
Have not needed to use it.	Not needed				
Haven't needed to.	Not needed				

I liked the previous program better and think this one doesn't work well.	return to NCU				
Failed to plan ahead.	haven't gotten				
We keep waste to a minimum	Not needed				
dorove to landfill with additional large items	self-haul				
haven't had the need yet.	Not needed				
I have not had time to get it put together	haven't gotten				
We haven't needed it yet. Someday. You should charge for the Call 2 Haul, It'd be worth it.	Not needed	planning to use it	service suggestion	Should be a fee-for-service	
I don't have anything to dispose of yet	Not needed				
Haven't needed it	Not needed				
Haven't needed it.	Not needed				
I liked the original program with a fixed annual schedule better. I have not had a reason to use the new one yet but did use the earlier service.	Not needed	return to NCU			
I'm new to slc	Just moved in				
Have not needed it yet, but plan to in the future	Not needed	planning to use it			
not needed	Not needed				
Because the list of what they will take is so narrow its easier for me to just go to the dump.	Too restrictive	Self-haul			
Haven't needed to, make trips to the dump ourselves	Not needed	Self-haul			
They don't show up on time and stuff stays in the street for days.	service complaint				
I have taken my own large items to the dump, primarily for electronics collection	self-haul	not aware of new eligible items			
I just became aware of it and plan to call very soon.	planning to use it				
Not as convenient as the scheduled pick up dates from the past	inconvenient	planning to use it			
I keep my property tidy.	Not needed				
No need yet.	Not needed				
Not enough junk to leave at curbside	not needed				
I participated every year in the neighborhood curbside while it was offered for many years. Since the change I have not used this new Call 2 Haul service. I think this is a great service though. Since I live on the poorer more messy west side I think the regularly scheduled every year pick up helped keep the neighborhood cleaner.	Not needed	likes C2H	return to NCU	reexamine	
It is not as good as the old curbside program.	return to NCU				
We have a truck and haul those items to the landfill.	self-haul				
too hard to manage vs having a weeks time to put your stuff on the curb abd you can put more yard waste out in the old system. Its an ineffective new system with too many restrictions so now it is an additional cost to me annually by a yard care company	inconvenient	return to NCU	Too restrictive	not aware of new eligible items	
not needed	Not needed				
Haven't needed the service.	Not needed				
We have not had the need	Not needed				
i haven't had the need.	Not needed				
Have not needed to dispose of anything large for a few years. However we will use that service sometime in the future.	Not needed	planning to use it			
Never needed	Not needed				
To much bother	inconvenient				
I take it to the dump myself because I think it's unsightly to leave any items like that on the street in front of my place, thank you anyway.	self-haul				
I haven't had any large waste to get rid of.	Not needed				
Have not had a need	Not needed				

I don't think it meets the needs of the west-side residents	misc				
too little material	Not needed				
Not necessary. Like this service because it eliminated the neighborhoods looking like dump sights and all the folks driving through the neighborhoods and rummaging in the piles.	not needed	likes C2H	Disliked scavenging		
my husband is a contractor and makes regular trips to the dump	self-haul				
Haven't had the need to use it.	Not needed				
Bad reputation in our neighborhood. Never available	heard negative				
I preferred the old system - it encouraged the re-use of unwanted items, and it was easy to use to keep down the clutter.	misses scavenging	return to NCU			
I do not know where to call to schedule and have heard that the program doesn't work well - I may be misinformed.	heard negative things	confused on how program works			
Have heard that its hard to get something scheduled, preferred the seasonal neighborhood cleanup that was offered before	heard negative things	return to NCU			
haven't had enough stuff to get rid of.	Not needed				
No big stuff	Not needed				
Too complicated	inconvenient				
i have heard that if you sign up to use, items are not taken in a timely manner.	heard the wait was				
Given the limitation on frequency of use would want to put together enough to make it worthwhile. Have not done the "spring cleaning" or other work necessary to have a pile worth using this service for.	haven't gotten around to it				
I have not heard good things about the program	heard negative				
Not sure we have enough for a single pickup.	Not needed				
It's not the same as it was before when they had a date and then came bye and collected the material.	misc				
Moved in recently	Just moved in				
Have not needed it so far	Not needed				
Didn't know about it. Used to use the annual curbside pickup but it was discontinued.	not aware of it				
Don't have a need currently for anything to be hauled away.	Not needed				
not needed so far	Not needed				
We used it for years, but don't have as big a need now. That being said, we are doing some major house cleaning & pruning of small trees and will probably use it.	Not needed	planning to use it			
I have not lived in Utah very long.	Just moved in				
The service was totally booked when I needed it.	scheduling is a				
No need	Not needed				
Too hard to schedule. Don't know enough in advance.	Scheduling is a				
Have had no need to before now, will be calling in the near future.	Not needed	planning to use it			
I don't often have large items to discard of, and when I do it is construction materials that are not listed as approved items	Not needed	Too restrictive			
Try to limit waste	Not needed				
have done donations instead	Not needed				
I don't produce much waste	Not needed				
have not had large waste removal need in the past 4 years	Not needed				
Do not have enough items to add to this service at this time	Not needed				
It just has not been convenient to schedule on my own - so I request extra cans	inconvenient				
Not necessary for most inner city properties. Small yards, most tree companies take away limbs.	Not needed				
I don't like how it works. I much preferred the old program of setting a specific week when bulk items could be set out.	return to NCU				

I have not had a need yet, but think it is a great service and huge improvement over the previous program	Not needed	likes C2H			
No need	Not needed				
Just moved here in July 2017 and don't have any big items needing special disposal yet.	Not needed				
As of now, I do not have large items that cannot be disposed of through regular pick-up	Not needed				
Picking a time when we will get our sh_t together to get it done never happens. When we knew we had a deadline we were better.	haven't gotten around to it				
Have not had a pile of stuff to get rid of.	Not needed				
Too many rules, and I don't really understand it. Also, I've heard people in the neighborhood complaining about not being able to get an appointment, etc. I liked it better the old way, where a certain week was assigned, and you knew you could put your things out on the street up to a week prior.	Too restrictive	heard the wait was long	confused on how program works	return to NCU	
Have not needed to use it	Not needed				
Rules are too difficult and I have heard of long delay's to schedule	heard the wait was	inconvenient			
Have only lived in this home a year and we haven't needed it. Although I did not realize tree limbs fell into this category.	Not needed	Not aware of new eligible items			
Haven't had the need.	Not needed				
Have not yet needed it	Not needed				
I have not had things to throw out.	Not needed				
As yet unneeded.	Not needed				
No need	Not needed				
Can haul my junk to dump myself at my convenience at no charge	self-haul				
It was difficult to schedule it myself. I can't remember what they were but certain stipulations made it difficult and I just never did.	scheduling is a barrier				
not much garage to haul away for the time being.	Not needed				
I haven't needed the program.	Not needed				
no comment	None				
Have not needed it.	Not needed				
Hasle	inconvenient				
too limited in scope	Too restrictive				
Have not had the need of it yet	Not needed				
I do not want to have other people in the neighborhood or surrounding area place stuff on my pile and I get penalized for it.	misc				
Love that it is an option, but have not needed it yet.	likes C2H	not needed			
We don't like the scavengers who pick through the piles and leave messes	disliked				
Because I liked the "spring clean up" program so much. I never have enough to warrant call2haul. I also think it's a barrier to have to call and schedule rather than just meet whatever date comes around for my neighborhood. I also read a lot of disgruntled comments that said they called and didn't get a response or the waiting period was so long it was useless. Bring back spring clean up!!	not needed	scheduling is a barrier	return to NCU	heard negative things	heard the wait was long
use to get a trailer out here once a year that worked great	misc				
it's a hassle; preferred periodic curb-side pick-up	inconvenient				
As of now had no need for this service	Not needed				
Did not know I had that option or the time of pickup.	not aware of it				
I have not needed to use it yet.	Not needed				
We like the old one better because a date was provided and they collected everything	return to NCU				
It seems to complicated. Please to back to the curb-side pickup like you used to have.	inconvenient	return to NCU			
We hauled what we needed away ourselves because it seemed difficult to arrange for call to haul.	inconvenient	self-haul			

no extra junk..plus have on truck easier to take to dump myself	self-haul				
I mostly bring my things to places where they can be recycled	self-haul				
We don't generate enough bulk waste to rationalize a service call.	Not needed				
Not needed now that yard waste bins are available. Will use for tree limbs when necessary.	Not needed	Planning to use			
I am aware of the service but have not yet had the need to use it.	Not needed				
No need yet	Not needed				
I can pretty much dispose of what I have in the regular containers	Not needed				
too complicated. I prefer the previous program.	inconvenient	return to NCU			
not convenient, don't have that much to dump due tp previous program.	inconvenient	not needed			
unaware of where and when to get it to come to my neighborhood	confused on how				
No need so far	Not needed				
Too many restrictions on size of items.	Too restrictive				
Itâ€™s inconvenient. Requires too much advance planning	inconvenient				
Too difficult to follow the restrictions and use this service.	Too restrictive	inconvenient			
haven't needed it	Not needed				
it is a joke,	None				
I have not yet needed it, but will in the future	Not needed	planning to use it			
Haven't needed the service	Not needed				
No need	Not needed				
I prefer the old system of a once or twice a year pickup.	return to NCU				
	scheduling is a barrier	Service complaint			
It doesn't work. Calls are not returned in a timely manner. Hard to schedule pick-ups.					
Not needed	Not needed				
Its difficult to plan and schedule	scheduling is a				
No need	Not needed				
Haven't had items that qualify to date.	Not needed				
Have not needed to use it.	Not needed				
Have not had enough large items to need hauled away. Have also heard through grapevine that it takes a really long time for pick up after calling	Not needed	heard the wait was long			
Inconvenience	inconvenient				
Havenâ€™t needed to just use the brown can and have put off getting rid of the larger items I used to put on the curb for scheduled street pick up. I liked that plan better than the current one	Not needed	return to NCU			
i might soon, but i would want to combine with neighbors	planning to use it				
Havenâ€™t needed it this year.	Not needed				
Havenâ€™t had anything large while living in current house	Not needed				
Not had a need	Not needed				
To long wait time	Need more				
don't have enought to make it worth your while. When I have a load I just take it to the dump myself	Not needed	self-haul			
Waiting until we move, have not needed it before this time.	Not needed	planning to use it			
No need	Not needed				
u can call, but their answers is we r busy possibly luntil next month...	Need more				
Inconvenient when single items available throughout the year	inconvenient				
Haven't needed it yet.	Not needed				
Haven't really needed it.	Not needed				

Too lazy. The previous program had a deadline so I had to get out and haul my stuff to the curb.	haven't gotten around to it				
We haven't use purged yet but we're thinking of using this service soon.	haven't gotten around to it	planning to use it			
Nothing big yet to discard	Not needed				
I haven't had a need the last couple of years. I have also heard it isn't user friendly which makes me cautious try using the service.	heard negative things	not needed			
It worked better for me when there was a set day/time/week for the neighborhood I live in and the program should revert back to that process.	return to NCU				
I haven't needed the service.	Not needed				
I plan to, just waiting for the utility department to give me my account number. Had to wait a few weeks.	planning to use it				
I find it hard to get motivated with this system. I preferred the previous set date and always discarded some items. I would love a pickup for electronic waste!	Bring back e-waste collection	return to NCU			
No opportunity yet. I will use it when I accumulate enough large items.	Not needed	planning to use it			
haven't had the need	Not needed				
Have not needed it this year	Not needed				
I havent needed it yet but would like to have it for future needs	Not needed	planning to use it			
No need yet, but I'm glad the service exists.	Not needed	likes C2H			
haven't had the need yet	Not needed				
I have not had items that would qualify for this service.	Not needed				
We're Lazy.	haven't gotten				
Have not had enough material to make it worth it yet	Not needed				
I haven't had a large enough amount of items to need it.	Not needed				
Haven't had time nor motivation to get my stuff together and out on the curb, but I intend to use it one day!	haven't gotten around to it	planning to use it			
Not needed	Not needed				
I have never had the need to use it.	Not needed				
It is too inconvenientâ€”I much prefer the "neighborhood" trash pick up.	inconvenient	return to NCU			
Havenâ€™t gotten around to it. Didnâ€™t at first due to the delays. Probably will.	haven't gotten around to it	planning to use it			
Not convenient. Prefer annual pickup	inconvenient	return to NCU			
Have not needed it yet	Not needed				
I havenâ€™t needed it.	Not needed				
Its an inconvenience to call and schedule. I liked the previous once a year, and we knew we had to get everything out.	inconvenient	return to NCU			
Do not have this kind of waste	Not needed				
I wanted to be able to have multiple items to have hauled away. I didn't want to use it for just one mattress.	confused on how program works				
Haven't made the effort to set up a day	haven't gotten				
at the same time last year we had a dumpster for our remodel, and did not need it	Not needed				
No bulk trash	Not needed				
I have not needed it.	Not needed				
We WILL use it.	planning to use it				
Donâ€™t have anything to haul away	Not needed				
haven't needed it yet, but there may be a day.	Not needed				
Wasnt ready to do the major cleanup needed to warrent getting one yet	Not needed				
no need yet	Not needed				

It is a bad program and slc should go back to area once a year area pickup	return to NCU				
Haven't needed to at this time	Not needed				
Have not needed it	Not needed				
No need as of yet.	Not needed				
Have not had enough bulk refuse to use the service since it started.	Not needed				
We currently do not have anything that we need it for.	Not needed				
reading about the pickup it had to many restrictions	Too restrictive				
It was easier to have a specific date for the pickup and just be ready on that date.	inconvenient				
Liked it before on a regular annual schedule.	return to NCU				
Didn't use it last year - but have used the previous big trash pickup every year.	Not needed				
Do not have the strength to put things out	misc				
Have not had anything that needed to be thrown out yet.	Not needed				
Haven't needed it	Not needed				
No need as of yet	Not needed				
Not convenient. I prefer the yearly neighborhood clean up previously offered.	inconvenient	return to NCU			
I don't collect junk to put out on the curb.	Not needed				
It was easier when you knew when they would be there, not everyone has time to make arrangements.	inconvenient				
Prefer the old program of street clean up. Hassle to call and schedule and neighbors add to pile when only one pile on street.	inconvenient	return to NCU			
new to the area	just moved in				
It's a hassle and too restrictive	inconvenient	Too restrictive			
at this point have not needed the service but may use it in future	Not needed	planning to use it			
I typically don't have many things to have hauled off like this. And this is a reason I liked the convenience of the old system.	Not needed	inconvenient			
Uncertain how to schedule it and what gets done with the items. Prefer to look for a way to reuse/recycle large household items.	confused on how program works				
I try to just fill my containers weekly and have not had a need for call 2 haul yet, but if I need it I will use the service	Not needed				
We never get around to a mass cleanup unlike when the date was preset	haven't gotten				
Haven't had a need to yet	Not needed				
Because I have found places that recycle most of these items. Also, I usually don't hold my waste for one collection time, I try to get rid of it throughout the year.	Not needed				
I want to be sure that everything is gathered before I use it.	Not needed				
Have not needed.	Not needed				
Because not sure how to use. Lile it better when whole nieborhood clean up happened.	confused on how	return to NCU			
Because this is a * program. It should have been left alone as the neighborhood clean up week putting it on the curb.	language	return to NCU			
because I wanted to wait until I have enough waste to make it worth it-- so things are piling up by the shed- I liked the old program better	Not needed	return to NCU			
Unfamiliar with new program. I don't collect and pile my large junk on my property, let it sit until I think I'm ready to schedule call 2 haul. Rather have a scheduled date to plan for. Also seems innefficient	Not needed	inefficient			
My neighbor tried and the collection men left most of his tree limbs on the curb. They said he only could get a pickup trucks worth taken away, even though they had two hugh dump trucks and a front loader on a tractor when they showed op. It seems like a pointless service if indeed it is a service at all.	Service complaint				
I don't have that type of trash. I'm pretty low maintenance	Not needed				
No need	not needed				

Did not need the service yet, but feel it is inconvenient and inefficient.	Not needed	inconvenient	inefficient		
its time consuming and hard to use, you have to itemize everything. And you have to schedule a specific day.	inconvenient				
we have been making trips to the dump.	self-haul				
Haul own waste.	self-haul				
Haven't had anything to put out	Not needed				
Nothing big to throw away this year and I've got a truck to haul stuff to the dump	Not needed	self-haul			
We have repurposed most things by putting them out on the street with a free sign.	Not needed				
It is very inconvenient.	inconvenient				
3 month waiting list.	Need more				
difficulties in scheduling pickup, I miss the old curbside program please bring it back!	scheduling is a	return to NCU			
Haven't needed it	Not needed				
I never have or accumulate excess rubbish	Not needed				
no need	Not needed				
Haven't figured it out yet	haven't gotten				
Have not had any qualifying waste recently.	Not needed				
Heard that the schedule was too far out into the future and don't have enough large things to get rid of.	heard the wait was long	not needed			
Heard it was hard to schedule	heard negative				
Haven't needed it as yet.	Not needed				
From things read and heard they have a lot of problems. Use my own person to haul away what I need. Call 2 Haul probably would not take what I have.	heard negative things	use private hauler			
Didn't have anything to haul.	Not needed				
I have just been gradually putting things in my current waste receptacles.	Not needed				
No need with green waste program	Not needed				
because i know how to cleanup my property year round....	Not needed				
I haven't needed it, but I also heard from neighbors that it was a long wait.	Not needed	heard the wait was long			
Haven't had any items that wouldn't fit into our other cans to pick up.	Not needed				
I don't need it	Not needed				
I prefer to take personal responsibility for the items that I need to dispose of. After all, I purchased them and transported them to my home, it is now my responsibility to dispose of them.	Not needed				
I liked the old service when trash was picked up by the curb once a year.	return to NCU				
Have not needed to use yet	Not needed				
no need to	Not needed				
having to arrange a specific day is awkward sometimes. Preferred the old spring cleaning week approach!	scheduling is a barrier	return to NCU			
I through stuff in the neighbors piles when they call.	Not needed				
Have not needed to use this program	Not needed				
i have truck and trailer and take my own dump loads to save my curb cement, also my neighbor tried to use this program and no one ever showed up so we cleaned up his yard	Service complaint	self-haul			
Have not had a need to use it, but am aware of it being offered.	Not needed				
Have not needed the service but am considering using it soon.	Not needed	planning to use it			
I have not looked into scheduling it. I often forget about it.	haven't gotten	forgot about it			
i dont have a lot that i throw out but when i was considering calling you my neighbor had the service and allowed me to add a few things to his pile.	Not needed				
haven't needed the service yet	Not needed				

We do not have much to cleanup. Pretty sparse yard and we live relatively minimally and have been lucky with appliances all working for years	Not needed				
Not needed it yet but will use it in the spring for brush disposal	Not needed	planning to use it			
I'm aware, just haven't set up date or piles of stuff yet.	haven't gotten				
I haven't needed it yet and I have to say having a set date/time made me use it annually.	Not needed				
alternative locations for any of the items listed to be reused or have not had those types of material	Not needed				
Haven't gotten around to cleaning up!	haven't gotten				
It shouldn't be just once/yr -- I have a large appliance that will sit in my driveway until I have other stuff to put out because I don't want to use it and not have it available for another year in case there is something more urgent I need it for.	confused on how program works	scheduling is a barrier			
	haven't gotten around to it				
You have to tell them exactly what your having hauled away and I haven't gotten around to making the list					
Seems to complicated - if we have a large item to trash my spouse will just take it to the dump. I liked it better when there was a specific week for curbside trash pick up	inconvenient	self-haul	return to NCU		
nothing to recycle	Not needed				
haven't needed it	Not needed				
No need	Not needed				
haven't needed it yet this year.	Not needed				
Hi of either taken items 2A reuse it store or to the junkyard myself	self-haul				
Preferred the scheduled neighborhood cleaning up approach - forcing a deadline to get all waste ready... not proud of this procrastination, just being honest!	return to NCU				
Inconvenient	inconvenient				
No need yet	Not needed				
new program	Not needed				
I have not needed it recently	Not needed				
1300 East under construction. Did not think truck could get through.	misc				
Haven't needed it	Not needed				
Waiting for an appropriate time.	haven't gotten				
Haul used to be scheduled/automatic....and we used it then, just not with this program	Not needed				
I haven't set aside the time to call and set it up.	haven't gotten				
Not needed yet	Not needed				
I haven't needed it yet.	Not needed				
Have not got enough stuff to haul away	Not needed				
I guess I have no been organized enough to get it together.	haven't gotten				
I liked the old system more.	return to NCU				
haven't needed it	Not needed				
No need yet.	Not needed				
didn't have anything to put this yard,, but not saying i won't when i take down my fence.	Not needed	planning to use it			
I only wantex to use the free program when i had a large amount	Not needed				
I keep putting it off	haven't gotten				
needed more pre-planning on my part; plan to use it 2020	haven't gotten				
No need yet	not needed				
I had someone else haul off my items	use private hauler				
I liked neighborhood heavy trash pickup much better- more things were recycled by others and things were not dumped on the street as much	misses scavenging	return to NCU	More trash in neighborhoods		
It is a difficult time frame to schedule. If I have enough to justify calls no then it takes more than a day or two to make it happen	scheduling is a barrier				

The timing hasn't been right for me.	scheduling is a				
Thankfully I got most of my large items out the very last time you had a specified pickup time, which I actually got a notice for; but most years I never got a notice. I like the idea of the call when I need you to come get something, but I have also heard that it takes months and months to even get someone to come out; so sounds like a terrible program.	heard negative things	not needed			
I have not required bulk waste collection	Not needed				
Haven't had a large enough amount of trash.	Not needed				
no need	Not needed				
Not as convenient as the old program, please bring the old program back.	inconvenient	return to NCU			
NOT NEEDED	Not needed				
I didn't think there was a big enough pile to justify calling	Not needed				
Difficult to schedule it.	scheduling is a				
Have heard it has a long backlog	heard the wait was				
Did not need, maybe another time.	Not needed				
It is inconvenient compared to the previous service of annual neighborhood "clean up"	inconvenient	return to NCU			
I know this program was designed for the city to recoup money but it does not seem efficient. I take my own trash to the dump.	inefficient	self-haul			
I am use to the normal spring curb side pickup and since that was discontinued, I have not take advantage of the Call 2 Haul program. I also have a pick up and haul things to the dump when needed rather than stacking on the parking and waiting for the city to come pick it up	Not needed	self-haul			
not needed	Not needed				
To many rules such as everything in bags, limbs bundled in 5' lengths and tied together, put all stuff in the parking area, not road...	inconvenient	Too restrictive			
Haven't needed it yet	Not needed				
Do not frequently have large items that need to be disposed	Not needed				
Because an appointment has to be made	scheduling is a				
Had nothing to haul	Not needed				
Inconvenient, not enough stuff to warrant a call.	inconvenient	not needed			
I don't remember to use it. The neighborhood cleanup was much easier to use.	forgot about it	return to NCU			
It is a pain to use	inconvenient				
I find it harder to plan a haul	inconvenient				
no need	Not needed				
I don't have a big enough pile of junk to justify making a special trip out to me. I liked the automatic annual collection	Not needed	return to NCU			
No need yet	Not needed				
Don't have bulk waste.	Not needed				
I do not know when I can use it	confused on how				
Not ready to use it	Not needed				
Haven't needed it as of yet.	Not needed				
I have not needed this service so far	Not needed				
i prefer the old once a year pile pick up	return to NCU				
Usually, there are "local" pickups at our Smith's for electronics that, for us, make the service not useful. Also, in our neighborhood if you put semi-useful stuff out on the curb someone will come by and get it.	Not needed				
I've never had the opportunity to need it. I don't possess much stuff. If I have things, I leave them out and someone collects it for free as entrepreneurship.	Not needed				
I haven't had any bulk trash.	Not needed				
What it accepts is quite limited	Too restrictive				
I didn't have junk to be picked up last year.	Not needed				
They are too restrictive in items they will pick up	Too restrictive				

Haven't needed to use it Scheduling	Not needed scheduling is a				
I don't think the city should offer this service; residents should get rid of these items in a responsible manner.	Budget impact	reexamine			
Haven't needed it, (yet!)	Not needed	planning to use it			
Haven't needed it yet.	Not needed				
We haven't needed it since it started.	Not needed				
It's been tricky to figure the time in which to use. I personally liked when a time was given, so you just made it happen	scheduling is a barrier				
have not yet had the need	Not needed				
So Far I haven't needed it	Not needed				
No need	Not needed				
Not convenient	inconvenient				
I have never needed to use it	Not needed				
DIDN'T KNOW ABOUT IT	not aware of it				
I think this program is ridiculous and we need to go back to the old system.	return to NCU				
I don't have junk right now that I need removed. I did, however, use the previous program every year where we could put out stuff once a year at our neighborhood's designated time.	Not needed				
Have not needed it yet.	Not needed				
Haven't needed it.	Not needed				
I will when I have need of the program.	Not needed	planning to use it			
I don't have anything to haul away right now.	Not needed				
Inconvenient and too restrictive	inconvenient	Too restrictive			
Haven't gotten around to it but I want to	haven't gotten around to it	planning to use it			
No need as of yet	Not needed				
I do not like that program I preferred when they just picked up once a year and let us know when I find this new program very cumbersome and not efficient.	inefficient	return to NCU			
Lack of predictability in when pick up would occur.	confused on how				
Have not had enough limbs	not needed				
Not sure they would show up in a timely fashion.	misc				
Did not know	not aware of it				
Haven't needed it	not needed				
no need	Not needed				
to hard to schedule a date	scheduling is a				
I have heard negative comments like too long a wait from call to pick up.	Heard the wait				
we used the former program every year and were surprised it was discontinued- I understand that west side residents felt their streets were being dumped on--I had no idea that the problem was so pervasive that the program needed to change. So if that has been solved, then it was a good change. In my Liberty Park neighborhood, most of our items were picked up prior to the City by people in vehicles who were collecting used items, whether furniture or appliances for used parts or for reuse. I felt that I was helping them with their livelihoods--and I didn't have to haul stuff to thrift store or dump .. but I am glad to see now that more items are being accepted- that is an improvement so maybe will give it a try. I can't say I have seen area neighbors have piles for Call 2 Haul. Is it as busy as the previous program?	likes C2H	misses scavenging			
filled by my recycle time	Not needed				
I plan to use it in the near future, but have not to date.	Not needed	planning to use it			

Haven't needed it.	Not needed			
Have heard of difficulty in arranging dates for pickup. Miss the annual pick up.	heard negative	return to NCU		
I have not needed to yet	Not needed			
I prefer to put it out on the curb....too much trouble to call and schedule.	Not needed	scheduling is a barrier		
I give my stuff to DI before it becomes junk.	Not needed			
Have not had enough items to use this service	Not needed			
No need	Not needed			
Heard it was difficult	heard negative			
no need yet	Not needed			
Because without a set date, I am not organized enough to use it	haven't gotten			
Already cleaned up with previous curb-side service	Not needed			
I haven't had a use for it. If I have a lot of items needing to be taken care of I just haul to the dump to get it done asap	Not needed	self-haul		
I alone do not generate enough bulk items and hate to call for just one or two items.	Not needed			
I always save mine until i can cut it into pices fit in my brown can.	Not needed			
I liked the yearly pick up from the street much better	return to NCU			
No big items for disposal	Not needed			
Have not prioritized using it	Not needed			
Too much working	haven't gotten			
Unsure how to schedule it. Previously the external schedule was a good motivator to clean out. Discouraged from using it because other users have commented on the long waits for pick up dates.	confused on how program works	heard the wait was long		
Cutting up tree LOGS... to a specific length and then bundeling them... NOT PRACTICAL!!!!	Too restrictive	inconvenient		
Only allowed to put out one pick-up bed load.	Too restrictive			
I haven't had that much garbage to haul it	not needed			
Personal circumstances prevented me from organizing for this program this year. It was less complicated for me to have a date to work toward as we have had in the past.	haven't gotten around to it	inconvenient		
I don't have the time to call. They should go back to the pickup	scheduling is a			
No present need.	not needed			
Inconvenient for me, I would rather just break down my stuff or haul it myself. I prefered when everyone did it at the same time	inconvenient	self-haul	return to NCU	
no need as of yet	not needed			
I didn't need to use it.	not needed			
No yard projects this year	not needed			
I want and need to use it, but not as much a sense of urgency as before when everyone was doing it. It felt routine before, now we need to schedule ourselves, and not as appealing.	haven't gotten around to it			
I haven't had a need to use it yet. I try to give furniture and electronics away (to DI) before they get into the shape where I would need to trash them. I know we will use this service in the next year for some of our waste, but we will be strategic about it when the time comes. I hope the scheduling kinks I heard about will have been worked out by then!	not needed	planning to use it	heard the wait was long	
It is clunky and much less desirable than the former program.	return to NCU			
I forgot about it. I wish I'd used it.	forgot about it			
Because it's only one per year, I feel like I have to get really organized before calling ... and I never have time to get really organized. (I liked the old curbside--set a deadline for us. I also LOVED that people upcycled things out of the piles.)	haven't gotten around to it	misses scavenging		
I like the old program I am starting to see more cluter on properties	return to NCU	More trash in neighborhoods		
No need, but should a huge tree fall down, I would cut it up and use the Call 2 Haul	not needed	planning to use it		

It didn't seem to meet my needs.	not needed				
Too small loads to call.	not needed				
Hard to store all bulky items until there's a big enough pile to call	inconvenient				
	scheduling is a barrier	need more immediate service			
Did not fit my schedule and too long a wait.	not needed				
I take care of my self	confused on how				
didn't understand that it was at no additional charge	not needed				
no need	not needed				
Not enough junk to haul away	not needed				
	inconvenient	scheduling is a barrier			
it's not convenient there is a time limit on when to call and the pickup	not needed				
Have not needed it yet.					
I didn't have enough materials. When I do I will schedule it.	not needed	planning to use it			
The delay in getting the service from the time one calls is long. I do spring and fall yard clean up and the service like its' predecessor can be used only once a year. I end up paying someone to hall things to the dump. I have not requested another green waste bin as I don't know how long it would take to get one and how long I could use it.	need more immediate service	uses private hauler	confused on how the service works		
Inconvenient compared to neighborhood cleanup	inconvenient				
Neighbor waited two months for service. It is inconvenient and I had to make multiple trips to the landfill which cost me almost 40 dollars. You must be saving a ton of money.	inconvenient	heard the wait was long	self-haul		
Don't have things to haul away	not needed				
I shove tree limbs into brown can, too many rules	Too restrictive				
Just haven't gotten around to it.	not needed				
Not necessary-used to utilize the once a year large waste at curbside	not needed				
Haven't needed it yet. I did prefer the previous system	not needed	return to NCU			
No current need.	not needed				
Never needed to dispose of large items.	not needed				
Have not needed it. Make more of an effort to use existing trash service.	not needed				
Haven't needed to.	not needed				
Don't like it! Should go back to the once-a-year neighborhood one week pick up.	return to NCU				
Did not know about it	not aware of it				
no need	not needed				
DONATED ITEMS TO A CHARITY	not needed				
	haven't gotten around to it				
I logged on today to sign up, but don't know my acct number so I will be calling to make an appointment.	Heard the wait				
I understand it takes weeks before pick up takes place.	misc				
At my age it is hard to gather things and move them.	Too restrictive				
The items to be picked up and the amount is limited too much.					
	not needed	planning to use it			
I haven't needed to, but I'm sure I'll use it in the future.	not needed				
Haven't needed it	not needed				
No need of it so far.	not needed				
Haven't needed to have a large load hauled.	not needed				
Tried to use it once, but the waiting time was ridiculous! You need to go back to the yearly pick-ups. Everybody talks about how much better that was.	return to NCU	need more immediate service			

I prefer the previous program where waste was placed curbside during an established period of time. The Call 2 Haul program sends substantially more waste to the land fill	self-haul	confused on how program works			
Just haven't had thing to throw away	not needed				
Don't need it, we try to reuse, renew, recycle	not needed				
Not needed	not needed				
ever since you quit the yearly clean up/haul away and replaced it with call 2 haul. I've taken my own garbage to the dump	self-haul				
I haul to dump myself, news programs shed a bad light on it. don't want garbage sitting on curb	heard negative things	self-haul			
Didn't need it this year	not needed				
I have not needed it.	not needed				
I rarely used the previous service. I life relatively simply and don't generate that much waste.	not needed				
I liked the old curb pick up, and everyone I talk to did also.	return to NCU				
Everything's fit in our regular garbage so far	not needed				
It was quicker and easier to dispose of bulk items myself.	not needed	self-haul			
No need	not needed				
Because I need to call to schedule a time and that seems to not be as convenient at the time. I preferred the previous method; liked getting the announcement in the mail.	inconvenient	return to NCU			
haven't needed to yet but will	not needed	planning to use it			
It's a nuisance to have to call. It was just easier to throw the * on the curb on the scheduled day. Now no one cleans up the * in the yards it just piles up.	inconvenient	more trash in neighborhoods	language		
Did not know it existed.	not aware of it				
The wait list for pickup is tooooooo long and don't want to store the items for 2 months	need more				
Often the items I would put out are still useful and better picked up by others who can use them.	misses scavenging				
takes too long to get them scheduled too far out	need more				
Prefer annual street cleanup	return to NCU				
Insufficient need so far.	not needed				
Too much effort to get the items picked up.	inconvenient				
Haven't needed to.	not needed				
I haven't needed it as I recycle almost everything, but it's hard to get rid of big stuff like appliances and furniture	not needed				
Seems more costly to operate than the former neighborhood pick-up program. I have friends who have tried to use the program, but the pick-up time was way too far away from the call date.	heard the wait was long				
Because it is not convenient. We preferred the scheduled neighborhood clean-up and would like it reinstated.	inconvenient	return to NCU			
Haven't had the need, yet.	not needed				
We used to put items out at the curb once a year. That was a good service	not needed				
not needed	not needed				
PLANNING TO IN FUTURE	planning to use it				
We have a truck and take our junk to the dump ourselves but THANK YOU FOR CHANGING the program!!!! I've heard a lot of good about it! PLEASE do not go back to the old program!!!	self-haul	likes C2H			
I do not use it because the scheduled pickup is too far out plus they want you to itemize what you have put out on the curb. How do I know what will be left after junkers go through it. Bring back the annual pickup. It was a better program.	need more immediate service	return to NCU	scheduling is a barrier		
We don't generate so much waste to have needed it (yet).	not needed				

I need to I just haven't made the call yet. I'm worried as soon as I do, I'll have to use it again and will have to wait a year before I can call again.	haven't gotten around to it				
not needed	not needed				
I heard it was difficult to get an appointment. We moved last year and had a lot of things to get rid of, and I couldn't wait for a pick up as I needed to sell my house. So I paid for hauling.	heard the wait was long	needed more immediate service	use private hauler		
I have donated larger items and have not had a need to use the program at this present time.	not needed				
I did not need curbside bulk collection this year. I have used it in the past (under the bulk collection calendar system), but had no need this year.	not needed				
I miss the old system - call to haul inconvenient	inconvenient	return to NCU			
I haven't needed it.	not needed				
I have not had a need for it yet.	not needed				
Haven't had the need -	not needed				
I have not needed it yet	not needed				
Have not had bulky items for disposal	not needed				
Have to date not had any waste that would not fit in trash can, but will there no longer be haz. Waste and electronic at parks?	not needed				
Never needed to	not needed				
Have not needed it	not needed				
no need yet	not needed				
Not convenient	inconvenient				
They don't take any of the garbage I need to dispose of.	not needed				
It's basically useless for tree debris. So much work to meet the requirements for tree limbs, you may as well process it into green waste cans.	Too restrictive				
Not as convenient as the yearly haul was	inconvenient				
Don't have any such material right now.	not needed				
I have not needed it	not needed				
procratination ,will in the future	haven't gotten around to it	planning to use it			
It seemed like a joke, you can't put everything out like you used to. I think the old system worked much better and the private junkers did a great job of repurposing and recycling, also the whole community repurposed stuff also	return to NCU	misses scavenging			
Haven't needed it.	not needed				
Its not really the cities responsibility to do my D.I. runs for me. But I might use it someday for broken or unusable things	not needed	planning to use it			
I have not had any furniture or things I didn't need.	not needed				
Nothing to haul off	not needed				
Because as soon as I start putting stuff out people do midnight drops. Because neighbors and other people don't want to make the call as soon as a pile appears everyone else makes drops at your place so they don't have to call.	dumping complaint				
I don't endorse this program and refuse to use it.	not needed				
Did have a need to use it	not needed				
Did not know about it.	not aware of it				
I liked the old system better where you knew what week to put things out. Then you could prepare ahead of time.	confused on how program works				
We don't produce enough waste to justify it.	not needed				
haven't had the need to	not needed				
Haven't needed to.	not needed				
Haven't needed it	not needed				

Plan to but haven't gotten around to it.	haven't gotten around to it	planning to use it			
How to use it is confusing	confused on how				
in 30 years I have not had the need. or hauled my own if the need arose, which is almost never.	not needed				
haven't needed it	not needed				
It seems inconvenient. Many of the items i used to be able to place on the curb are no longer allowed. It also seems ineffiecnt to call out such a large crew for only my home. Bring back the old program!	inconvenient	inefficient	confused on how program works	return to NCU	
seems complicated	inconvenient				
I actually liked the idea of call 2 haul, but have not used it. Every time I think to use it, I worry that later in the year I will need it more and will have used my one time. I probably would have used it if it was possible to actually it set up completely on-line.	likes C2H	not needed	scheduling is a barrier		
No need, don't think this should be a service, feel it encourages waste	not needed	reexamine			
procrastination	haven't gotten				
It seems to hard to call and then hope the items are picked up when scheduled	inconvenient				
Havenâ€™t needed to yet.	not needed				
We haven't needed to use it!	not needed				
I haven't had large things to throw away, so I haven't used it yet. But I didn't know it included electronics, I may use it for that. Interestingly, you mention electronics hauling here, but don't indicate whether it is electronic recycling or not. I wish SLC hauling was bit more clear on what happened to the waste once it's picked up.	not needed	Not aware of new eligible items	confused on how program works		
Not necessary	not needed				
Itâ€™s a relatively new service and I havenâ€™t had the need. I did, however, use the old program every year so I expect I will use the new one at some time too.	not needed	planning to use it			
I haven't had enough stuff to put out yet	not needed				
No need	not needed				
I haven't had enough items to feel it was worth scheduling. When I do I will schedule.	not needed	planning to use it			
It is a pain! Neighbors have used it. We just paid for a private waste container this year and avoided the difficulty in scheduling the pick up through the city. Call 2 Haul is disappointing and ineffective. We believe that so many avoid this that we will have rubbish ramifications down the road because so fewer people use this. Bad idea. Bad plan.	use private hauler	inconvenient	ineffective		
We havenâ€™t disposed of a large item recently	not needed				
Have not needed it	not needed				
I used the old service every year. But the new one feels hard to use and doesnâ€™t force me to do an annual clean up, so I donâ€™t use it.	inconvenient				
slc does not take most items that I would put out.	Too restrictive				
have very minimal large waste needing this	not needed				
We did not need it this year. The only time we needed limb removal was after the spring storm that was so damaging.	not needed				
Have not needed it yet	not needed				
haven't had big stuff to throw away lately. friends sawed tree waste into brown can length. Call 2 Haul process seemed complicated compared to how we did it.	not needed	inconvenient			
haul myself	self-haul				
I'm still stockpiling my stuff. I do wish we could put bigger yard items and lumber into the pile for collection.	Too restrictive	planning to use it			
Have not needed it yet	not needed				
Haven't needed it.	not needed				
Havenâ€™t had the need yet	not needed				

Just haven't scheduled anything yet	haven't gotten				
No need	not needed				
We take big items to the dump or give useable ones to the DI. we also leave quality useable furniture at the curb with a sign saying "free." Gone in under 10 minutes and cuts out the middle man.	self-haul				
I haven't needed this service, but am aware of it.	not needed				
Too much hassle. I liked the previous annual curbside better.	inconvenient	return to NCU			
I read about the long delays and uncertainty in scheduling and opted to make multiple trips to the dump instead.	heard the wait was long	heard negative things	self-haul		
Inconvenient	inconvenient				
Haven't scheduled a pickup.	haven't gotten				
when is it available?	confused on how				
It is inconvenient and people still just throw stuff on the curb and in the grassy medians. At least the old system only made the street look bad for 7 days while waiting for pick up. Plus pickers took stuff to be recycled for money. I need some stuff hauled but don't feel like I have enough for SLC to come pick it up. It was easier before call to haul and most people didn't just throw stuff out front and hope for the best. We knew our week was coming.	inconvenient	misses scavenging	dumping complaint	return to NCU	
Too inconvenient to schedule. When there's a scheduled week, I get my * together and get it on the curb. When it's up to me to schedule... I never get to it. I've done ok with the free-pile method.	inconvenient	scheduling is a barrier	language		
Collecting everything only 1/year doesn't seem feasible - particularly with some of the storms we have.	need more immediate service				
We currently have a large pile of limbs and vines in our backyard. In the past we would have been able to take it out front where our curb is. We are getting older and can no longer cut the limbs to a size that will fit in the yard waste bin. I have talked with the city about using the Call 2 Haul program to have the truck pick it up in the alley behind our home. They told me that it would not be possible because of the size of the trucks. We have a driveway where the bin could be left and we could take our time to put the limbs in it before it is picked up. I was told this is no longer available so we are screwed. We are both in our 70's and would like to know how we can dispose these items.	misc				
hassle to figure it out	inconvenient				
Keep forgetting to check into how to use it	forgot about it				
I haven't needed it in the pasr few years.	not needed				
Lack of clarity on how it works exactly	confused on how				
Because I don't have enough of my own waste to justify it, and my street is not communicative and cooperative enough to scheudle the service.	not needed				
Heard there was a back up of weeks before the stuff could be hauled away - hassle to call	heard the wait was				
Inconvenient to call, liked the general date better	inconvenient	scheduling is a barrier			
I heard you have to wait months after calling to reschedule. I prefer Neighborhood Cleanup week, because it helps recycle & helps people earn money	heard the wait was long	return to NCU			
Just go to dumps	self-haul				
What little I have had to dispose of has been able to fit in my regular garbage cans.	not needed				
It is such a small amount the the pickUp	not needed				
Am hesitant to use up my 1 use, until i have all bulk identified.	need more				
We usually can fit everything in the bins and didn't have any larger objects to throw out.	not needed				
Have not had a need as of yet but I suspect it's only a matter of time.	not needed	planning to use it			
No need	not needed				
I haven't needed it.	not needed				

No Need	not needed				
not convenient - liked the previous designated time	inconvenient	return to NCU			
Prefer the set time of the previous program. Call 2 Haul has too much variables.	return to NCU				
Donâ€™t have large items to dispose of. If I do, I drive it out to the dump so that I donâ€™t have to store it until the call to haul program starts.	not needed	self-haul			
Didnâ€™t know about it	not aware of it				
I don't feel like I have enough to call. So far I've been able to cut it up so it fits in the green bin and store over a few weeks to put in the bin. I see some neighbors get together to organize a pick up. I might try that next summer. So far, I'm able to store the big stuff until I feel I have enough for a call 2 haul.	not needed	planning to use it			
No need yet	not needed				
I haven't been able to coordinate use of this service. I loved the Neighborhood Clean Up program. It was a great property redistribution system. Many people made livings off of scrap metal, students and low income folks could find usable furniture, flea marketeers found other useful goods to resell. My pile was usually down to almost nothing by the time the actual pick up took place. The Call 2 Haul seems to be very restrictive in what they will pick up. It's more hassle than it's worth, though I do think citizens are keeping more large junk in their yards and garages because of the loss of the Neighborhood Clean Up program.	misses scavenging	return to NCU	Too restrictive	inconvenient	
I am aware of it, but haven't needed it. I prefer it to the older cleanup program.	not needed	return to NCU			
Haven't needed. Use thrift stores, habitat for humanity, ksl, etc.	not needed				
No reason to yet	not needed				
Have not needed yet	not needed				
Would prefer historical process where entire neighborhood had a timeframe for pickup.	return to NCU				
Havenâ€™t needed to use this program.	not needed				
It was really inconvenient to schedule and list everything that would be left on the curb	scheduling is a	inconvenient			
I am one of those who work better on an imposed schedule, not my own! I prefer the annual pick-up for neighborhoods.	return to NCU	inconvenient			
I like the old way better. Forced me to get everything ready. Also thought nice for people to go searching for curbside treasures.	return to NCU	misses scavenging			
Was able to put our extra waste in our regular yard waste can over several weeks	not needed				
Havent had the need	not needed				
I live in a quadplex and am not sure how to get my landlord on board.	misc				
I did not realize this service was free	confused on how				
Too much planning	inconvenient				
I understand there is a couple of months delay from call to pickup.	heard the wait was				
Haven't needed to yet.	not needed				
Not convenient. Bring back the old curb side pick up or lower my bill. I am better the city is spending leaaoney mow that they've gone to the current system.	inconvenient	return to NCU	budget impact		
I preferred the old neighborhood cleanup program	return to NCU				
Havenâ€™t needed it yet	not needed				
No because the wait time is much too long.	heard the wait was				
I probably didnâ€™t know who to call at the time. I didnâ€™t know the name of the service. Itâ€™s a service that could benefit me.	haven't gotten around to it	likes C2H			
I have not needed to yet	not needed				
I do not have enough stuff to throw away now, but will eventually.	not needed	planning to use it			
		need more immediate service			
I do not want wait. I would rather have 1 free load at the county landfill	service suggestion				
Because I don't have enough stuff to throw away to use this service.	not needed				

I haven't needed to since Big Trash Days was changed to Call 2 Haul	not needed				
When we called, the wait time was too long. Bring back the spring clean up program!	need more	return to NCU			
I preferred the old program over the new call 2	return to NCU				
Haven't needed it	not needed				
Too complicated	inconvenient				
I never have enough bulk items to make it worthwhile, and don't want to store items long enough to make it worthwhile.	inconvenient				
The previous annual cleanup system worked. Scheduling was provided so it was straightforward to plan the timing of curbside pickup. The difficulties in scheduling call to haul make it totally ineffective.	inconvenient	scheduling is a barrier			
Because it not available when I needed it	misc				
Lack of planning ahead.	haven't gotten				
I don't need it	not needed				
without a set date, I've not been motivated to gather all my refuse to pile up on the curb, nor have I felt as shameless without having the entire neighborhood doing so along with me.	haven't gotten around to it				
I haven't needed to use it yet.	not needed				
Too difficult to use	inconvenient				
No junk haul	not needed				
Haven't needed to use it yet.	not needed				
I usually take my larger items to the dump myself	self-haul				
I liked the assigned time for city clean-up much better.	return to NCU				
Haven't had need to use it yet, but I will someday.	not needed	planning to use it			
have not had a need	not needed				
Haven't needed it	not needed				
I do not want my old furniture and household items to go to the landfill. That is irresponsible. I trimmed trees enough to 50 brown cans. I requested 50 extra but received none. I had a huge pile by the curb for weeks and weeks. I slowly fed them to my one brown container.	confused on how program works	Too restrictive			
We just haven't needed to yet	not needed				
Have not needed this service yet.	not needed				
So far, I have not had a need.	not needed				
Not needed yet	not needed				
No need. My neighbors did use it though.	not needed				
Reports from neighbors of poor reliability and inability to schedule at a reasonable time.	heard negative				
It might not be worthwhile to call if I don't have much to be pick-up. How about providing big container for several houses to put their bigger junks for at least once a year.	not needed	service suggestion			
It is very difficult and cumbersome.	inconvenient				
Called once and the wait was weeks, scheduling was inconvenient.	scheduling is a	inconvenient	need more		
I have not needed it yet	not needed				
I haven't needed to	not needed				
Haven't needed it yet	not needed				
I do not generate enough to use it.	not needed				
Haven't had a need yet	not needed				
I TRY to cut up branches and put them in the brown bin. I truly miss the old Neighborhood cleanup, and I know that Call 2 Haul is available. But it just seemed easier when I had a week to put everything out on the curb. Perhaps a bit more PR and info on Call 2 Haul would help?	inconvenient	not needed	return to NCU		
It is definitely harder to access. I have thought about it multiple times but haven't completed whatever steps are required.	inconvenient	haven't gotten around to it			
No need	not needed				

I find it inconvenient and confusing	inconvenient				
Because we don't have that much stuff/trash. Feel bad to call the service to dispose just something not bulky/heavy	not needed				
I have not needed to as of yet.	not needed				
Haven't needed to yet	not needed				
No need.	not needed				
Heard about scheduling difficulties.	heard negative				
Have not needed it yet...I do really miss the neighborhood clean-ups, I think it was a great opportunity for recycling reusable goods (I used to pick thru and reuse good stuff), people would always take the scrap metal so it all wouldn't end up in the landfill	misses scavenging	not needed	return to NCU	confused on how program works	
Most things go to Goodwill or will fit in the garbage can.	not needed				
No need at this time.	not needed				
Haven't had a need yet	not needed				
Didn't realize the date limits.	confused on how				
I have not gotten rid of big stuff	not needed				
I miss the once a year scheduled pickup. Haven't needed or remembered to call	not needed	return to NCU			
I'm not aware of when exactly it is offered.	confused on how				
No need yet	not needed				
No particular reason	not needed				
Have not needed it	not needed				
Too much hassle, wish you would bring the neighborhood cleanup program back so I just have to leave my stuff on the street in front of my house.	inconvenient	return to NCU			
No need for it	not needed				
Don't need it yet but I am happy I can use it one day	not needed	planning to use it	likes C2H		
Haven't needed it	not needed				
We haven't had need for it yet. We were thinking we would need to use the program next Spring.	not needed	planning to use it			
The previous system worked great. I wasn't able to arrange this to work for me.	scheduling is a	return to NCU			
It was easier to have the deadline for curbside pick up under the old program. With Call 2 Haul, you have to be more proactive and I'm just not.	inconvenient				
Have not needed it.	not needed				
no need	not needed				
It's not as easy as the prior program and the containers offered often don't fit individual needs. Numerous neighbors have complained and told me of their difficulties	heard negative things	return to NCU	Too restrictive		
Haven't had a need.	not needed				
It is inconvenient for us to use, given our modest needs for Call 2 Haul. The previous arrangement (annual scheduled curbside pickup) worked better for us.	inconvenient	not needed	return to NCU		
Liked the prior service better. Easier to use.	return to NCU				
No need yet.	not needed				
Have not needed it to date.	not needed				
I can only use it once a year so I'm saving up my stuff	not needed				
Haven't needed it	not needed				
No need yet.	not needed				
no need	not needed				
No enough need	not needed				
I haven't had enough stuff to call yet. Plan to use in the future.	not needed	planning to use it			
Nothing to dump yet.	not needed				

My husband had an easier time getting our stuff together when there was a hard deadline, not an open ended one	inconvenient				
I have not had to dispose of any large items	not needed				
Haven't had a need yet.	not needed				
Have not needed it yet	not needed				
Neighborhood collections were better options	return to NCU				
I used the old clean up service just before the new program and haven't need it, yet.	not needed				
I don't have space to store unwanted utems for an annual pi8ckup. Also very bad reviews on Nextdoor about unreliable pickup make me unwilling to experiment.	heard negative things	need more immediate service			
haven't generated what i think is "enough" and then, once i use the "one time a year" option, i'm done, so i keep waiting for when it really counts	not needed				
I havenâ€™t needed it.	not needed				
Itâ€™s not worth the energy and wait times for a few items.	not needed				
Honestly, I'm not good with change and I liked the way the old program was where we were notified when our stuff would be hauled away. I liked it that a lot of things were salvaged by neighbors or trash pickers and given a second life. I feel the new program is wasteful or resources that could be used again. One person's trash is another's treasure. But now the trash can't be found by people scouting for trash. Sad.	misses scavenging	return to NCU	confused on how program works		
I hate the fact that you have to schedule it and itâ€™s not available when you need it.	scheduling is a barrier	need more immediate service			
Havenâ€™t needed it. I see the advantage, but I miss the old system. I scored some good antique furniture from the â€œLarge Garbage Pick-upâ€ over the years. Now, I am afraid that items I had re-upholstered and have enjoyed using would end up in the landfill.	not needed	misses scavenging	confused on how program works		
paid someone to take something to the dump.	use private hauler				
Forgot it was available.	forgot about it				
Have heard it's hard to get a date for pickup	heard the wait was				
No need, but itâ€™s a great service and easy to use.	not needed	likes C2H			
The program doesn't work as well as spring clean up for general clean out	return to NCU				
Havenâ€™t had enough garbage to use the program, but love the idea!	not needed	likes C2H			
I live on a dead end street, items need mo be placed on the Main Street ay the bottom of my street in front of neighbors house. I canâ€™t really use call to haul due to this.	inconvenient				
Haven't had the need	not needed				
It's up to me to plan the whole thing, rather than plan to get it done and at the curb by a certain time.	haven't gotten around to it				
I haven't had the need to use it yet.	not needed				
I absolutely HATE Call 2 Haul. I hate it with a passion. I have a collection of items that I would normally put on the curb and they would get scanvenged and recycled. Now they will just go to the landfill. I HATE this program!	misses scavenging	confused on how program works	return to NCU		
Nobody I know uses the lame excuse for removing the bulk pickup. Awkward to arrange and too many restrictions on what you can put into it and how large, so why bother.	scheduling is a barrier	Too restrictive			
I used the old annual pickup service, but have been apprehensive about the call 2 haul scheduling process. What if lâ€™m assigned a week when I donâ€™t have time to do the yard work? Where will I keep the debris if I do the work and then itâ€™s scheduled weeks out? lâ€™ve been unsure enough About how it works, I just have Ed used it even though I need to.	confused on how program works	inconvenient			
Not enough stuff to justify it	not needed				
have not needed it since it was implemented	not needed				
Have not needed it yet - just moved in a year ago.	not needed				

It sucks. Unless you happen to have a refrigerator or a nasty mattress it's useless and those get hauled away when you buy new ones anyway	Too restrictive	confused on how program works			
The Call 2 Haul program is grossly inferior to the former annual cleanup program. Too many of the people who need to cleanup their properties no longer seem to bother.	misc				
Haven't had enough material. Also, still miss the old neighborhood waste pickups.	not needed	return to NCU			
I had only heard about it recently.	not aware of it				
Have not had an appropriate need	not needed				
It's not a program I like. I preferred neighbor pick up, because many people would pick up metals furniture etc. To be reused or recycled. Now it all goes to land fill	confused on how program works	misses scavenging	return to NCU		
haven't needed it yet, but I'm glad it's available	not needed	likes C2H			
I haven't had a need but plan to use it in the future	not needed	planning to use it			
I don't generate waste I can't dispose of personally	not needed				
Haven't needed	not needed				
It is not convenient. I have just driven things to the dump since curbside city cleanup has ended. I miss the curbside pickup. Calling call 2 haul and scheduling a day is cumbersome, and the availability of dates is inconvenient.	inconvenient	scheduling is a barrier	self-haul	return to NCU	
didn't need it	not needed				
plan to use	planning to use it				
Haven't had need for it..	not needed				
Haven't needed it yet	not needed				
Seems like it's a pain--easier to haul stuff to the dump. We miss the old pick up program.	inconvenient	self-haul	return to NCU		
I have been able to dispose of all my junk through regular trash disposal.	not needed				
Too inconvenient	inconvenient				
I preferred the old program where everyone had a day to put bulk items on the street.	return to NCU				
used to use the once a year yard cleanup every year.	not needed				
Never had a need.	not needed				
Inconvenient. I liked the old way when we had several days to get our stuff to the curb. The quick window from when garbage is allowed out before pickup has proven impractical for my family.	inconvenient	Time limit is too restrictive			
Haven't needed to, as a neighbor who scheduled a collection invited others to join. We only had one item that wouldn't fit in a can, so that worked well.	not needed				
Inconvenient to schedule ahead of time, prefer the neighborhood pickup	inconvenient	scheduling is a barrier	return to NCU		
I take what ever I can to the DI or other charities to be recycled.	not needed				
I prefer the old system with a set time with the annual postcard/announcement	return to NCU				
I'm aware that the automatic "Big Trash" week is no longer occurring. Just haven't bothered to call yet, but I will when enough stuff accumulates.	not needed	planning to use it			
Nothing to haul.	not needed				
Haven't needed it - sounds complex	not needed				
No need at the moment	not needed				
No need for it.	not needed				
Difficulty hauling items to curb in a timely manner. Before, I could get help to get stuff to curb and often, gleaners would pick up and supposedly re-use	misc	misses scavenging	time limit is too restrictive		
Haven't needed to	not needed				
This was an absolute failure. Go back to designated dates for clean up.	return to NCU				
Royal pain, lead time, limited items, won't take typical oakbrush cuttings -- major pain!	Too restrictive	inconvenient	need more		
Have managed to gradually get things into the regular garbage bin	not needed				
I am 82 and can't get heavy stuff to the curb.	misc				

I used to use the annual waste pickup pretty much every year. I guess I forget to make a plan for the call 2 haul.	forgot about it	self-haul			
Went to dump a lot more ;{					
haven't wanted to waste our one call on something not huge--maybe we haven't had anything that couldn't fit in garbage cans?	not needed				
Haven't had the need	not needed				
Too much bureaucracy	inefficient				
Been out of country for 2 years	not needed				
Haven't needed to.	not needed				
	haven't gotten around to it				
Because the annual neighborhood cleanup was my reminder to clean junk out; now it doesn't get done	not needed				
have not needed it	heard the wait was long	haven't gotten around to it			
I've heard the waiting list is months out so just haven't gotten around to it	self-haul				
I have a small trailer and take things to the dump 3 or 4 times a year.	haven't gotten				
Timing					
I haven't needed it yet. I LOVE that we no longer have neighborhood clean-up. It was a nightmare in my neighborhood (Poplar Grove)	likes C2H	not needed			
Haven't had any large items to dispose of	not needed				
It's new. I liked the annual scheduled service better.	not needed	return to NCU			
not needed yet	not needed				
Nothing to get rid of	not needed				
I have a truck and take any extra waste I create to the dump.	self-haul				
No need to date	not needed				
Haven't had the need yet	not needed				
I haven't had a large item I felt I needed to use Call 2 Haul for, but I plan to use it if I ever need to.	not needed	planning to use it			
No need	not needed				
We have not had enough bulk waste to use it. No need.	not needed				
Have not had a need for it so fqr.	not needed				
haven't had the need yet	not needed				
I didn't need it	not needed				
Too much uncertainty about how long the wait time is.	confused on how	reexamine			
have not had enough yardwaste	not needed				
Haven't had the need	not needed				
No need yet	not needed				
Haven't needed it yet	not needed				
Never needed to throw anything large enough away	not needed				
Haven't needed it	not needed				
It is too much of a hassle to plan. I much preferred having a designated week for pickup.	inconvenient	return to NCU			
We definitely plan to use this service in the future.	planning to use it				
have not needed to use it since the program came into effect	not needed				
It is very inconvenient. I liked the designated week pick up we used to have. I just throw things in the trash instead.	inconvenient	return to NCU			
They require too much. Like a list of everything you plan to put out. Picky weather restrictions. Too limited.	Too restrictive				
it sounds complicated, before when I put my things in the street, it was a good excuse to do some spring cleaning	inconvenient				
Have heard that it is inconvenient	heard negative				
Haven't needed it	not needed				
Haven't needed to.	not needed				

Have had no need to use it	not needed				
Not yet had a need	not needed				
Don't have enough trash build up.	not needed				
Not enough stuff to get rid of.	not needed				
No need yet. I plan to use it in . the future.	not needed	planning to use it			
Not needed to use it.	not needed				
Ridiculous verification process of residence (needing a utility bill) not enough time slots, too many limitations on what can be trashed.	inconvenient	Too restrictive	scheduling is a barrier		
Doesn't seem as convenient as the big pickup you use to provide	inconvenient				
Haven't had the need.	not needed				
No need	not needed				
Have not had a need for it yet	not needed				
seems like a pain in the neck	heard negative				
have not needed as yet	not needed				
have not needed it recently	not needed				
I've been collecting my items so I can put them all out at one time.	not needed	planning to use it			
Just moved here	just moved in				
scheduling conflicts	scheduling is a				
This year it will be my first year to use it	not needed				
Have not needed.	not needed				
The seasonal curbside pickup was better. I don't want to have to make phone calls and waste time on hold to get something done that used to be seamless and automatic. Whoever decided to change the program was a moron.	inconvenient	return to NCU			
Don't fix what isn't broken.	not needed				
I didn't need it.	not needed				
Yet to have the need. I'm careful not to produce large amounts of bulk waste.	not needed				
Haven't needed to yet	not needed				
it's not convenient and I've heard horror stories about unreliable response/pick up	inconvenient	heard negative things			
Have not needed it yet.	not needed				
I haven't had an amount of garbage needed to use this program and if I did I wouldn't want the garbage I front of my house I would take it to the dump myself, or out front of my neighbors house.	not needed				
Haven't needed it	not needed				
I like the regularly scheduled pick up that were in the padt	return to NCU				
Since it is once a year, I keep putting it off thinking I have to have EVERYTHING ready to go first.	not needed				
Haven't had the need	not needed				
I just haven't gotten around to it	haven't gotten				
Before, I would set things aside to dispose of for curb bulk collection, knowing it was coming. Now, it seems too complicated to organize. Also, curb side bulk was a good way to get rid of reusable things because people would claim things. Now it just all gets trashed.	misses scavenging	confused on how program works	scheduling is a barrier		
It seems like a pain. I am not organized enough to figure out when I will need it. So when I have a lot of waste, I use my neighbor's bin, along with my own and stretch it over weeks.	haven't gotten around to it				
Too many illegal cars parked on the street.	misc				
don't normally have a lot of junk to get rid or	not needed				
No need, yet	not needed				

Based on my neighbor's experiences with this program, it is ineffective and the wait times are ridiculous. Bring back annual or semi-annual city clean up and do better about notifying residents when this will occur.	heard the wait was long	heard negative things	return to NCU		
Need to get phone number to the Call 2 Haul	haven't gotten				
Was Not aware that tree limbs were included	Not aware of new				
We seldom have enough large waste to call. Our neighbors allow us to add to their scheduled pick up.	not needed				
Not needed yet	not needed				
never remember. Need better reminders about it and how it works.	forgot about it	confused on how program works			
Seems like a bother for just a small amount to be collected. Miss the yearly clean-up	not needed	return to NCU			
Not convenient	inconvenient				
Haven't had anything to get rid of	not needed				
I heard the program was off to a slow start and i have not had anything significant to schedule.	not needed				
Not needed yet	not needed				
No need. More convenient to haul directly to the landfill. Plus leaving the junk at the curb makes the community look trashy.	not needed	self-haul	inconvenient		
Garbage fits in cans. We donate large unwanted items while still in good condition (i.e. furniture) to neighbors.	not needed				
not needed yet	not needed				
I heard it takes too long.	heard the wait was				
Have used the annual street pickup for large items.	not needed				
I do know about it but Iâ€™ve never had to use it. I think it would be good if I was doing a house project though.	not needed	likes C2H			
Have not needed to	not needed				
The time it takes for pick up.	need more				
Just moved to this house	just moved in				
Waiting to collect enough bulky waste to make it worthwhile	not needed				
somehow the annual cleanup inspired you to get it done and out for a deadline. Also scrap metal people etc. could come and take it away and make a little money too.	misses scavenging				
Have not had a need for it this year	not needed				
wasn't sure it was free	confused on how				
majorly inconvenient	inconvenient				
Annoying. Regular bulk pickup should be provided.	service suggestion				
haven't needed it badly enough, hesitant due to backlog issues	not needed	heard the wait was long			
it seems harder to schedule a specific date to have them come	scheduling is a				
I canâ€™t use it for construction cleanup.	Too restrictive				
I liked the program prior to the change. The new program is not convenient	inconvenient	return to NCU			
I hear its a two month wait. I prefered the pile pickup	return to NCU	heard the wait was long			
Haven't needed it	not needed				
I haven't yet learned what is eligible and what is not.	Not aware of new eligible items	confused on how program works			
More work then itâ€™s worth	inconvenient				
The wait time from the time I would take it to the curb, and it gets picked up is two long. Most of what I have had I can give away to metal collectors and get the same result	confused on how program works				

Most of my large refuse could be upcycled by enterprising individuals. This was half the appeal of the former Neighborhood Cleanup program. Now, since I don't want to just throw it away, it just accumulates on my property in the hopes Call 2 Haul will be sacrificed for the second coming of Neighborhood Cleanup. (I am faithful and pray every time I see junk piles.)	confused on how program works	misses scavenging	return to NCU		
It's inconvenient	inconvenient				
It is not convenient. And I have heard they don't pick up much. Too many restrictions	inconvenient	Too restrictive	heard negative		
It was easier to haul our large waste to the landfill rather than wait to have it picked up	inconvenient	self-haul			
It is a pain in the * having to make an appointment and then try to stick to it when i am a single 58 year old women. It was way better knowing if my was either or spring or falk pick up. You neex to go back to that system.	scheduling is a barrier	inconvenient	language	return to NCU	
Inconvenient. Prefer annual curbside bulk collection instead.	inconvenient	return to NCU			
Have not had items yet which needed hauling	not needed				
Have not needed anything taken away	not needed				
Just haven't had the need yet. We plan to use it soon.	not needed	planning to use it			
Not ready yet	not needed				
avoided using program as feedback from neighbors have been poor and did not want to waste my time	heard negative things				
Haven't needed it	not needed				
less convenient than former neighborhood pickup program	inconvenient				
It was inconvenient for when I need items removed	inconvenient				
Not yet a need	not needed				
I didn't know about it.	not aware of it				
I have heard so many negative things from so many people.	heard negative				
I haven't needed it yet.	not needed				
Not needed	not needed				
Timing hasn't worked out	scheduling is a				
Prefer being told when to get organized :)	haven't gotten				
It just seems a little complicated.	inconvenient				
Because I have heard it's difficult to request	heard negative				
We will use it at spring cleaning but it's much less convenient than the old yearly pickup.	inconvenient	planning to use it			
I own a truck and usually just haul it to the dumps.	self-haul				
I haven't had the need yet.	not needed				
No need	not needed				
Have not yet needed this service but I plan to use it very soon.	not needed	planning to use it			
Not needed at this time.	not needed				
Don't have anything to put in it. I just use the regular weekly garbage can.	not needed				
Less convenient than the yearly area pickup	inconvenient				
Heard that you have to schedule it about 2+ weeks in advance. Just haul it out myself.	self-haul	heard the wait was long			
There is no impetus to clean out like there was when a particular day was set.	haven't gotten				
Too heavy for me to even move, I had to pay a private group to come pick it up because I couldn't take it to the curve.	misc	inconvenient	use private hauler		
I plan to use it	planning to use it				
Seems like a bit of a hassle.	inconvenient				
No need.	not needed				

First of all, the feedback is that it takes months and if that's the case, I don't have time to wait that long.					
Also, According to the website, the things I want picked up don't qualify for the program where as before they would have.	Too restrictive	heard the wait was long			
I don't have stuff to haul.	not needed				
I'd like to, but, others tell me the scheduling is not dependable.	heard negative				
We have not had the need	not needed				
The wait times for pickup are too long	need more				
Usually don't have waste large enough to use it	not needed				
Merchant delivery of new items also takes furniture, electronics, mattresses, and appliances, plus tires are taken by the tire dealer when I have old ones replaced.	not needed				
I have not needed bulk pickup	not needed				
Unclear restrictions and requirements to use this program. Please bring back curbside bulk pickup days. These were useful for residents and provided a great opportunity for reuse by letting people scavenge for still-useful items.	misses scavenging	return to NCU	Too restrictive	confused on how program works	
I haven't needed to discard anything of that size. I did like the piles on the streets because my kids have actually picked up some furniture that way but I hated the scavengers who drive by.	disliked scavenging	not needed			
Have not needed	not needed				
The time window is too short	Time limit is too				
haven't had any large items to discard	not needed				
It is not convenient enough -- too small amount to haul.	inconvenient	not needed			
Have not had the need. I think the old neighborhood pickup was better because so much was recycled by "trash pickers." I've picked up and re-used boards & buckets myself.	not needed	misses scavenging			
It is not convenient for me to schedule a Haul. I much preferred the once a year pick-up as then I could just haul out what I wanted to get rid of.	inconvenient	return to NCU			
I preferred the curbside annual pick-up, wider range of items accepted and it encouraged upcycling, now items sit on curbs for weeks. Also motivated us to gather items by a certain date.	misses scavenging	return to NCU	Too restrictive		
Too big a problem. Much prefer the yearly pickup	return to NCU				
Haven't needed it but have also heard that it takes months to get on the schedule and that people find it a hassle.	not needed	heard negative things			
Definitely prefer the former program; allows to plan ahead. I'm aware of the drawback: I once had chunks of concrete dumped into my pile several years ago. But also, I've had stuff I didn't want taken by folks who could use it (a form of recycling).	return to NCU	misses scavenging			
Haven't had the need recently. But I actually preferred the old method where the whole neighborhood put stuff out on the street at the same time.	not needed	return to NCU			
Neighbors have told me how difficult it is to use.	heard negative				
We take what we need to to the dump.	self-haul				
I don't have much to get rid of	not needed				
Please bring back annual neighborhood cleanup program!	return to NCU				
I know I only get one load per year so I keep waiting for the perfect day when I will have "enough" to make the call worth it. Which basically means I never use it.	not needed				
I forgot it existed	forgot about it				
I have never felt that I had enough items to justify a pickup	not needed				
Heard of long wait list. Never had enough waste to use.	heard the wait was	not needed			
No Need. I don't really have that much waste to haul at once.	not needed				
Haven't had a need too	not needed				
Haven't had anything to pick up	not needed				
I feel like I have a small amount of things to put out, but not enough to call and set up an appointment. Right now I just have stuff sort of piling up.	not needed				
Fixed annual curbside Haul was more convenient.	return to NCU				

I have not had a need to use it	not needed				
didn't need it this year	not needed				
not needed yet.	not needed				
Too Inconvenient and doesn't collect items that the OLD system did. I'm very unhappy with this new system!	inconvenient	return to NCU	Too restrictive		
haven't needed it	not needed				
I liked the previous program. I haven't been able to collect all my junk and the old program forced me to do it by a certain date!	haven't gotten around to it	return to NCU			
No need	not needed				
I put everything in the yard waste container week after week.	not needed				
I have not needed it.	not needed				
I don't have a lot but some. I prefer the old method of put it out on the curb once a year. There were also a lot of people who came around and recycled items put out. This results in less landfill. Many of the apartment buildings in our neighborhood don't use the city service so they put junk on the curbs outside of collection times.	return to NCU	confused on how program works	misses scavenging		
Because I have heard that they are not efficient and I want to go back to the yearly pickup	heard negative	return to NCU			
Not as convenient as the dumpster program	inconvenient				
I have not had any large items I need to dispose of. I would use it if I had large items.	not needed				
we have a truck and can make trips to the dump or otherwise as necessary	self-haul				
Haven't needed to yet.	not needed				
Haven't had the need.	not needed				
i believe I will use it in the future but have not yet.	Not needed	planning to use it			
Seems as if it's a total waste. Before people who could use these items picked them up before the city came and they were really recycled. Now the people who used these items don't know when they will be out. The change was stupid and ineffective	misses scavenging	confused on how program works	return to NCU		
Haven't had anything	not needed				
No current need. But I anticipate using it at times in the future.	not needed	planning to use it			
I usually give things away. And I don't have much that requires this service.	not needed				
I don't have that much waste	not needed				
Takes too long for pickup and the neighbors in other areas place their items along with others creating a big mess and eyesore for the neighborhood	dumping complaint	Need more immediate service			
I have not had the time to organize the waste for pick up	haven't gotten				
I used the service when it was neighborhood wide on a single day. I have not used it since it changed to call 2 haul.					
Haven't had a significant amount of waste to make the call.	not needed				
The city should discontinue this and go back to the annual bulk trash pickup.	return to NCU				
Have not had the need currently	not needed				
Don't get around to it and I hear the wait is really long. Please see my comment on an earlier page.	haven't gotten around to it	heard the wait was long			
I really preferred the previous program....which seems more efficient and user friendly.	inefficient	return to NCU			
Haven't needed to	not needed				
I haven't had anything I couldn't get into my cans with some effort	not needed				
I haven't had a big need for it. I have been sorry we don't have a scheduled pick up but it is nice to not have the stacks in the neighborhood.	not needed	likes C2H			
I do my hauling.	self-haul				
Havent had a need to.	not needed				
Haven't had the need yet	not needed				
I'm never prepared for it.	reexamine				

We haven't needed it	not needed				
Hadn't been needed, we take items direct to dump.	not needed	self-haul			
We have not felt we had enough waste material to utilize	not needed				
No need yet	not needed				
We haven't needed it	not needed				
		confused on how program works			
Too restrictive and confusing	Too restrictive				
Don't have stuff to haul away.	not needed				
Have not planned a head in order to use it	haven't gotten				
Nothing this big to discard!	not needed				
Haven't heard much positive about responsiveness	heard negative				
I haven't had time	haven't gotten				
Not enough items to use. I really miss the old once a year curbside pickup	not needed	return to NCU			
		confused on how program works			
I miss neighborhood cleanup, and I never know if I'm gonna have enough stuff to put out to be worth it	return to NCU				
I'm uncomfortable with being the only house in our neighborhood to have "junk" at the curb for everyone to see.	haven't gotten around to it				
Also, not having a deadline to work towards causes me to procrastinate to the point that it just doesn't get done.	not needed				
We haven't had any item that we needed hauled.	not needed				
Not needed yet	not needed				
Have the need, just haven't used yet	haven't gotten				
I think this service is important. I just do not have that much trash	not needed	likes C2H			
We just very recently bought our house	just moved in				
Not a need yet.	not needed				
Convenience.	inconvenient				
do it once a year like before! what was so wrong with the old system? Help, Erin!	return to NCU				
I likeThe old way the program worked when everybody in a neighborhood was at the same time was much better..	return to NCU				
Difficult to get everything together in one shot. The yearly pickup was very efficient, easy and effective - BRING IT BACK PLEASE	return to NCU	inconvenient			
Didn't need it	not needed				
Have a chainsaw and cut things up and put it in my trash can even if it takes weeks to get rid of stuff. I repurpose as much stuff as I can. I try to only buy what is necessary so I don't have extra waste.	not needed				
Who do I call and have you fixed the issues? I never see anyone use it, the other program worked better. It also gave me a deadline to motivate me to get it done.	confused on how program works	return to NCU			
Not needed	not needed				
Don't remember to schedule	forgot about it				
Too much trouble, prefer a given date when pickup will be and thing are left at the curb for a certain date, also it gives an opportunity for people to drive by and pick out recyclables	inconvenient	misses scavenging			
It is a little confusing and I haven't had any waste so big that I needed to figure it out.	not needed				
Haul to dump as needed	self-haul				
		confused on how program works			
Inconvenient. Not sure how many large items justify a call, and how long a delay there will be.	inconvenient				
No need	not needed				
I don't know exactly what I can put in it.	confused on how				
I never know when it is.	confused on how				

I liked the old system better	return to NCU				
I haven't had a need yet	not needed				
Clutters the street out of place for neighbors, once or 2x a year clean up was better	return to NCU	More trash in neighborhoods			
Never planned a time do it	haven't gotten				
I have not yet used this service.	not needed				
I rarely have large items to discard. I occasionally utilize a dumpster at a friend's business	not needed				
You would not take the wood debris from a porch removal.	Service complaint	confused on how program works			
It is more complicated than the old program. I did not know you collected tree limbs.	inconvenient	Not aware of new eligible items			
Seemed like an annoying process.	inconvenient				
haven't accumulated enough waste to make it worth having it picked up	not needed				
timing	haven't gotten				
Will use in future. Recently became aware of this.	planning to use it				
No need for it	not needed				
Haven't had a need	not needed				
It is so inconvenient. It is scheduled out too far. I wish you would switch back to the old system--people used it to recycle and it was much easier.	inconvenient	scheduling is a barrier	confused on how program works	return to NCU	
Too many stories of frustration with this program from neighbors	heard negative				
We have not had anything to discard that qualifies for this program, but we would use it if we did.	not needed	planning to use it			
They are very late to pickup - often there are trash piles sitting for weeks, still restrictive about items to pickup items and they are very delayed to even schedule within a few weeks, often months advance notice is needed	Service complaint	Too restrictive			
I am still mad you did away with big trash days.	return to NCU				
We liked the curbside pickup since call 2 haul seemed to have a backlog / wait list	return to NCU	heard the wait was long			
Have not had a need	not needed				
It's a * poor replacement for the street cleanup program. Get rid of this useless program and go back to how it was before.	return to NCU	language			
I haven't had anything to haul, but I love the concept	not needed	likes C2H			
I haven't had enough stuff to justify it.	not needed				
Liked the scheduled pick up better. Easier to plan	return to NCU				
Haven't had the opportunity yet. It's a restrictive list items that you take.	not needed	Too restrictive			
New resident	just moved in				
I'm not sure how to use it. I don't know if I need it	confused on how				
Lack of convenience	inconvenient				
I haven't had the need to call.	not needed				
No need	not needed				
No bulk items currently	not needed				
Why did you change for the former city clean up program. It worked just fine the 29 years. Used it	return to NCU				
I parse out waste in the bins, often over several weeks, or the month, or courtesy of my neighbors	not needed				
Inefficient, insufficient, wasteful, accomplishes pretty much nothing	inefficient	inconvenient	confused on how		
No need for it.	not needed				
Laziness and disorganized on a deep personal level	haven't gotten				

No need this year	not needed				
I. Share with my neighbors.	not needed				
I haven't needed it yet.	not needed				
I do not have anything at this time to throw away	not needed				
Not had need	not needed				
It is very inconvenient for us old folks.	inconvenient				
I preferred the neighborhood cleanup.	return to NCU				
Don't yet have a need.	not needed				
Haven't needed it	not needed				
Because all the waste we generate can be fit in our current containers , and, at this time of year we compost all leaves and much garden waste.	not needed				
It was inconvenient. I do not have a space to store the waste until they can come get it. I prefer the yearly neighborhood cleanup.	inconvenient	return to NCU			
Nothing to haul. Plus most items can be cut down or broken down to fit into the garbage can.	not needed				
I haven't needed to use it	not needed				
It was construction waste that would blow everywhere.	not needed				
I don't purchase items which clutter my dwelling and replace or repair only.	not needed				
I think it promotes waste. Rather than reusing, repurposing or donating potentially otherwise adequate resources, it incentivizes waste.	confused on how program works				
I dont typically generate enough for call 2 haul. I usually make small trips to the thrift store donation to keep usable items out of the waste stream.	not needed				
Beaune you don't haul anything I need hauled ie dirt or stone	Too restrictive				
I've heard such bad feedback from people in the neighborhood and didn't want to deal with the frustration!	heard negative things				
the old once a year yard pickup is missed. There were many things recycled by the scroungers and was very convenient and effective. Was a bad decision to eliminate the old program in my opinion.	return to NCU	misses scavenging			
I have not needed this service yet.	not needed				
I haven't ever needed to	not needed				
Haven't had a need to yet.	not needed				
Have not needed to use it.	not needed				
Haven't had anything to haul but I will in the spring	not needed	planning to use it			
Have not needed it yet	not needed				
Haven't had that much stuff to get rid of	not needed				
Have not needed / prefer to use targeted recycling/reuse programs for large items	not needed				
No need	not needed				
I have not had any bulk items.	not needed				
I haven't had anything that I felt qualified for the program.	not needed				
dont need it	not needed				
Haven't had any stuff I needed to get rid of recently, though I did previously with the neighborhood cleanup program.	not needed				
I only moved to SLC last year and haven't had any bulk waste that needed to be picked up yet.	not needed				
No need	not needed				
I guess we haven't had any of these iitems to disgard.	not needed				
I haven't had the need for it yet.	not needed				
Didnt have enough volume to require the service.	not needed				
Have not needed it	not needed				
Too complicated	inconvenient				
have not had a need	not needed				

Haven't needed it	not needed				
forgot about it	forgot about it				
Haven't had waste I couldn't take care of myself.	not needed				
not enough stuff to get rid off	not needed				
I don't regularly dispose of large items	not needed				
Just haven't done it yet. I kind of liked the old pickup system.	not needed				
Scheduling the pick up has not worked for me, I preferred the mass neighborhood pick up.	scheduling is a	return to NCU			
I think this should be a pay-per-use service.	Should be a fee-for-				
No need to use it yet.	not needed				
Don't have any big items to dispose of.	not needed				
Wasn't available in a timely fashion when I needed it.	need more				
Inconvenient	inconvenient				
I do not know if the excess garbage I have qualifies for the Call 2 Haul program. Would like the curbside spring clean up program to come back.	return to NCU	confused on how program works			
Because I heard from others they had a hard time scheduling, so I would just rather go to the dump on my own time because I do not have the luxury of spending my time on the phone just to get ahold of someone.	inconvenient	scheduling is a barrier			
Don't need it	not needed				
It's very inconvenient. The old curb-side pickup program was better.	inconvenient	return to NCU			
It is a hassle to coordinate.	inconvenient				
Haven't had anything or have taken it to the landfill myself	not needed				
I have not needed to use it.	not needed				
I try to repurpose large items or sell them	not needed				
no need	not needed				
Program wouldn't pick up the things I needed to be hauled away	not needed				
I'm using it but the collection date has not yet arrived	planning to use it				
No he tenido que tirar nada grande	spanish				
We didn't have anything to haul this year	not needed				
<My neighbor used it, and we added a few things to her pickup.	not needed				
The wait is too long. The intro to this program has been a failure. Not enough staffing, perhaps but pickup scheduling is too long a wait.	scheduling is a barrier	Need more immediate service			
I never had the need	not needed				
I just moved into my house. Have not had a chance to use it yet.	just moved in				
No need	not needed				
Not as convenient as neighborhood pick up	inconvenient				
I never have the opportunity.	not needed				
It doesn't strike me as efficient. It feels like more of a deterrent since you have to call to haul.	inefficient				
Because the annual neighborhood cleanup was more efficient for everyone. Bring it back!!!	return to NCU				
i don't have much that i need to have hauled other than electronics. do you haul electronics?	Not aware of new				
It is easier for my to just take things to the dump.	self-haul				
I have not had any large items that cannot be disposed of in the regular curbside garbage.	not needed				
I have not yet needed it. I've either put it into the container, or taken it to the dump myself.	not needed	self-haul			
It is very inefficient.	inefficient				
Scheduling and the lead time is ridiculous.	scheduling is a barrier	Need more immediate service			

Saving my big stuff since we only get one chance	not needed				
All I have heard are nightmare stories about this program. Extremely long wait times, and not being able to put items on the curb until the day before. This does not work for household schedule where work schedules do not allow for flexibility. Please bring back the old Spring/Fall curbside clean up.	heard negative things	heard the wait was long	return to NCU		
the flyer I received made it sound like very limited items that you can put on the curb, but the above list of items list way more items that you can put out then the original flyer I received when they change the program.	not aware of new eligible items				
No need to this last year	not needed				
did not need	not needed				
not much stuff to throw away	not needed				
Too many restrictions	Too restrictive				
Iâ€™m a hoarder (kidding)	not needed				
Havent needed to use, but am aware of program.	not needed				
We have not needed to use it yet.	not needed				
I haven't needed the service yet, but will likely use it next year.	not needed	planning to use it			
I think this program, which changed from the annual neighborhood pickup, is ill advised and not in the best interest of the city residence	return to NCU				
When I start to make a pile, people take our curbside items.	not needed				
Had called for a couch that was in the alley, it was gone by the time my turn came up and didn't have my things gathered yet so I canceled it.	not needed				
is it available for condos ?	misc	reexamine			
not needed	not needed				
haven't had the opportunity	not needed				
No need yet	not needed				
I havenâ€™t lived here long enough	not needed				
too much effort	inconvenient				
I have not needed to use it	not needed				
I don't have a lot of junk.	not needed				
There were so many problems with it and such a long wait time for people that we decided not to	heard the wait was long				
i haven't needed it.	not needed				
My household has not had a sufficient enough amount of waste to necessitate the use of a once-annual service like Call2Haul. Making this service available only once per year puts a non-monetary premium on it, so we don't want to "waste" our once-per-year quota.	not needed				
wait was too long	need more				
Heard that pick-up takes forever. We need to go back to yearly neighborhood cleanup and leaf pickup. Those were two excellent city services.	return to NCU	heard the wait was long			
Nothing to haul.	not needed				
Did not need to, but I find it very helpful for future use.	not needed	likes C2H	Planning to use it		
Not convenient. Bring back the old neighborhood clean up program. Why does every change you make result in a worse system?	inconvenient	return to NCU			
Kind of a hassle.	inconvenient				
Haven't had enough stuff to make it worthwhile. Also, it is a shame there is not the annual bulk item pickups because it means people can no longer go around and collect metal to recycle and things to reuse, which reduces the amount of waste that goes in landfill	misses scavenging	not needed	confused on how program works		
I have heard it is very selective in what it will take. the old neighborhood cleanup seemed to work better. I just go to the dump.	Too restrictive	return to NCU	self-haul		

It does not accept old wood and construction waste. Have no had to dispose of acceptable items yet but will use if needed in the future	Too restrictive	planning to use it	not needed		
I have read of the hassles one has to go through to use it.	heard negative				
Not familiar with the details of this service operation/availability	not aware of it				
We have not had the opportunity to take the time to collect. However we always used the once yearly neighborhood clean up. By giving us a date- it made us get it done.	haven't gotten around to it				
Did not know this was available	not aware of it				
I have not needed the service yet (as we have only been residents for 1 year), but I plan on using it.	not needed	planning to use it			
Haven't had anything large enough	not needed				
don't have enough stuff to put out yet.	not needed				
too inconvenient. we need to go back to the old system	inconvenient	return to NCU			
Have not needed to use this service yet.	not needed				
No need. Receiving the neighborhood flyer was more motivation to work toward putting things out at a specific time of year.	not needed				
It is not convenient.	inconvenient				
Seems restrictive	Too restrictive				
Have not yet had the need, but I do think it would come in useful.	not needed	planning to use it			
I don't need it.	not needed				
I have not needed to use it.	not needed				
Unless you are able to schedule a Monday pick-up the program would require the caller to take a day off of work in order to move all the items to the curb, as well as needing to have the assistance of others (who would also need to take off of work) if the items are large and heavy. When the city had the dedicated week for the neighborhood pick-up, people had time to make arrangements to have help to move things and to group the items they were going to junk into a specific place. Several of my neighbors who did try to schedule a time were not able to do so, as the days they were requesting (and they tried several) were all full and they were not offered any alternatives. The city was not wise in their choice to change how the pick-up functions. This was a big time FAIL on their part.	inconvenient	Time limit is too restrictive	heard negative things	heard the wait was long	
Haven't needed anything picked up	not needed				
I forget it is available. I will take advantage of it and look at the program details.	forgot about it	planning to use it			
We have not had a need to use this service.	not needed				
I haven't had anything to call for pick up.	not needed				
less inclined to gather up and dispose stuff without a deadline	haven't gotten				
Takes weeks to get someone to come pick up. Waste of time.	need more				
Did not need it this year	not needed				
Scheduling not knowing how far in advance we needed to request it and rumors that it was not being picked up timely.	scheduling is a barrier	heard negative things			
Do not know what it is	not aware of it				
At the time we could have used it, we felt like it would take too long for pick up when we needed to dispose of things sooner and at multiple different time points.	need more immediate service				
Heard that when you put item out for collection, neighbors add to pile or rummage through pile and leave a mess	heard negative things				
I am aware of this program, but have not had a need to use it yet. I just purchased my home this month. I will most likely utilize this service in the future at some point.	not needed	planning to use it			
No nee. Most of my refuse fits in a can.	not needed				
No need at this time.	not needed				
Haven't needed to have anything hauled away	not needed				

Extra step, gotta plan, not sure if I only get one a year.	inconvenient				
Haven't needed it	not needed				
It is inconvenient. The prior program of neighborhood cleanup was easier to plan for and use. You were informed of your areas time and planning was easier.	inconvenient	return to NCU			
It seems to be a pain to use, so I've just taken our e-waste (the biggest problem) to BestBuy & chemicals & stuff to the occasional disposal event at Smith's or Sugarhouse Park or U Utah.	heard negative things	not aware of new eligible items	self-haul		
They got rid of the annual pick up and now have this scam that's almost unusable.	return to NCU				
Not to often I have large size or construction trash	not needed				
Rental	not needed				
This program is not nearly as useful as the previous program.	return to NCU				
Too restrictive	Too restrictive				
No need yet	not needed				
I never know what day(s) it is.	confused on how				
I preferred the old yard clean up program. I also live on a narrow street and I am worried that the city will not come in a timely manner and I will cause problems for my neighbors.	misc				
I have not needed to discard any large items	not needed				
		confused on how program works			
Lack of awareness about how to use it, and limited need	not needed				
Nothing big to get rid of	not needed				
It's not convenient as the pile is ONLY allowed to be on the curb for 24 hours and the service takes to long to arrive.	inconvenient	service complaint	reexamine		
Much too awkward, and difficult to use. Scheduling only having 24 hours to put everything out and having to be able to get others to help with large items like mattresses at a specific time. It's just impossible. Would love to see you go back to the seasonal neighborhoods	Time limit is too restrictive	return to NCU			
I don't have any large waste items.	not needed				
Haven't needed the service	not needed				
Have not hard large items to get rid of, plus it seems more difficult than the curbside week we had in the past.	not needed				
Haven't needed to	not needed				
Haven't had the need yet	not needed				
Haven't needed it	not needed				
Not enough junk to warrant calling. Want the old system back.	not needed	return to NCU			
haven't needed it yet	not needed				
We have a dump trailer, so haul our own items away.	self-haul				
Has had very bad reviews from other people, Garbage has sat for days and weeks at times.	heard negative				
I don't have enough stuff to warrant it, but used it when it applied to the entire neighborhood	not needed				
Not enough items to get rid of.	not needed				
I have not had any haul items this year but have in the past prior to this program.	not needed				
haven't needed it. I own a small business so have a dumpster if needed	not needed				
Not convenient. I prefer the previous curb pickup method.	inconvenient	return to NCU			
Haven't had a need for it yet.	not needed				
I do not like it, I want a fall cleanup like it used to be.	return to NCU				
Seems limited and off in the future	Too restrictive				
I have heard terrible reports of the service. I prefer the old program	heard negative	return to NCU			
Haven't had a need	not needed				
Pile is growing in garage since the annual pickup was discontinued	haven't gotten				
Don't have any bulky item to be picked up. If I do have bulky item, I can cut them into small pieces using sawzall, and fit them in the regular trash.	not needed				

Have not had enough items to use the program.	not needed				
haven't had the need as I try to get rid of things I don't need periodically and not let them pile up. I do like the program though!!	not needed	likes C2H			
not needed	not needed				
no need	not needed				
The previous program was better when a set date was assigned and the whole neighborhood put there items out.	confused on how program works	return to NCU			
The call2haul took longer to pick up items and it seems like more gas for the vehicles are being used to only pick up a few houses at a time versus a whole neighborhood at one time.					
haven't needed to use it this year	not needed				
I have not yet needed to, but I plan to use it in the future.	not needed	planning to use it			
I have not yet had a need to use this service since the yearly Curbside Program was discontinued.	not needed				
I have no large items to be removed.	not needed				
Too restrictive on necessary preparation	Too restrictive				
Haven't needed to yet	not needed				
I would definitely use when I have big items to get rid of but that opportunity has not occurred yet.	not needed	planning to use it			
Haven't had anything I needed to haul away	not needed				
I haven't needed to use it yet.	not needed				
I have not needed it	not needed				
So far, I have been able to donate or handle my own bulk waste without using the program.	not needed				
I haven't needed to	not needed				
Haven't needed it yet.	not needed				
Don't have anything to get rid of	not needed				