

Q11A	If respondent chose "I tried to use Call 2 Haul, but I couldn't" they are asked "What will make it easier for you to use Call 2 Haul in the future?"	Comment Tag 1	Comment Tag 2	Comment Tag 3	Comment Tag 4	Comment Tag 5	Comment Tag 6
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	Faster response time. When I called to schedule it was too long before they could come and we were moving out and had to end up renting a truck to take stuff to the dump instead. Also, it is indicated that you get one pickup per year per account, but if you move during that year it's still the same account, but trash at two different houses, and that is not helpful because you usually have trash on move out and move in. We moved during the spring so if the old Neighborhood cleanup program was still going on, it would have been fine and we would have been able to set out our trash at both houses and not gotten a truck and not made several trips to the dump.	Quicker response time	Misc				
I tried to use it but could not	The wait for scheduling and pick up was too long	Quicker response time					
I tried to use it but could not	If it didn't * and you went back to how it was you * no one likes this call to haul crap it is limited and impossible to use and now there are sofas and refrigerators and other waste all over my neighborhood that a holes are dumping clearly because your stupid program is a stupid failure btw you're stupid	Language	Return to NCU				
I tried to use it but could not	The scheduling just didn't work out for us as we were between houses during a move. I'm sure if we used it in the future it would be very useful	Misc	Likes C2H				
I tried to use it but could not	Easier to book and understand. Bring back the old haul away program!	Make scheduling easier	Return to NCU	Confused on how program works			
I tried to use it but could not	Scheduling was so far out as to make it impractical.	Quicker response time					
I tried to use it but could not	Responding to requests would be a great start	Service complaint					
I tried to use it but could not	I called and nobody returned my call. I ended using a private company because I could not get the city to respond to any of my messages.	Service complaint	Used private hauler				
I tried to use it but could not	I hate this service. Much preferred the d clean up program. Too limited in what can be put out	Return to NCU	Too restrictive on accepted				
I tried to use it but could not	Discontinue and go back to the once a year pick up	Return to NCU					
I tried to use it but could not	Available containers when needed	Reexamine					
I tried to use it but could not	.	None					
I tried to use it but could not	Timing. More notice as to when the service will be.	Remind us to use C2H	Better education on C2H				
I tried to use it but could not	Accept concrete, don't make me itemize everything.	Take construction waste	Dislikes itemizing				
I tried to use it but could not	Only one a year	Offer twice a year					
I tried to use it but could not	Go back to the old way	Return to NCU					
I tried to use it but could not	The restrictions for large tree limbs/yard waste was such that it made no sense to use this program over the compost cans. Additionally the program scheduling has proven temperamental at best and restrictions on refuse placement waiting for the pickup is singularly unhelpful. This program was instigated solely to save the city money through the decrease of use.	More bulky green waste	Make scheduling easier	Too restrictive			
I tried to use it but could not	Overhaul the system - it doesn't work. About the poorest service offered.	Dislikes C2H					

I tried to use it but could not	This system just does not work. You cannot plan for a large waste removal project around an unknown timeline. I've seen waste on the curb for months, and more people going directly to the dump. The old system was much better for everyone and has been a huge missing piece of the SLC services.	Bad experience when program rolled out	Return to NCU	Quicker response time			
I tried to use it but could not	Reasonable expectations of waste--why will you accept huge, awkward appliances, but if a tree branch is bigger than like 12 inches, it's a no-go. I had a stump that was rotted and lighter than a washer, and could've fit in the space of a washer, and yet the city would've picked up the washer and not my stump.	Too restrictive on accepted items	More bulky green waste	Reexamine			
I tried to use it but could not	hard to schedule. not timely. disappointing. It would be useful if it did not take so long for pickup.	Make scheduling easier	Quicker response time				
I tried to use it but could not	Go back to curbside cleanup!!!!!!!!!!!!!!	Return to NCU					
I tried to use it but could not	Get rid of it and bring back the old system	Return to NCU					
I tried to use it but could not	Online scheduling	Offer online scheduling					
I tried to use it but could not	.	None					
I tried to use it but could not	have the times for pickup closer to when you call to schedule. Hard to schedule and when you need some things removed, it's not always possible to wait until it is scheduled. Also, hard to get through to get this scheduled. I have given up a couple of years in a row. Not used the service. Go back to the old way... then we can plan for when the pick up will happen and make plans to do tree trimming, clean up etc.	Quicker response time	Make scheduling easier	More bulky green waste	Fixed pickup times	Scheduling is a barrier	
I tried to use it but could not	Bring back junk pile day.	Return to NCU					
I tried to use it but could not	Available throughout the year. Not just during a timeframe.	Misc					
I tried to use it but could not	.	None					
I tried to use it but could not	.	None					
I tried to use it but could not	Get rid of it and go back to the old system. It's useless , wasteful and absurd	Return to NCU					
I tried to use it but could not	extend the haul window to more than 24 hours, allowing a week to place items on the curb, during section based calendar sessions to avoid having to call. basically eliminate call to haul and bring back the old curbside service	Return to NCU	Time limit is too restrictive	Fixed pickup dates	Scheduling is a barrier		
I tried to use it but could not	More information on how to schedule it	Better education on C2H	Make scheduling easier				
I tried to use it but could not	I hate the call to hall. Please go back to the old scheduled curbside service.	Return to NCU					
I tried to use it but could not	I could not find the time to get the items to the curb.	Time limit is too restrictive					
I tried to use it but could not	Nothing. Bring back seasonal curb pickup	Return to NCU					
I tried to use it but could not	They need to be able to take anything, not exclude concrete or building debris. Everything is excluded that people would use it for. Set a date for a neighborhood and offer it to everyone. The call2Haul was worse than useless. Except for electronic recycle, which is fine as a local collection.	Too restrictive on accepted items	Take construction waste				
I tried to use it but could not		None					
I tried to use it but could not	cut short the waiting time period to haul. 3 to 6 months wait for appointment is absurd!	Quicker response time	Bad experience when program rolled out				

I tried to use it but could not	The pick up date was too far out. I needed it sooner.	Quicker response time					
I tried to use it but could not	I tried to use this service and they gave me a future date in months and I could not wait for this service because the waste was on the curb and needed to be hauled away soon.	Quicker response time	Bad experience when program rolled out				
I tried to use it but could not	I truly prefer the zoned days, even with the challenges of people dumping and taking. I have thrice tried to get pick up and my needed times were never available. I think that having a way to get rid of large items is crucial, especially for families that don't have a truck or in some cases a vehicle.	Quicker response time	Make scheduling easier	Fixed pickup dates			
I tried to use it but could not	go back to the old way	Return to NCU					
I tried to use it but could not	Ability to schedule myself online.	Offer online scheduling					
I tried to use it but could not	I couldn't schedule when I needed it. I preferred the old program. Maybe some hybrid where streets could schedule together.	Make scheduling easier	Quicker response time	Coordinate with neighbors			
I tried to use it but could not	Bring back yearly pickup on designated date	Return to NCU					
I tried to use it but could not	Less restrictions on what will be collected.	Too restrictive on accepted items					
I tried to use it but could not	to go back to the neighborhood clean up program or use the clean up program that the county uses (dumpsters that they move around)	Return to NCU	Dumpsters/bags				
I tried to use it but could not	I wanted to schedule the service but didn't know exactly what I wanted to have hauled away. I miss the flexibility of the other program. I liked that people picked up items and scrap metal.	Dislikes itemizing	Misses scavenging				
I tried to use it but could not		None					
I tried to use it but could not	My neighbor tried to get rid of a mattress and said he called this program. It sat for 10 weeks until I paid someone to haul it away	Service complaint	Bad experience when program rolled out				
I tried to use it but could not	Takes to long to get a date for pick up	Quicker response time					
I tried to use it but could not	Don't lie to the public about changing the trash pick up program. It is NOT an equivalent service. You jerk people around when we just want to throw away exactly the same thing that the City picked up previously. This whole thing was dishonest.	Return to NCU					
I tried to use it but could not	Bring back the curbside collection of the past, at least 2/3rds of the trash put on the curb was picked up by local individuals and reused or recycled. Now everything that goes into the Call 2 Haul program goes to landfill. Also so many changes and restrictions in the Call 2 Haul make it less practical. Do not charge more for worse service!!	Return to NCU	Misses scavenging	Too restrictive			
I tried to use it but could not	Go back to the old program. Call 2 Haul is a joke. Residents just see it as the city's heavy handed revenue redistribution.	Return to NCU					
I tried to use it but could not	More options for service. I like the idea behind the new program but it seems like the old system was more efficient and effective. I will hold off on judgment. I know that call two haul program is new.	General positive comment	Misc				
I tried to use it but could not	Availability of pickup times and reminders before the truck is in the neighborhood. Especially because you can't put the rubbish out at certain times.	Better education on C2H					
I tried to use it but could not	Much shorter turnaround time. Standing date for neighborhood	Quicker response time	Fixed pickup dates				
I tried to use it but could not	It is a joke as it is almost impossible to use.... Cancel Call 2 Haul.... The Annual Spring Clean-up worked better.	Return to NCU	Too restrictive				
I tried to use it but could not	Returning to the allocated time slots of dump days. The Call 2 Haul program requires too much planning and too little time for the home-owner to prepare for said haul. It's just not designed for working homeowners. And not every home has a stay-at-home person who can accommodate the stringent scheduling requirements of the Call 2 Haul program.	Fixed pickup dates	Inconvenient	Time limit is too restrictive	Return to NCU		

I tried to use it but could not	Go back to the curbside pickup like it used to be. This new system is worthless	Return to NCU					
I tried to use it but could not	I tried to use when we ripped out our wooden deck but they wouldn't take it	Too restrictive on accepted items	Take construction waste				
I tried to use it but could not	Go back to the old neighborhood cleanup. This one is not easy to use!	Return to NCU	Inconvenient				
I tried to use it but could not	online scheduling would help. If they listed neighborhoods with someone who has already scheduled a pickup this could mimic the old system which really motivated people to do house projects and clean up.	Offer online scheduling	Coordinate with neighbors	Scheduling is a barrier			
I tried to use it but could not	Bring back the old curbside pick up program. Call 2 haul is essentially useless for what what people need to haul off large and varied debris.	Return to NCU	Too restrictive on accepted items				
I tried to use it but could not	If it was available within days of call.	Quicker response time					
I tried to use it but could not	We like the old program of scheduling and notifying neighborhoods of their once a year week for pickup and then we can plan.	Return to NCU	Fixed pickup dates	Scheduling is a barrier			
I tried to use it but could not	Pick up more than a cubic yard, pick up large amounts of yard/green waste more often, especially after storms. If you picked up several times a year or even monthly in summer I could understand increased fee. More fee for less service is bad! Pick up concrete (small amounts, such as attached to a fence posts.) Pick up several times a year, designated toxic waste (old paint, cleaners, batteries, florescent or other light bulbs, insecticides etc.)	Too restrictive	Fixed pickup dates	More bulky green waste	Offer twice a year	Take construction waste	HHW collection
I tried to use it but could not	Have an easier schedule and allow pick up items to be put out 1 week in advance. Additionally, they should take more items (i.e. carpets and building materials) and not expect a complete list of items	Make scheduling easier	Time limit is too restrictive	Dislikes itemizing	Take construction waste	Too restrictive on accepted items	
I tried to use it but could not	Take a larger variety of stuff	Too restrictive on accepted items					
I tried to use it but could not	Scheduling is a nightmare and does not work. You need to go back to the defined week during the calendar year.	Make scheduling easier	Quicker response time	Fixed pickup dates			
I tried to use it but could not	Go back to the curbside neighborhood program.	Return to NCU					
I tried to use it but could not	Change back to the old way.	Return to NCU					
I tried to use it but could not	Revert it back to how it used to be - designated week for pickup from gutter in front of house	Return to NCU	Fixed pickup dates				
I tried to use it but could not	Collection day for everyone at curb	Fixed pickup dates					
I tried to use it but could not		None					
I tried to use it but could not	the request is linked to your public utilities number. as a renter, i don't have that: my landlord does. this requires them to let me use their precious call 2 haul request (which in my experience, none want to do this). so i'm stuck without the option for large-item disposal. i've only needed to do this once in the last 5 years, but when i did need to, the neighborhood dump pile program was no longer in use and i was out of luck :(Reexamine	Hard for renters				
I tried to use it but could not	If they will pick up all parts of trees	More bulky green waste					
I tried to use it but could not	Go back to the curbside service where we can put mate	Return to NCU					
I tried to use it but could not	Scheduling an appointment and them actually showing up!	Service complaint					
I tried to use it but could not	The need to be specific on pick-up dates with a two-week advance notice.	Bad experience when program rolled out					

I tried to use it but could not	Why not use the once a year trash pick up. Many people will go around and pick what they want, and many will be able to help with the recycling. The Call 2 Haul is limited what they take.	Too restrictive on accepted items	Misses scavenging				
I tried to use it but could not	knowing a schedule for pickup.	Make scheduling easier					
I tried to use it but could not	It was booked out for a month. That was too long for us to hold on to a mountain of garbage.	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	Have Call 2 Haul actually return calls and have better availability. I've had to order a dumpster twice because call 2 Haul is too "busy"	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	being able to schedule a date within a reasonable time	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	Faster response to the call. Because of the way the system was setup I wasn't sure if my request was actually logged. An app/website would be better.	Bad experience when program rolled out	Make scheduling easier	Offer online scheduling			
I tried to use it but could not	I have had no luck with this program. I miss the old way.	Return to NCU					
I tried to use it but could not		None					
I tried to use it but could not	go back to a scheduled neighborhood pick-up	Return to NCU					
I tried to use it but could not	This is also a big joke. We never can get any customer service.	Make scheduling easier					
I tried to use it but could not	I didn't have ENOUGH for them to come and get!	Misc					
I tried to use it but could not	GO BACK TO BIG TRASH PICK UP. I literally **HATE** that SLC dropped this big trash program. Taxes and fees go up. Service DECLINES. The call-2-haul program is always too busy for a reasonable pickup schedule and it looks like * when there are random piles of garbage on the side of the road throughout the city.	Language	Return to NCU	Make scheduling easier	More trash in neighborhoods	Quicker response time	
I tried to use it but could not	A faster timeframe.	Quicker response time					
I tried to use it but could not	Let me place it in a pile like before. I'm too old to lift items into the container	Too restrictive					
I tried to use it but could not	More availability	Make scheduling easier					
I tried to use it but could not	Revert to the neighborhood stationary provisional dumpster	Misc					
I tried to use it but could not	Call 2 Haul is a complete joke. The insist on a complete list of every item you want picked up then tell me the items don't qualify. The old 1 time a year bulk pick up was much better and i fee call 2 haul is a waste of my tax money	Dislikes itemizing	Too restrictive on accepted items				
I tried to use it but could not	It would be nice if they actually showed up. It would also be nice if they actually excepted items I needed to have disposed.	Service complaint	Too restrictive on accepted items				
I tried to use it but could not	Expand the range of items you collect	Too restrictive on accepted items					
I tried to use it but could not	the limitations of their service made it un-useable. I much prefer the curbside pickup yearly that I can put large branches and household goods.	Too restrictive on accepted items	More bulky green waste	Return to NCU			

I tried to use it but could not	it's scheduled too far out (aka i can't use the service because i when i want to use it, it's booked for weeks and weeks out). i think it was a lot easier for everyone to use the previous program.	Quicker response time	Bad experience when program rolled out	Inconvenient	Return to NCU			
I tried to use it but could not	Going back to the old system.	Return to NCU						
I tried to use it but could not	Change it back to previous program. The new call 2 haul is a joke--always booked out.	Return to NCU	Bad experience when program rolled out					
I tried to use it but could not	Ability to put material at curb at least 72 hours in advance. More comprehensive list of non-hazardous permitted items. Much preferred "Clean-up Week".	Time limit is too restrictive	Return to NCU	Too restrictive on accepted items				
I tried to use it but could not	This needs to be changed back to the street pickup we previously had. Call 2 Haul is difficult, would appear it's much more limited than what we were able to put on the street yearly.	Return to NCU	Too restrictive on accepted items					
I tried to use it but could not	Make it easier to schedule. Took me a month to get ahold of department	Make scheduling easier	Bad experience when program rolled out					
I tried to use it but could not	We had left over building materials from the previous owner and had to pay to have them hauled away.	Take construction waste						
I tried to use it but could not	Let me put everything on the street.	Too restrictive						
I tried to use it but could not	Bring back the old program, the new one is too restrictive and too hard to schedule.	Return to NCU	Too restrictive	Make scheduling easier				
I tried to use it but could not	The initial response was terrible and commitments were broken - scheduled dates and call backs did not occur. Some service level understanding would be helpful so projects can be scheduled and avoid waste pile up.	Bad experience when program rolled out	Service complaint					
I tried to use it but could not	Go back to the neighborhood cleanup program!	Return to NCU						
I tried to use it but could not	I wasn't sure how specific I needed to be in my initial request, and decided not to even try	Confused on how program works	Dislikes itemizing					
I tried to use it but could not	A reminder phone call or email. We forgot which day it was on and missed it.	Appointment reminders						
I tried to use it but could not		None						
I tried to use it but could not	Go back to original program of regularly scheduled pickup	Return to NCU						
I tried to use it but could not	Stop doing call 2 haul. You never came. This is a scam. Do neighborhood clean up.	Return to NCU	Service complaint					
I tried to use it but could not	If it went back to the neighborhood pick up dates	Return to NCU						
I tried to use it but could not	Not having to box everything and list every single thing you are going to put out. Not having to cut the limbs in little uniform pieces. Our bad experience: We pulled carpet out of our truck and left it on the parking to put back in our truck later because we needed to pick up furniture. While we were gone Call2Haul picked up the carpet and said it counted as our pickup for the year. We hadn't called them. W didn't want them to take the carpet. They must have driven by and saw it. I wrote and complained and never heard back from ANYONE. Bring back the old traditional effective way we've done for YEARS. Things were recycled back then. The new service is not USER friendly anymore.	Dislikes itemizing	More bulky green waste	Service complaint	Inconvenient	Return to NCU		
I tried to use it but could not		None						

I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	I was renting in a triplex and it's associated with the water bill which my landlord pays. So I was not avoid to arrange	Hard for renters					
I tried to use it but could not		None					
I tried to use it but could not	Scrap the Call 2 Haul, and go back to the old system! The "Wait 3 months 2 Haul" system doesn't work. Huge backlog. Also, very inefficient. Just go back to the way it was.	Return to NCU					
I tried to use it but could not	Bring back the old system	Return to NCU					
I tried to use it but could not	A much shorter lead time or some sort of priority pick-up scheduling or urgent needs	Quicker response time					
I tried to use it but could not	Allow renters to schedule pick ups, rather than making it tied to the landlord. It is beyond frustrating.	Hard for renters					
I tried to use it but could not		None					
I tried to use it but could not	Call 2 Haul had very few options of dates, none worked for us. Much prefer the old way.	Return to NCU	Make scheduling easier				
I tried to use it but could not	Stop call to haul and go back to the tried and true once a year clean up. The county and other cities around SLC do it. Since the inception of the Call 2 haul service I have noticed many neighborhoods are looking worse.	Return to NCU	More trash in neighborhoods				
I tried to use it but could not	The new service requires that you put the items only 24 hrs before pick up. The old system gave us an entire week to leave it on the street. It makes it really hard to collect everything that needs to be thrown in just 24 hrs from the pick up. It would be ideal to go back to the 7 days or at least have maybe 3-5 days. This has been the biggest deterrent for not using the service. I have a lot of stuff that needs to be collected from a basement level and having only 24 hrs is not sufficient.	Time limit is too restrictive					
I tried to use it but could not	For them to show up before three months!!!!	Quicker response time	Bad experience when program rolled out				
I tried to use it but could not	It is too hard to use- I prefer the old one. Someone needs to look at this from the perspective of the user, not the city admin. The old program resulted in more cleanup, and lots of ersatz recycling by folks who took many useable items home to use or sell themselves.	Inconvenient	Return to NCU	Misses scavenging			
I tried to use it but could not	Not limiting branch diameters.	More bulky green waste					
I tried to use it but could not	Quiicker availability, shorter response time	Quicker response time					
I tried to use it but could not	Set up a date and time like they used to do in th neighborhood	Fixed pickup dates					
I tried to use it but could not	I do not like this program. Takes too long to get them here. I prefer the past method of cleanup.	Return to NCU	Quicker response time				
I tried to use it but could not	Return to annual neighborhood curb cleanup	Return to NCU					
I tried to use it but could not	Go back to the pile program. Everyone I know hates this call 2 haul garbage. It sucks very badly.	Return to NCU					
I tried to use it but could not	More accessiblity, a way to arrange hauling via text, email, or online portal in lieu of phone call	Offer online scheduling	Make scheduling easier				
I tried to use it but could not		None					
I tried to use it but could not	I tried to use it for a rental and was too many questions that I couldn't answer. A lot of the need for bulk trash is construction remodel items and you don't take it. I suggest you look at Murray City and see how effective their once a year bulk trash is working and implement that in the city.	Take construction waste	Dislikes itemizing	Reexamine			

I tried to use it but could not	It's a * program that restricts everything, so you have to pay out of pocket to contract out the collection anyway.	Language	Too restrictive on accepted items				
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	They did not answer phone	Bad experience when program rolled out	Service complaint				
I tried to use it but could not	I never got a return call after leaving two messages.	Bad experience when program rolled out	Service complaint				
I tried to use it but could not	going back to old way of doing this program. there a lot of people I see doing it the old way any how, YOU DO NOT STOP THEM ANY WAY!!!!	Return to NCU					
I tried to use it but could not	Better Nitification	Remind us to use C2H	Appointment reminders				
I tried to use it but could not	That they actually come	Service complaint					
I tried to use it but could not	We rent our home, but own everything in it. The Call 2 Haul team refused to pick up a couch because they wanted the landlord (who lives in California and could not care less) to sign off on the pickup. We were exceptionally upset about it and hauled it to the dump ourselves, cursing the team at every mile marker on I-80.	Hard for renters	Reexamine				
I tried to use it but could not	Follow through by the city	Service complaint					
I tried to use it but could not	Go back to the normal service that we had for years. This call to haul thing is a joke.	Return to NCU					
I tried to use it but could not	Go back to old clean up	Return to NCU					
I tried to use it but could not	Going back to the old system call to haul is useless	Return to NCU					
I tried to use it but could not	They would not take the large items I had	Return to NCU					
I tried to use it but could not	Time restrictions on leaving items curbside, is ridiculous.	Time limit is too restrictive					
I tried to use it but could not	Go back to annual cleanup.	Return to NCU					
I tried to use it but could not	I think that this is not a good service. The old neighborhood clean up was much more effective. I tried to schedule a service, but it was 2-3 weeks out.	Return to NCU	Quicker response time				
I tried to use it but could not	There are too many restrictions and many requirements.	Too restrictive	Too restrictive on accepted items				
I tried to use it but could not	shorter wait times.	Quicker response time					
I tried to use it but could not	The pick up schedule is to far out and not convenient	Quicker response time	Inconvenient				
I tried to use it but could not	Answering of phone calls by courteous and helpful staff. Also, follow through in promised container delivery. And eliminate the 6" diameter minimum for pickup. Most yards end up with large amounts of smaller cuttings and clippings.	Service complaint	More bulky green waste				
I tried to use it but could not	Quicker availability	Quicker response time					
I tried to use it but could not	More scheduling availability	Quicker response time	Make scheduling easier				

I tried to use it but could not		Make scheduling easier					
I tried to use it but could not	scheduling isn't as easy as they want it to be.						
I tried to use it but could not	More timely scheduling, willing to take larger loads, such as a whole tree when it falls down in a storm.	Make scheduling easier	More bulky green waste	Too restrictive on accepted items			
I tried to use it but could not	time for pick up too far out to be practical.	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	Please bring back the city cleanup program. This call to hail system simply does not work.	Return to NCU					
I tried to use it but could not	This service is a complete and utter waste of taxpayer \$\$\$. This program has been ruined by SLC officials.	Dislikes C2H					
I tried to use it but could not	I used it when it was the uniform area date. I have not used it since changing to Call 2 Haul, though I'm glad it changed - the old method made the neighborhood a disgusting and dangerous dump for weeks with scavengers coming through!! It was awful.	Likes C2H					
I tried to use it but could not	Go back to the old system. Only use the call 2 haul service in the problem areas.	Return to NCU					
I tried to use it but could not	Don't increase the rates and I will feel comfortable asking for additional help.	Budget impact					
I tried to use it but could not	It was hard to coordinate. Getting material in the container was unrealistic.	Make scheduling easier	Too restrictive on accepted items				
I tried to use it but could not	Less time between calling and date of pick up.	Quicker response time					
I tried to use it but could not	We tried to use this service before, but super slow responses, we ended up rent a haul by ourselves	Quicker response time	Bad experience when program rolled out				
I tried to use it but could not	Not a 3 month wait	Bad experience when program rolled out					
I tried to use it but could not	If you go back to the seasonal regular neighborhood pick-up!	Return to NCU					
I tried to use it but could not	Picking up more material like the program used too - not limiting it.	Too restrictive on accepted items					
I tried to use it but could not	Letting renters call rather than just owners	Hard for renters					
I tried to use it but could not	This service should be made available in a more timely manner. A 2 month waiting period is not acceptable - no one wants trash sitting in their driveway until Call 2 Haul can show up. It forces us to make other arrangements which are time consuming and costly.	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	Everyone dumps their shit across the street from me. Its inexcusable.	Dumping complaint					
I tried to use it but could not	do it automatically at least once a month	Offer twice a year					
I tried to use it but could not	If they would take minor building waste. Like old tool sheds, old fencing, minor remodeling waste,sod etc	Take construction waste					
I tried to use it but could not	They never showed up	Service complaint					
I tried to use it but could not	furniture ,electronic and tires .etc..	Misc	Better education on C2H				

I tried to use it but could not	My green waste was too small for curbside pick up. I instead had to use extra green waste cans all summer long to get rid of my waste.	More bulky green waste					
I tried to use it but could not	Go back to yearly annual pick-ups. Call 2 Hall is a dysfunctional program.	Return to NCU					
I tried to use it but could not	Date-selection calendar (based on availability) and simple friendly address check, and schedule	Make scheduling easier	Offer online scheduling				
I tried to use it but could not	As stated before please return to the scheduled neighborhood pickup. We have tried a number of times to schedule a pickup and have been told the dates are not available. It's frustrating.	Return to NCU	Make scheduling easier				
I tried to use it but could not	It takes over a month for them to come after you schedule one. That is very useless since there is no place to keep the stuff you want them to take. It's a joke!	Quicker response time					
I tried to use it but could not		None					
I tried to use it but could not	expansion to general yard waste.	More bulky green waste					
I tried to use it but could not	That you actually make the service available. No one would answer the number you posted. No one would respond to me filling up the online form. Maybe now you started functioning. But I doubt it.	Bad experience when program rolled out	Make scheduling easier	Service complaint			
I tried to use it but could not	The scheduled neighborhood cleanup worked much better. Now there is up to a 3 month wait to get things picked up.	Bad experience when program rolled out	Make scheduling easier				
I tried to use it but could not	The new call 2 haul system seems inefficient. I would prefer the service that was in place prior to call 2 haul.	Return to NCU	Inefficient				
I tried to use it but could not		None					
I tried to use it but could not	BRING BACK THE OLD CURBSIDE PROGRAM! The new one sucks!	Return to NCU					
I tried to use it but could not	Allow renters to schedule the pickup instead of insisting the property owner request it. Also an online scheduling tool would be helpful.	Hard for renters	Offer online scheduling				
I tried to use it but could not	appointmen response	Make scheduling easier					
I tried to use it but could not	This is supposed to be paid by my taxes	Misc					
I tried to use it but could not		None					
I tried to use it but could not	Mail & email notification with envelope or mailer which indicates its importance.	Remind us to use C2H					
I tried to use it but could not	If you could schedule it online and if it could be in some kind of dumpster or container system.	Offer online scheduling	Dumpster/bags				
I tried to use it but could not	I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use.	Make scheduling easier	Bad experience when program rolled out				
I tried to use it but could not	Take more items don't have so many restrictions. Bring dumpsters or go back to letting people make 2 piles at the curb not call to haul	Too restrictive on accepted items	Return to NCU	Dumpsters/bags			
I tried to use it but could not	The current service SUCKS.... too long to get curb side pick up... liked the old way of once a year in the neighborhood.	Return to NCU	Quicker response time				
I tried to use it but could not	not having to put everything in boxes. How does one put tree limbs and mattresses into boxes?	Too restrictive					
I tried to use it but could not	Please, please go back to your earlier system. This is more costly, and is harder to schedule.	Return to NCU	Make scheduling easier				

I tried to use it but could not	Have the phone # to call Call 2.	Make scheduling easier	Better education on C2H				
I tried to use it but could not	Originally we could put any allowed material out in any amount. Then we were expected to sort it, only to see it pitched into the same truck. Then we were only allowed one truck load, sorted and again all loaded into the same truck. When I tried to use the Call 2 Hall I was required to prepare the material. The required preparation was more than my husband & I could manage ourselves. Every time the haul away service is further restricted, I see more evidence of accumulating debris in the community. It is ugly, attracts rats and is a fire hazard.	Inconvenient	More trash in neighborhoods				
I tried to use it but could not	I called and the city had a 4 month wait for pick-up. It was unfortunate that the change wasn't rolled out very smoothly. It also seems, from talking to colleagues and friends, that the East side bench neighborhood was given preferential treatment in being first on the Call 2 Haul list over other neighborhoods.	Bad experience when program rolled out					
I tried to use it but could not	What are you trying to save? This is wrong & does not help the people.	Dislikes C2H					
I tried to use it but could not	Not as convenient as having a set date.	Fixed pickup dates					
I tried to use it but could not		None					
I tried to use it but could not	better scheduling options	Make scheduling easier					
I tried to use it but could not	Limitations on green waste (branch/limb size).	More bulky green waste					
I tried to use it but could not	Accept some of the things you consider construction materials â€” paving stones, cement blocks, old carpeting, fencing materials.	Take construction waste					
I tried to use it but could not	If they actually answered the phone, returned calls. I tried several times.	Service complaint	Make scheduling easier				
I tried to use it but could not	Get ride of this very stupid program and go back to the original program that worked so well. The old program encouraged reuse and recycling. Go back to the old program.	Return to NCU	Misses scavenging				
I tried to use it but could not	I called wouldn't even pick up dirt and grass so it's 71 years old I had to shovel it all in my truck and pay the Landfield to get rid of it I know you want to raise prices on garbage That's a bunch of BS	More bulky green waste	Take construction waste	Too restrictive on accepted items			
I tried to use it but could not	Having a set date per street would be much more effective than having random piles that may or may not get picked up on time. I was unable to get a date that worked with my schedule.	Fixed pickup dates	Make scheduling easier				
I tried to use it but could not	Better communication to make an "appointment."	Make scheduling easier					
I tried to use it but could not	the time frame for this service is to far out or is not available because there was no more time slots	Bad experience when program rolled out	Make scheduling easier				
I tried to use it but could not	easier way to signup	Make scheduling easier	Offer online scheduling				
I tried to use it but could not	Restrictions are too severe. I couldn't put Tree limbs out because they had to be cut in 4 foot sections small diameter and bundled in twine. Are you kidding me ? Trash is just piling up in people's yards. Fire hazards are not cheaper than providing a simple service we had for decades. People need to get rid of their crap and our neighborhoods and river are getting cluttered with garbage as a result of the city's mismanagement. Lower our rates as a result of the loss of benefit and maybe people will be happier.	Too restrictive on accepted items	More bulky green waste	More trash in neighborhoods			
I tried to use it but could not	Go back to the spring clean up so the entire neighborhood can have things hauled at the same time. I could not wait for my turn on the call 2 haul, it was months out!!	Return to NCU	Bad experience when program rolled out	Quicker response time			

I tried to use it but could not		Bad experience when program rolled out	Make scheduling easier				
	give a exact day to pick up.						
I tried to use it but could not		Bad experience when program rolled out	Quicker response time				
	Not a several month out wait time?						
I tried to use it but could not		Quicker response time	Bad experience when program rolled out				
	more timely response regarding pick up date						
I tried to use it but could not	Reinstate the old program or at least for yard, branch and tree cleanup. I have hundred of trees and have 50+ cans full of branches that must be pruned. Live near city yellow/greenspace and used to use this event to also clean up those dead branches which now don't get collected and become fire danger. More flexibility with dates	Return to NCU	More bulky green waste	Make scheduling easier			
I tried to use it but could not		None					
I tried to use it but could not	Prefer old once a year pickup	Return to NCU					
I tried to use it but could not	El número telefónico	Spanish	Better education on C2H				
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	Awareness and dates for pick up	Better education on C2H					
I tried to use it but could not	Go back to curb side yearly pick up.	Return to NCU					
I tried to use it but could not	If they offer to come when you actually request, and being able to leave the garbage out for more than a couple days before pick up.	Time limit is too restrictive	Quicker response time	Service complaint			
I tried to use it but could not		None					
I tried to use it but could not	It was just too much work to get the tree limbs ready for them	Inconvenient	More bulky green waste				
I tried to use it but could not	More flexibility with pick up. When we tried to use it, we had to wait weeks, and that did not work with our schedule nor the project we are working on.	Quicker response time					
I tried to use it but could not	give better time frames and flexibility to people for pickup.	Quicker response time	Make scheduling easier				
I tried to use it but could not	Go back to the old service. Tell us a date you will be here and I will have my Shtuff out. Calling in, going through the interview is not working. I pay for this service but I end up paying a NGO to take this crap out of here.	Return to NCU	Fixed pickup dates	Scheduling is a barrier	Dislikes itemizing		
I tried to use it but could not	bring back the neighborhood street pickup	Return to NCU					
I tried to use it but could not	Bad reviews	Heard negative things					
I tried to use it but could not	Going back to neighborhood pickup	Return to NCU					
I tried to use it but could not	the wait was too far out.	Bad experience when program rolled out	Quicker response time				

I tried to use it but could not		Too restrictive on accepted items					
I tried to use it but could not	accept the things that need disposed of. the overly strict rules are wack, and lead to illegal piles anyway.	More bulky green waste					
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	The absolute dumbest idea yet! While other cities in the valley are using neighborhood dumpsters, and other more convenient means for once a year trash pick-up, this was the city's idea? Even your own staff thinks it's ridiculous.	Inconvenient					
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	We had too much stuff for the specifications, which was frustrating.	Too restrictive					
I tried to use it but could not	available pick-up dates that are sooner/closer to the time you are calling and not weeks into the future	Quicker response time					
I tried to use it but could not	We live in the middle of the block and it is difficult for us to carry out these items. It would take us longer than a day to carry everything out, but the city requires that we not put it out until the day before the scheduled pickup. More time would be appreciated.	Time limit is too restrictive					
I tried to use it but could not		None					
I tried to use it but could not	shorter time intervals	Offer twice a year					
I tried to use it but could not	Don't make it so you have to schedule so far in advance.	Quicker response time					
I tried to use it but could not	I would like to go back to the old system of once a year pick up in your neighborhood.	Return to NCU					
I tried to use it but could not	Change it back to the way it was before. Now we have to schedule pick up rather than twice per year as in the past. New system is really bad.	Return to NCU	Fixed pickup dates	Offer twice a year			
I tried to use it but could not	Being able to get a hold of the office to schedule a pick up. It was stated to once a year not once a month. I miss the once a year pickup as it kept the city cleaner and free of neighborhood junk. That a bad idea getting rid of the program. And now no one seems to use the service that you have people working all over the city week after week but no one can schedule pick ups which may or may not be picked up. You have bad service with this!!!!!!!	Make scheduling easier	More trash in neighborhoods	Return to NCU			
I tried to use it but could not		None					
I tried to use it but could not	I tried to schedule with Call 2 Haul when it first started and was told I would be contacted with a date but I was never contacted. Consequently I don't feel confident that it's working very well.	Bad experience when program rolled out					
I tried to use it but could not	Large volume yard waste with out restrictions on limb diameter	More bulky green waste					
I tried to use it but could not	They did not show up at designated time	Service complaint					
I tried to use it but could not	A quicker pick up time. I called to have a mattress hauled, they told me they couldn't pick it up for 3 weeks. I took it to the dump myself. If they could have picked it up in 2-3 days that would have been fine. Three weeks is too long.	Quicker response time					
I tried to use it but could not	They answer back our email	Make scheduling easier	Service complaint				
I tried to use it but could not	Having to itemize my pickup was too unwieldy for what I needed. I preferred the pile pickup.	Dislikes itemizing	Return to NCU				

I tried to use it but could not	Go back to the old way and continue to take house construction material	Return to NCU	Take construction waste				
I tried to use it but could not	Allow for construction debris to be collected.	Take construction waste					
I tried to use it but could not	Fewer steps to enroll would be good. Having to describe each and every item along with measurements was too time consuming. I ended up not using the service. I guess increasing difficulty saves money for the city. It is an unnecessary burden on people who have the smallest green garbage can in an effort to recycle more.	Make scheduling easier	Dislikes itemizing	Disservice on people with smallest garbage cans			
I tried to use it but could not	I called and the nearest date was months away and that wasn't going to work for me, so we went to the dump	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	You need to go back to twice a year cleanup. You did it before so figure it out. I called and I had to wait for months to schedule a pick up. Meanwhile the garbage sits out there like an eyesore. Then they told me the truck is so small it would not pick up all my waste. So I had to pay the landfill. Very unhappy. You have so many luxury apartments and houses and people moving in charge them an impact fee. Give rebates to low income. Find ways to save money and restore the 2x a year clean up. Instead of desk jockeys hire more garbage collectors.	Return to NCU	Bad experience when program rolled out	Quicker response time	Low-income burden		
I tried to use it but could not	I need the service, but did not call for an appointment. I just need to follow through with the existing service.	Scheduling is a barrier					
I tried to use it but could not	The home I own is a rental, my tenants called to have items removed and were told I had to call since they did not own the home, when I called I was told the tenants could call this happened 3 times. so nothing was ever pick up	Hard for renters	Reexamine	Service complaint			
I tried to use it but could not	I had to take several trees out, but the limbs were too big than the limited size for pick-up, it would be great if you could take the large trunks, as the pine beetle is killing trees throughout the valley...	More bulky green waste					
I tried to use it but could not	Less restrictions on what's collected.	Too restrictive on accepted items					
I tried to use it but could not	As I have some speech impediment from Parkinson's, I cannot use the phone. It will be easier for me if I can schedule the Haul Service online.	Scheduling is a barrier	Reexamine				
I tried to use it but could not		None					
I tried to use it but could not	I rent and wasn't able to get the utility number associated with our house. I'd like there to be a way to do without that number.	Hard for renters	Scheduling is a barrier				
I tried to use it but could not	I would like us to go back to twice yearly pick up from the streets. This service seems unusable, the waits are too long.	Quicker response time	Return to NCU	Fixed pickup dates			
I tried to use it but could not		None					
I tried to use it but could not	Stupid program go back to the way it was..	Return to NCU					
I tried to use it but could not	More flexibility on when they are able to come and pick up. Also lengthen the time to be able to out stuff out until ready for pick up	Time limit is too restrictive	Make scheduling easier				
I tried to use it but could not	More timely availability. I had multiple tree limbs in my yard and could not wait for the call2haul collection.	Quicker response time	More bulky green waste				
I tried to use it but could not	The term construction material is way overused and makes the program a joke.	Take construction waste					
I tried to use it but could not	Not having to schedule so far out.	Quicker response time					
I tried to use it but could not	Nothing	Likes C2H					
I tried to use it but could not	It would be nice if the Call 2 Haul service allowed for limb collection smaller than 6 inches in diameter.	More bulky green waste					

I tried to use it but could not	To not make it take 2 months before they can come out.	Quicker response time	Bad experience when program rolled out				
I tried to use it but could not	Allow more materials to be picked up while being more flexible and reliable with scheduling.	Too restrictive on accepted items	Make scheduling easier				
I tried to use it but could not	More availability. If that's not possible, let's go back to scheduled neighborhood service.	Make scheduling easier	Quicker response time				
I tried to use it but could not	It would be easier to use if there was not a two-month waitlist for them to come pick up my items. I think the old program was better you knew when the cleanup was and you didn't have to wait months for your turn	Quicker response time	Bad experience when program rolled out	Fixed pickup dates	Inconvenient		
I tried to use it but could not	I just have a very particular item that I don't know how to dispose. I bought a house recently that has a coal shed with a lot of coal in it. I'm certainly not using it, but I haven't found any resources that will take it.	Misc					
I tried to use it but could not	Send a text to remind me of my appointment	Appointment reminders					
I tried to use it but could not	I can't discard junk with out junk control. It just makes community have to deal with it them selfs. Tell everyone there wrong.	Misc					
I tried to use it but could not	You could send an email reminder the day before they are to pick up the scheduled time	Appointment reminders					
I tried to use it but could not		None					
I tried to use it but could not	This service is not working. They do not show up, they are rude. Please bring back the old system - PLEASE	Return to NCU	Service complaint				
I tried to use it but could not	Quicker pickup times instead of having to wait a long time	Quicker response time					
I tried to use it but could not	I tried three times to schedule it but no one ever responded to my calls/emails	Bad experience when program rolled out	Service complaint	Make scheduling easier			
I tried to use it but could not		None					
I tried to use it but could not	Discontinue the program and go back to the annual scheduled pickups	Return to NCU					
I tried to use it but could not	More clarity around how to use it. Broader range of items allowed.	Better education on C2H	Too restrictive on accepted items				
I tried to use it but could not	The old program was so much better. It forced you to clear things out. With teh new program, you clear things out and then it is very long for it to be picked up. please move back to teh old program.	Return to NCU	Scheduling is a barrier				
I tried to use it but could not	This program sucks. People still just throw their trash on the street. Get rid of this program and go back to the old program.	Return to NCU					
I tried to use it but could not	Please ensure that the city actually has the capacity to deal with the actual volume. I feel strongly that the city is intentionally under funding this service with the specific intent to keep people from using it.	Misc					
I tried to use it but could not	back to the old system that never failed	Return to NCU					
I tried to use it but could not	if you went back to once a year scheduled clean up. the due date forced me to do it. now Im just a hoarder because I don't have a due date.	Scheduling is a barrier	Fixed pickup dates	Return to NCU			
I tried to use it but could not	They did not show up for the appointment. They did not even call to cancel it	Service complaint					
I tried to use it but could not		None					

I tried to use it but could not		Bad experience when program rolled out	Quicker response time				
	When I called to use the service the wait was two months. I'm not going to store my garbage for that long.						
I tried to use it but could not		Quicker response time	Make scheduling easier	More bulky green waste			
	Long waits to get it set up. Need to be able to do some smaller trees/brush too						
I tried to use it but could not		Return to NCU	Make scheduling easier				
	It is a joke. It is very difficult to set up the service because the scheduling is only on certain days for certain areas.. It was much better when you did the yearly pick up..						
I tried to use it but could not		None					
I tried to use it but could not	Actually come to pick up the items, actually answer the phone to schedule, The West side of the valley was totally screwed over on this change.	Service complaint					
I tried to use it but could not		Make scheduling easier					
	Having available dates						
I tried to use it but could not		Quicker response time					
	Called but, the program was back logged several weeks so, we don't even try to call, now.						
I tried to use it but could not		More bulky green waste					
	Being denied pick up of excess wood and or boards was disappointing. I think these items could be turned in sawdust. These items could be used by anyone who needs a small amount at little or no cost to the public.						
I tried to use it but could not	Reduced wait time for pickup appointments. I called to request a pickup, but they said I would have to wait several weeks. So I cut my old carpet up into small pieces, and put it in garbage can each week instead. That was a faster than waiting.	Quicker response time					
I tried to use it but could not		Make scheduling easier	Dislikes itemizing	Misses scavenging	Scheduling is a barrier		
	Scheduling was a problem and I couldn't be absolutely sure what I was going to put out. The old program was a great time to clean up the yard and/or clean out the garage. Things placed in the piles on our street were often picked up by others who could use and sell them so they didn't go to the landfill. REUSE/RECYCLE						
I tried to use it but could not		Take construction waste					
	have the ability to take dirt						
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not		Return to NCU					
	Go back to twice yearly pick up days by neighborhood						
I tried to use it but could not	The city employee I spoke with said I had to provide an itemized list of disposal items. When I asked her for an itemized list of things that the city will take, she said the city does not have one. Double standards represent inequitable and poorly managed government. She said I couldn't dispose of a door that was in my basement when I bought the house or old fencing I removed. To make it easier, the city could take most large, bulk items such as the door and fence, etc.	Dislikes itemizing	Take construction waste	Reexamine			
I tried to use it but could not		Make scheduling easier					
	The phone lines were busy. Got frustrated and drove items to the landfill.						
I tried to use it but could not	Maybe still have neighbor/ small group pickups? Not just come get 1 or 2 items from each house on the block. That way you aren't driving to each street 5 times a year... The current plan seems wasteful and then we are constantly looking at trash on the curb.	Coordinate with neighbors	Inefficient				
I tried to use it but could not	The wait was too long. Ended up making 5 runs to the dump at \$12.00 a load! (Thanks for discontinuing the yearly neighborhood clean up! (Not)	Quicker response time	Reexamine				
I tried to use it but could not	The city took this service away from those of us along 2200 West because of a dispute over Salt Lake City OR County should take care of us!	Reexamine					
I tried to use it but could not		Make scheduling easier	Quicker response time				
	Trying to schedule was difficult. Also had to schedule way too far in advance.						
I tried to use it but could not		Return to NCU	Time limit is too restrictive				
	Bring back the old pick-up. The time frame requirements make it difficult to use.						

I tried to use it but could not	Go back to the spring clean once a year. This Call to Haul does not work. We moved and didn't have 4 months to wait for it. You do this hoping people won't use it. It's ridiculous. Other cities manage to do this better. Change it back.	Return to NCU	Bad experience when program rolled out	Quicker response time			
I tried to use it but could not	I had material (Building material) that did not qualify for pick up. This was irritating. For the most part this would be why I would use this service.	Take construction waste					
I tried to use it but could not	Too long to get pick up. Much preferred the previous clean up service.	Quicker response time	Return to NCU				
I tried to use it but could not	I liked the the former ability to have a pre set schedule for street side pick up	Return to NCU	Fixed pickup dates				
I tried to use it but could not	The old system worked better, where there is a set date to set the refuse out.	Fixed pickup dates					
I tried to use it but could not	Don't put so many restrictions on it and make it easier to contact someone. How do we contact someone now?	Too restrictive	Too restrictive on accepted items	Make scheduling easier	Better education on C2H		
I tried to use it but could not	We have such a HUGE parking problem down our street and so tight at end of cul de sac we really don't have a place to put a pile for pick up. I called Code Enforcement and again INCREDIBLY! lax enforcement. Maybe if the City enforced parking and collected fines they would have more than enough funds.	Misc					
I tried to use it but could not		None					
I tried to use it but could not	Come when I request service and not make me wait until several of my neighbors also make requests.	Quicker response time	Misc				
I tried to use it but could not	Not having to wait weeks for service.	Quicker response time					
I tried to use it but could not	We had yard waste and had to get extra brown bins instead	Misc	More bulky green waste				
I tried to use it but could not	I requested Call 2 Haul 3 different times online and there was never a pickup.	Service complaint	Bad experience when program rolled out	Make scheduling easier			
I tried to use it but could not	Scheduling was a nightmare after many attempts to even get ahold of someone. less restrictions like it was in the last.	Make scheduling easier	Service complaint	Bad experience when program rolled out	Too restrictive		
I tried to use it but could not	We trimmed a tree last year and had way more than we could put into the yard waste bin so we called. There was a two week or more wait for the service. We couldn't wait that long so we hauled it to the dump ourselves. It would be nice if the wait time was less than one week.	More bulky green waste	Quicker response time				
I tried to use it but could not		None					
I tried to use it but could not	Have someone actually return calls. I tried getting hold of this service 3 different times & never got a call back	Service complaint	Bad experience when program rolled out	Quicker response time			
I tried to use it but could not	MAKE IT EASIER BY ACCEPTING MORE ITEMS THAN THE REQUIRED LAME OPTIONS.	Too restrictive on accepted items					
I tried to use it but could not	No one ever came to pick up	Service complaint					
I tried to use it but could not	This is a very inefficient program. I prefer the old one because it encouraged people to recycle items. We all could benefit from each other's "trash" and it especially benefited lower income folks. this new program is very difficult to use, with low success (e.g., I called many times, never got through, finally got through and the woman was rude and said they wouldn't take anything except for what I listed, which is stupid because one tends to accumulate things as time goes on and I was 6 weeks out from my pick up date!)	Inefficient	Misses scavenging	Make scheduling easier	Dislikes itemizing	Service complaint	
I tried to use it but could not	The old system of yearly garbage collection worked better	Return to NCU					

I tried to use it but could not	that they actually show up	Service complaint					
I tried to use it but could not	More time and space availability. I miss the once a year curbside pick up.	Time limit is too restrictive	Too restrictive	Return to NCU			
I tried to use it but could not	To be able to schedule a pick up instead of being told to call back because they're too booked out.	Bad experience when program rolled out	Make scheduling easier				
I tried to use it but could not	There are a lot of restrictions on what you can get rid of which makes it less convenient	Too restrictive on accepted items					
I tried to use it but could not	when I called to schedule a pickup, there was nothing available for months	Bad experience when program rolled out	Quicker response time				
I tried to use it but could not	I would like to be able to place an old shed in the container.	Take construction waste					
I tried to use it but could not	Going back to the old system of a once a year neighborhood clean up.	Return to NCU					
I tried to use it but could not	The size of a pile of garbage the city will pick up makes this program virtually worthless. I trimmed two trees in my yard and the waste produced by that created a pile that was too big for Call 2 Haul. The city does not want to actually have to haul anything under this program so they make the rules so restrictive that most people will not be able to utilize this service.	Too restrictive	More bulky green waste				
I tried to use it but could not	More specific and certain pickup date/time.	Make scheduling easier					
I tried to use it but could not	Too many questions	Dislikes itemizing					
I tried to use it but could not	Because I'm a renter and not owner I'm not able to request it and thus haul it myself	Hard for renters					
I tried to use it but could not	I think it is not cool that you offer curbside pickup for garbage that is not Environmental. I don't buy a lot of junk and throw it away. I pride myself on being Environmental. Sometimes I need help with yard waste that does not fit into my containers. Being told to cut it and fit it into my containers is not fair. I am adding compost to the Earth which should be easy. I am not buying excessive materials and throwing them away. I should be able to call on call 2 haul services to help me. It's like when my huge Beauty Bush fell over into my yard. It took me months to cut it each week and put pieces into my Brown bins. I feel that this should be a more obvious City service. I don't think the city should use my tax money to pick up people's garbage from their homes like huge mattresses and consoles. I am adding to the environment when I have plants.	More bulky green waste					
I tried to use it but could not	I was given a pick-up date in two months. Also, I'm not able-bodied enough to get things to the curb in a short period of time -- I need several days at least. The old program gave me a week to get it out there and that I could do.	Quicker response time	Bad experience when program rolled out	Time limit is too restrictive			
I tried to use it but could not	Online scheduling; fewer restrictions	Offer online scheduling	Too restrictive				
I tried to use it but could not	Easier to schedule	Make scheduling easier					
I tried to use it but could not	They did not return my phone calls.	Service complaint					
I tried to use it but could not	Having a scheduling date that's not 3+ months out	Quicker response time	Bad experience when program rolled out				
I tried to use it but could not	Knowing what is and is not available for service	Confused on how program works	Better education on C2H				

I tried to use it but could not	likely will not need service	Not needed					
I tried to use it but could not	actually provide the program instead of taking the money and using it for the homeless center thank you mayor jackie	Misc					
I tried to use it but could not	This house is a rental property so it is so difficult to put the items out within 24 hours of the call 2 haul date that you choose. If I could have a little leniency (like a 3 or 4 day window) in the timing, I could actually use the program.	Time limit is too restrictive	Hard for renters				
I tried to use it but could not	less of a wait time for the services	Quicker response time					
I tried to use it but could not	I needed help to get items out to the street, and now it's too late in the year.	Misc					
I tried to use it but could not	Need help getting the items to the curb itself	Misc					
I tried to use it but could not	Whose brain child was it anyway? Another useless creation of a program to justify high salaried positions	Misc					
I tried to use it but could not	If they just show up, or answer the phone	Service complaint	Make scheduling easier				
I tried to use it but could not	I cut down all sorts of trees at my house and call 2 haul wouldn't remove them because the trunks weren't large enough around. =/	More bulky green waste					
I tried to use it but could not	Allowing bigger size items (for example cut up tree trunks)	More bulky green waste					
I tried to use it but could not	tree limbs were not accepted--since when have tree limbs been accepted?	More bulky green waste					
I tried to use it but could not	Online scheduling for pickup. And having more than one day to set out the junk you're throwing out.	Offer online scheduling	Time limit is too restrictive				
I tried to use it but could not	By the nature of the program, I understand it's difficult to have more dates available, but when I tried to use it, I couldn't make the first date she offered, and then it was another month before the next available date. It's a great concept, but can be a hassle to set up, so then I just don't do it or I had my dad take a load to the dump because of bad timing.	Make scheduling easier	Inconvenient				
I tried to use it but could not	The waitlist is too long. Please return the bulk item curbside collection that was offered in previous years.	Bad experience when program rolled out	Return to NCU				
I tried to use it but could not	They need to take more things. Large amounts of bagged yard waste isn't always feasible. Bring Back neighborhood clean up!	Too restrictive on accepted items	More bulky green waste	Return to NCU			
I tried to use it but could not	shorter wait time-maybe coordinate with neighbors to maximize use	Quicker response time	Coordinate with neighbors				
I tried to use it but could not	To be able to have the service on a weekend	Weekend service					
I tried to use it but could not	Not having to wait two months for a pick up.	Quicker response time	Bad experience when program rolled out				
I tried to use it but could not		None					
I tried to use it but could not		None					
I tried to use it but could not	Actually being able to schedule an appointment to get things picked up.	Make scheduling easier					
I tried to use it but could not	I don't think you should have this service. I think you should have annual or neighborhood pickups like before so the more needy can sift through and use	Return to NCU	Misses scavenging				
I tried to use it but could not	The size restriction made it so that I could not use the service.	Too restrictive					

I tried to use it but could not	The ur I was going to use u changed it and then could never get an appointment. ..then u dug up 1300 east and it was not available	Make scheduling easier	Misc				
I tried to use it but could not	We were doing a yard excavation, but the Call 2 Haul doesn't pick up large yard waste (dirt) any longer. It seemed like the only way to haul was to pay for a truck and take to the dump ourselves. I sort of miss the old way. In addition, I don't mind the pirates- if we put things out at the curb (for a distinct period 1x annually) people can come and obtain items they find useful. It is a more predictable way of reusing old items.	Take construction waste	Misses scavenging				
I tried to use it but could not	Get rid of it and go back to the annual street clean up.	Return to NCU					
I tried to use it but could not	You require it to be in a box. I need a large one... Need more info. Batteries? Medicine?	Better education on C2H	HHW Collection				
I tried to use it but could not		None					
I tried to use it but could not	The once a year pick up was great, this dos not work to well, needs improvement or bring back the original pick up!	Return to NCU					
I tried to use it but could not	to put it back where you did it before. Set a date for each area and we all set our items out and you pick up. The other is a joke	Return to NCU	Fixed pickup dates				
I tried to use it but could not	I liked the old system	Return to NCU					
I tried to use it but could not	Ditch Call 2 Haul and go back to the old method. I liked giving pickers the option to go through things, instead of just having it all go to the dump. It is also hard to get a Call 2 Haul date, and having it scheduled was nice.	Return to NCU	Misses scavenging	Make scheduling easier	Fixed pickup times		
I tried to use it but could not	It would be good if they answered their phones or returned voice messages!	Bad experience when program rolled out	Service complaint				
I tried to use it but could not	Please see my comments provided in the first comment section..we have been told because we live in a tight cul-de-sac on the westside of town we are ineligible to use the program, except to get a voucher for a small truck load to the dump we haul ourselves..we have been told we. An't locate items for pick up in front of another property and can't put our items for pick up in our drive ...not because they won't allow that...ITS BEEN TOLD TO US IT IS JUST NOT ALLOWED TO US WHO LUCE IN POPULAR GROVE...even though we know for a fact it is allowed in ither eastside neighborhoods..we were not allowed because of were we live...THATS BLATANT DISCRIMINATION..AND IT NEEDS TO STOP..I AM BEING CHARGED FOR SERVICE I CAN'T EVEN USE..HOW FAIR IS THAT? why can't the city go back to once a year curbside pick up...SERIOUSLY...	Reexamine					
I tried to use it but could not	Needs be less picky and encourage planned multihousehold pickups	Too restrictive	Coordinate with neighbors				
I tried to use it but could not	Just a hassle to use, very bureaucratic and inefficient. You cut off the livelihood of metal and other scavengers.	Inconvenient	Misses scavenging	Inefficient			
I tried to use it but could not		None					
I tried to use it but could not	Call when you need it, no pre call.	Misc					
I tried to use it but could not	Call 2 Haul is a total failure. Dump it and go back to once a year neighborhood cleanup with tight fines for those who plan their remodeling around the clean-up. The old system had "pickers" driving around and taking items so that when the city truck came, there was not much left. The city has turned its back on a small cottage industry that salvaged items from the pile. SHAME ON THE CITY!	Return to NCU	Misses scavenging				
I tried to use it but could not	It was much easier to put things out starting a week in advance and adding to the pile. Call2Haul requires knowing exactly what you want picked up in advance.	Dislikes itemizing	Time limit is too restrictive				
I tried to use it but could not	I prefer to talk to a person but the person I spoke with didn't seem able to help set up an appointment. I'm sure you've heard that "one man's junk is another man's treasure" and I had no problem with people checking out my curbside items. In Cottonwood Heights there are dumpsters put out and people can place items in them. Let people dumpster dive a little if it means less in our landfills. Bring back the neighborhood clean ups. They were more efficient.	Make scheduling easier	Misses scavenging	Return to NCU			

I tried to use it but could not	not having to wait for weeks to get a pick up	Quicker response time					
I tried to use it but could not	Tree limb collection is Not offered. True removal of tree limbs and green yard waste worked u dear the now defunct neighborhood clean up program. Requiring citizens to stuff branches in brown bins is a joke. Call 2 Haul, is ineffective and inefficient. It's ludicrous.	More bulky green waste	Return to NCU				
I tried to use it but could not	No, wish I could. No clue about it and what and how it works. I need to understand its usage. Need help to get items out. Others are protective of street parking. Cant use driveway. I need it. I can't think how it will work for me as a senior citizen. I liked the hearly waste pickup and wish it would return	Better education on C2H	Confused on how program works	Need help with items	Return to NCU		
I tried to use it but could not	I am never sure when they are and where; would like more information on time and place	Confused on how program works	Better education on C2H				
I tried to use it but could not	I would favor a rate increase if the services were expanded to include convenient collection by the City of toxic and potentially hazardous substances such as paints and chemicals. I really doubt that most residents dutifully drive to the Salt Lake County Landfill when they have a small amount of these items that they want to dispose of. I suspect these find their way into residential waste water lines or public water collection lines. What does that mean in terms of the cost and efficacy of water treatment? The City survey asks if more "green" waste service is needed or desired. But truly "green" materials are not a serious environmental threat. They can be composted or used for mulch. If a key goal of the waste service is to protect and improve the environment, control of the non-green items should be a target of public policy. Making that service more convenient instead of asking residents to make a long trip to the landfill facility to join a long queue of large commercial trash vehicles would merit a rate increase. It would also be a strong statement about the City's commitment to environmental protection.	HHW Collection					