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		None					
		None					
not	Established the Miles Lelled to all additionable less than the second se	None					
I tried to use it but could	Faster response time. When I called to schedule it was too long before they could come and we were moving						
not	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	Quicker response					
	the dump.	time	Misc				
I tried to use it but could		Quicker response					
not	The wait for scheduling and pick up was too long	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	The scheduling just didn't work out for us as we were between houses during a move. l'm sure if we used						
not	it in the future it would be very useful	Misc	Likes C2H				
I tried to use it but could		Make scheduling		Confused on how			
not	Easier to book and understand. Bring back the old haul away program!	easier	Return to NCU	program works			
I tried to use it but could		Quicker response		p. eg. em. mem.			
not	Scheduling was so far out as to make it impractical.	time					
I tried to use it but could	Scheduling was so fair out as to make it impractical.	Service					
not	Responding to requests would be a great start	complaint					
I tried to use it but could	I called and nobody returned my call. I ended using a private company because I could nto get the city to	Service	Used private				
			hauler				
not I tried to use it but could	respond to any of my messages.	complaint					
	Lata shi a sania. Mash a safawad shi a dalam wa a sanaa. Ta limitad is what a sa ha sub a sh	Datum to NCU	Too restrictive				
not	I hate this service. Much preferred the d clean up program. Too limited in what can be put out	Return to NCU	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		Remind us to use	Better education				
	Timing. More notice as to when the service will be.	C2H	on C2H				
I tried to use it but could		Take					
not		construction					
	Accept concrete, don't make me itemize everything.	waste	Dislikes itemizing		1		
I tried to use it but could		Offer twice a					
not	Only one a year	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	The restrictions for large tree limbs/yard waste was such that it made no sense to use this program over the		1	1	1		
not	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	More bulky	Make scheduling		1		
	city money through the decrease of use.	green waste	easier	Too restrictive	1		
I tried to use it but could	ery money amough the decrease of use.	Piccii wasic	casici	100 Testifictive			
	Overhaul the system, it describ work. About the peacest service effected	Dislikes C2H					
not	Overhaul the system - it doesn't work. About the poorest service offered.	טואווגפא כאח	1	1	1		1

I tried to use it but could							
		B					
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	when program		Quicker response			
	better for everyone and has been a huge missing piece of the SLC services.	rolled out	Return to NCU	time			
I tried to use it but could							
not	Reasonable expectations of wastewhy will you accept huge, awkward appliances, but if a tree branch is bigger	Too restrictive					
	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	on accepted	More bulky				
	space of a washer, and yet the city would've picked up the washer and not my stump.	items	green waste	Reexamine			
I tried to use it but could			8				
		Maka sahadulina	Ouiskar rasnansa				
not	hadranda da anticologia de la contractica del la contractica del la contractica de l	Make scheduling					
	hard to schedule. not timely. disappointing. It would be useful if it did not take so long for pickup.	easier	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		Offer online					
not	Online scheduling	scheduling					
I tried to use it but could		Jone Gaming					
		None					
not	•	INUITE				+	
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	Quicker response	Make scheduling	More bulky	Fixed pickup	Scheduling is a	
	when the pick up will happen and make plans to do tree trimming, clean up etc.	time	easier	green waste	times	barrier	
I tried to use it but could							
not	Bring back junk pile day.	Return to NCU					
I tried to use it but could	5 11 7 P 1 11 17						
not	Available throughout the year. Not just during a timeframe.	Misc					
I tried to use it but could	Available throughout the year. Not just during a timename.	IVIISC					
		Nama					
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	extend the haul window to more than 24 hours, allowing a week to place items on the curb, during section						
not	based calendar sessions to avoid having to call. basically eliminate call to haul and bring back the old curbside		Time limit is too	Fixed pickup	Scheduling is a		
	service	Return to NCU	restrictive	dates	barrier		
I tried to use it but could							
not		Pottor adjustion	Make scheduling				
not	Many information on house sub-suite it		_				
11.2.11	More information on how to schedule it	on C2H	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		Time limit is too					
not	I could not find the time to get the items to the curb.	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	They need to be able to take anything, not exclude concrete or building debris. Everything is excluded that						
not	people would use it for. Set a date for a neighborhood and offer it to everyone. The call2Haul was worse than						
	useless.	Too restrictive	Take				
	uscicss.		construction				
	Constitution of the second control of the se	on accepted					
	Except for electronic recycle, which is fine as a local collection.	items	waste				
I tried to use it but could							
not		None					
I tried to use it but could							
not			Bad experience				
		Quicker response	when program				
	cut short the waiting time period to haul. 3 to 6 months wait for appointment is absurd!	time	rolled out				
J	production of the state of the	1 -		11	1	1	·

The polity disable was too far out. Ineeded to conner. Third to sure it but out out in the control in the paper me in future does in months and could now all for this service because the count of the control days, even with the challed savey now. Third for the first of the count of the control days, even with the challed savey now. The count of the co	The city or set but could not be used the service and they gave me a fauter date in months and toud dot wait for this service because the value of the service and they gave me a fauter date in months and toud dot wait for this service because the value of the service and they gave me a fauter date in months and toud and to wait for this service because the value of the value and the value are value of the service and they gave me a fauter date in months and toud dot wait for this service because the value are value and the service and the service and the value are value and the service and the value and the	1		0.11	1			
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not 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 Fixed pickup Time limit is too	d to use it but could R	Returning to the allocated time slots of dump days. The Call 2 Haul program requires too much planning and					
	And not every home has a stay-at-home person who can accommodate the stringent scheduling requirements Fixed pickup Time limit is too	to	oo 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. Fixed pickup.			, , , , , , ,	Fixed nickup		Time limit is too		
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of the Call 2 Haul program. dates Inconvenient restrictive Return to NCU	or the Carl 2 radii program.	0	or the Can 2 Haur program.	uates	mconvenient	restrictive	NEGUTI LO NCO	

h		I	I	I	I	1	1
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		Too restrictive	Take				
not		on accepted	construction				
	I tried to use when we ripped out our wooden deck but they wouldn't take it	items	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	do back to the old heighborhood cleanap. This one is not easy to use:	Neturn to Neo	meonvement				
		Off I'm	Consultant and the	Calcada Para San			
not	online scheduling would help. If they listed neighborhoods with someone who has already scheduled a pickup	Offer online	Coordinate with	Scheduling is a			
	this could mimic the old system which really motivated people to do house projects and clean up.	scheduling	neighbors	barrier			
I tried to use it but could			Too restrictive				
not	Bring back the old curbside pick up program. Call 2 haul is essentially useless for what what people need to haul		on accepted				
	off large and varied debris.	Return to NCU	items				
I tried to use it but could		Quicker response					
not	If it was available within days of call.	time					
I tried to use it but could	We like the old program of scheduling and notifying neighborhoods of their once a year week for pickup and	till t	Fixed pickup	Scheduling is a			
		Return to NCU					
not	then we can plan.	Return to NCO	dates	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					Take	
	less service is bad! PIck up concrete (small amounts, such as attached to a fence posts.) PIck up several times a		Fixed pickup	More bulky	Offer twice a	construction	
	year, designated toxic waste (old paint, cleaners, batteries, florescent or other light bulbs, insecticides etc.)	Too restrictive	dates	green waste	year	waste	HHW collection
I tried to use it but could					Take	Too restrictive	
not	Have an easier schedule and allow pick up items to be put out 1 week in advance. Additionally, they should take	Make scheduling	Time limit is too		construction	on accepted	
1100	more items (i.e. carpets and building materials) and not expect a complete list of items	easier	restrictive	Dislikes itemizing		items	
11.2.11	inote tents (i.e. carpets and building materials) and not expect a complete list of items		restrictive	Distikes iteritizing	wasie	iteilis	
I tried to use it but could		Too restrictive					
not		on accepted					
	Take a larger variety of stuff	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	Make scheduling	Quicker response	Fixed pickup			
	year.	easier	time	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	enange back to the old way.	Neturn to Neo	Fixed pickup				
not	Revert it back to how it used to be - designated week for pickup from gutter in front of house	Return to NCU	dates				
I tried to use it but could		Fixed pickup					
not	Collection day for everyone at curb	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,						
		Poovamina	Hard for renter-				
11.2.11	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	lest many to the second	More bulky					
not	If they will pick up all parts of trees	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		Service					
not	Scheduling an appointment and them actually showing up!	complaint					
I tried to use it but could	·						
not		Bad experience					
		when program					
	The need to be specific on pick-up dates with a two-week advance notice.	rolled out					
L	The state of the second on piece of decided state of the second develope in order.		1	1	1		

I tried to use it but could		Too restrictive					
not	Why not use the once a year trash pick up. Many people will go around and pick what they want, and many will		Misses				
	be able to help with the recycling. The Call 2 Haul is limited what they take.	items	scavenging				
I tried to use it but could							
not		Make scheduling					
	knowing a schedule for pickup.	easier					
I tried to use it but could							
not		Bad experience					
		when program	Quicker response				
	It was booked out for a month. That was too long for us to hold on to a mountain of garbage.	rolled out	time				
I tried to use it but could							
not		Bad experience					
	Have Call 2 Haul actually return calls and have better availability. I've had to order a dumpster twice because	'	Quicker response				
	call 2 Haul is too "busyâ€	rolled out	time				
I tried to use it but could							
not		Bad experience					
		when program	Quicker response				
	being able to schedule a date within a reasonable time	rolled out	time				
I tried to use it but could							
not		Bad experience					
	Faster response to the call. Because of the way the system was setup I wasn't sure if my request was actually	when program	Make scheduling	Offer online			
	logged. An app/website would be better.	rolled out	easier	scheduling			
I tried to use it but could	- ODDOG . A. ODDOG WOULD DE DECCET.	. Sinca out	233101	oo.icaaiiiig	1		
not	I have had no luck with this program. I miss the old way.	Return to NCU					
I tried to use it but could	Thave had no lack with this program. Thiss the old way.	Neturn to Neo					
not		None					
I tried to use it but could		None					
not	go back to a scheduled neighborhood pick-up	Return to NCU					
I tried to use it but could	go back to a scrieduled neighborhood pick-up	Return to NCO					
not		Make scheduling					
not	This is also a hig inke. We never can get any sustemer service	easier					
I tried to use it but could	This is also a big joke. We never can get any customer service.	easiei					
	I didn't have ENOUGH for them to come and get!	Misc					
not	GO BACK TO BIG TRASH PICK UP. I literally **HATE** that SLC dropped this big trash program. Taxes and fees go						
I tried to use it but could	up. Service DECLINES.						
not				Make sehaduling	Mara trach in	Quicker response	
	The call-2-haul program is always too busy for a reasonable pickup schedule and it looks like * when there are		Datum to NCU	Make scheduling			
Lauta d'an constitute de la castella	random piles of garbage on the side of the road throughout the city.	Language	Return to NCU	easier	neighborhoods	time	
I tried to use it but could	A first star star of the star	Quicker response					
not	A faster timeframe.	time					
I tried to use it but could	Let me place it in a pile like before lâ£īMm too old to lift items into the centainer	Too rostrictivo					
not	Let me place it in a pile like before. l'm too old to lift items into the container	Too restrictive			1		
I tried to use it but could		Make schedulin-					
not	More availability	Make scheduling					
I tried to use it but as 11	More availability	easier					
I tried to use it but could	Depart to the neighborhood stationary provisional dump	Mico					
not	Revert to the neighborhood stationary provisional dumpster	Misc	Too rostrictive				
	Call 2 Haul is a complete joke. The insist on a complete list of every item you want picked up then tell me the		Too restrictive				
not	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	Distillate 11 and 1	on accepted				
Landard and the Control of the Contr	money	Dislikes itemizing					
I tried to use it but could	In the state of th	Comico	Too restrictive				
not	It would be nice if they actually showed up. It would also be nice if they actually excepted items I needed to	Service	on accepted				
	have disposed.	complaint	items				
I tried to use it but could		Too restrictive					
not	- 14 60	on accepted					
	Expand the range of items you collect	items					
I tried to use it but could		Too restrictive					
not	, , , , , ,	on accepted	More bulky				
	branches and household goods.	items	green waste	Return to NCU			

I tried to use it but could						
			Dad amariana			
not		0 11	Bad experience			
	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	Quicker response				
	weeks out). I think it was a lot easier for everyone to use the previous program.	time	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			Bad experience			
			when program			
	Change it back to previous program. The new call 2 haul is a jokealways booked out.	Return to NCU	rolled out			
I tried to use it but could				Too restrictive		
not	Ability to put material at curb at least 72 hours in advance. More comprehensive list of non-hazardous	Time limit is too		on accepted		
	permitted items. Much preferred "Clean-up Weekâ€.	restrictive	Return to NCU	items		
I tried to use it but could	positive remaining received a secondary received	restrictive	Too restrictive	recinis		
not	This needs to be changed back to the street pickup we previously had. Call 2 Haul is difficult, would appear it's		on accepted			
liot	much more limited than what we were able to put on the street yearly.	Return to NCU	items			
La de data de la constata del constata de la constata del constata de la constata del constata de la constata del constata de la constata del constata de la constata de la constata de la constata de la	indentified than what we were able to put on the street yearry.	Return to NCO	items			
I tried to use it but could			Dad sussian :			
not			Bad experience			
		Make scheduling				
	Make it easier to schedule. Took me a month to get ahold of department	easier	rolled out			
I tried to use it but could		Take				
not		construction				
	We had left over building materials from the previous owner and had to pay to have them hauled away.	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				Make scheduling		
	Bring back the old program, the new one is too restrictive and too hard to schedule.	Return to NCU	Too restrictive	easier		
I tried to use it but could	5 to 1 to					
not		Bad experience				
1100	The initial response was terrible and commitments were broken - scheduled dates and call backs did not occur.	when program	Service			
	Some service level understanding would be helpful so projects can be scheduled and avoid waste pile up.	rolled out	complaint			
I tried to use it but could	Some service level understanding would be neighbors to projects can be scheduled and avoid waste pile up.	Tolled out	Complaint			
	Co hook to the prighborhood cleanup program!	Return to NCU				
not	Go back to the neighborhood cleanup program!	Return to NCO				
I tried to use it but could						
not		Confused on how				
	I wasn't sure how specific I needed to be in my initial request, and decided not to even try	program works	Dislikes itemizing			
I tried to use it but could		Appointment				
not	A reminder phone call or email. We forgot which day it was on and missed it.	reminders				
I tried to use it but could						
not		None	<u> </u>			
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			Service			
not	Stop doing call 2 haul. You never came. This is a scam. Do neighborhood clean up.	Return to NCU	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		312 3000				
not	Not having to box everything and list every single thing you are going to put out. Not having to cut the limbs in					
not	little uniform pieces. Our bad experience: We pulled carpet out of our truck and left it on the parking to put					
1						
	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		More bulky	Service		
	not USER friendly anymore.	Dislikes itemizing	green waste	complaint	Inconvenient Return t	o NCU
I tried to use it but could						
not		None				
		-				

			1			
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	I was renting in a triplex and it's associated with the water bill which my landlord pays. So I was not avoid to					
not	arrange	Hard for renters				
I tried to use it but could						
not		None				
I tried to use it but could	Scrap the Call 2 Haul, and go back to the old system! The "Wait 3 months 2 Haul" system doesn't work. Huge	rtone				
		Datum to NCU				
not	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		Quicker response				
not	A much shorter lead time or some sort of priority pick-up scheduling or urgent needs	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						
			Make scheduling			
not			-			
	Call 2 Haul had very few options of dates, none worked for us. Much prefer the old way.	Return to NCU	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		More trash in			
	do it. Since the inception of the Call 2 haul service I have noticed many neighborhoods are looking worse.	Return to NCU	neighborhoods			
I tried to use it but could	The new service requires that you put the items only 24 hrs before pick up. The old system gave us an entire					
not	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	Time limit is too				
	and having only 24 hrs is not sufficient.	restrictive				
I tried to use it but could						
not			Bad experience			
		Quicker response	when program			
	For them to show up before three months!!!!	time	rolled out			
I tried to use it but could	It is too hard to use- I prefer the old one. Someone needs to look at this from the perspective of the user, not					
not	the city admin. The old program resulted in more cleanup, and lots of ersatz recycling by folks who took many			Misses		
	useable items home to use or sell themselves.	Inconvenient	Return to NCU	scavenging		
I tried to use it but could		More bulky				
not	Not limiting branch diameters.	green waste				
	reor minung pranci diameters.	~				
I tried to use it but could	O. i i Characterista de ataurace di ma	Quicker response				
not	Quiçker availability, shorter response time	time				
I tried to use it but could		Fixed pickup				
not	Set up a date and time like they used to do in th neighborhood	dates				
I tried to use it but could			Quicker response			
not	I do not like this program. Takes too long to get them here. I prefer the past method of cleanup.	Return to NCU	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					+ + + + + + + + + + + + + + + + + + + +	
	Go back to the pile program. Everyone I know hates this call 2 hauf garbage. It sucks you hadly	Return to NCU				
not	Go back to the pile program. Everyone I know hates this call 2 haul garbage. It sucks very badly.	NELUIII LU INCU				
I tried to use it but could		011				
not		Offer online	Make scheduling			
	More accessibility, a way to arrange hauling via text, email, or online portal in lieu of phone call	scheduling	easier			
I tried to use it but could						
not		None				
I tried to use it but could	I tried to use it for a rental and was too many guestions that I couldn't answer. A lot of the need for bulk trash is	Take				
not	construction remodel items and you don't take it. I suggest you look at Murray City and see how effective their	construction				
	once a year bulk trash is working and implement that in the city.	waste	Dislikes itemizing	Reeyamine		
	ponce a year bank dustris working and implement that in the city.	waste	DISTINCE ITETTIZING	пссканнис		1

r		I	<u> </u>	T .		1
I tried to use it but could			Too restrictive			
not	It's a * program that restricts everything, so you have to pay out of pocket to contract out the collection		on accepted			
	anyway.	Language	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		None				
		Bad experience				
not			C			
		when program	Service			
	They did not answer phone	rolled out	complaint			
I tried to use it but could						
not		Bad experience				
		when program	Service			
	I never got a return call after leaving two messages.	rolled out	complaint			
I tried to use it but could	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	NOT STOP THEM ANY WAY!!!!	Return to NCU				
I tried to use it but could		Remind us to use	Appointment			
not	Better Nitification	C2H	reminders			
I tried to use it but could		Service				
	That they actually come					
not	That they actually come	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		Service				
not	Follow through by the city	complaint				
I tried to use it but could	<u> </u>	,				
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	activities the normal service that the made to years this can be made thing to a joint.	neturn to reco				
	Go back to old clean up	Return to NCU				
not	Go back to old clean up	Return to NCO				
I tried to use it but could	Coincide the old system will be bould a section	Datum to NCU				
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		Time limit is too				
not	Time restrictions on leaving items curbside, is ridiculous.	restrictive				
I tried to use it but could						
not	Go back to annual cleanup.	Return to NCU				
I tried to use it but could	I think that this is not a good service. The old neighborhood clean up was much more effective. I tried to		Quicker response			
not	schedule a service, but it was 2-3 weeks out.	Return to NCU	time			
I tried to use it but could			Too restrictive			
not			on accepted			
1100	There are too many restrictions and many requirements	Too restrictive	-			
11.2.11	There are too many restrictions and many requirements.	Too restrictive	items			
I tried to use it but could		Quicker response				
not	shorter wait times.	time				
I tried to use it but could		Quicker response				
not	The pick up schedule is to far out and not convenient	time	Inconvenient			
I tried to use it but could	Answering of phone calls by courteous and helpful staff. Also, follow through in promised container delivery.					
not	And eliminate the 6†diameter minimum for pickup. Most yards end up with large amounts of smaller cuttings	Service	More bulky			
	and clippings.	complaint	green waste			
I tried to use it but could		Quicker response				
not	Quicker availability	time				
I tried to use it but could	action of the state of the stat					
		Outeker	Maka sala a dudi .			
not			Make scheduling			
	More scheduling availability	time	easier			

I tried to use it but could					
not		Make scheduling			
liot	school ling in the consumption by				
	scheduling isn't as easy as they want it to be.	easier			
I tried to use it but could				Too restrictive	
not		Make scheduling		on accepted	
	More timely scheduling, willing to take larger loads, such as a whole tree when it falls down in a storm.	easier	green waste	items	
I tried to use it but could					
not		Bad experience			
		when program	Quicker response		
	time for pick up too far out to be practical.	rolled out	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	I used it when it was the uniform area date. I have not used it since changing to Call 2 Haul, though l'm glad	Distinct GETT			
not	it changed - the old method made the neighborhood a disgusting and dangerous dump for weeks with				
not		Likes C2H			
11.2.11	scavengers coming through!! It was awful.	LIKES CZH			
I tried to use it but could		D		1	
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				1	
not	Don't increase the rates and I will feel comfortable asking for additional help.	Budget impact			
I tried to use it but could			Too restrictive		
not		Make scheduling	on accepted		
	It was hard to coordinate. Getting material in the container was unrealistic.	easier	items		
I tried to use it but could	-	Quicker response			
not	Less time between calling and date of pick up.	time			
I tried to use it but could					
not			Bad experience		
1100		Quicker response			
	We tried to use this service before but super slave responses, we added up rept a ubout by ourselves	time	rolled out		
	We tried to use this service before, but super slow responses, we ended up rent a uhaul by ourselves	ume	rolled out		
I tried to use it but could					
not		Bad experience			
		when program			
	Not a 3 month wait	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		Too restrictive			
not		on accepted			
	Picking up more material like the program used too - not limiting it.	items			
I tried to use it but could	•				
not	Letting renters call rather than just owners	Hard for renters		1	
I tried to use it but could	0			1	
not	This service should be made available in a more timely manner. A 2 month waiting period is not acceptable - no	Rad evnerience		1	
1100			Quicker response	1	
	one wants trash sitting in their driveway until Call 2 Haul can show up. It forces us to make other arrangements			1	
11.2.11	which are time consuming and costly.	rolled out	time		
I tried to use it but could		Dumping			
not	Everyone dumps their shit across the street from me. Its inexcusable.	complaint			
I tried to use it but could		Offer twice a		1	
not	do it automatically at least once a month	year			
I tried to use it but could		Take			
not		construction			
	If they would take minor building waste. Like old tool sheds, old fencing, minor remodeling waste, sod etc	waste			
I tried to use it but could		Service			
not	They never showed up	complaint		1	
I tried to use it but could	A CONTRACTOR	Herenine	 	1	
not			Better education		
1100	furniture ,electronic and tires .etc	Misc	on C2H	1	
L	jumiture ,electronic and tres .etc	Misc	UII CZTI	<u> </u>	

I tried to use it but could	Tea				
	My green waste was too small for cubside pick up. I instead had to use extra green waste cans all summer long	More bulky			
not	to get rid of my waste.	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			
	do back to yearly annual pick-ups. Can 2 mains a dysrunctional program.	Return to NCO			
I tried to use it but could					
not		Make scheduling	Offer online		
	Date-selection calendar (based on availability) and simple friendly address check, and schedule	easier	scheduling		
	bate selection calcinal (based on availability) and simple menally address effects, and selection	cusici	Jenedanny		
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		Make scheduling		
	schedule a pickup and have been told the dates are not available. It's frustrating.	Return to NCU	easier		
I tried to use it but could	It takes over a month for them to come after you schedule one. That is very useless since there is no place to	Quicker response			
	· · · · · · · · · · · · · · · · · · ·	·			
not	keep the stuff you want them to take. It's a joke!	time			
I tried to use it but could					
not		None			
I tried to use it but could		More bulky			
not	expansion to general yard waste.	green waste			
I tried to use it but could					
not		Bad experience			
not		· ·			
	That you actually make the service available. No one would answer the number you posted. No one would	when program	Make scheduling	Service	
	respond to me filling up the online form. Maybe now you started functioning. But I doubt it.	rolled out	easier	complaint	
I tried to use it but could					
		Dad over!			
not		Bad experience			
	The scheduled neighborhood cleanup worked much better. Now there is up to a 3 month wait to get things	when program	Make scheduling		
	picked up.	rolled out	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			
		110110			
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	Allow renters to schedule the pickup instead of insisting the property owner request it. Also an online		Offer online		
not	scheduling tool would be helpful.	Hard for renters	scheduling		
	Scheduling tool would be helpful.	riara for refiters	Scricuumig		
I tried to use it but could					
not		Make scheduling			
	annoinfmon response	easier			
I tried to use it but sould	appoinfmen response				
I tried to use it but could					
I tried to use it but could not	This is supposed to be paid by my taxes	Misc			
not I tried to use it but could		Misc			
not I tried to use it but could not		Misc None			
not I tried to use it but could not I tried to use it but could	This is supposed to be paid by my taxes	Misc None Remind us to use			
not I tried to use it but could not		Misc None			
not I tried to use it but could not I tried to use it but could not	This is supposed to be paid by my taxes	Misc None Remind us to use			
not I tried to use it but could	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance.	Misc None Remind us to use C2H Offer online	Dumnster/hage		
not I tried to use it but could not	This is supposed to be paid by my taxes	Misc None Remind us to use C2H	Dumpster/bags		
not I tried to use it but could	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance.	Misc None Remind us to use C2H Offer online			
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance.	Misc None Remind us to use C2H Offer online	Dumpster/bags Bad experience		
not I tried to use it but could	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance.	Misc None Remind us to use C2H Offer online scheduling	Bad experience		
not I tried to use it but could	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system.	Misc None Remind us to use C2H Offer online scheduling Make scheduling	Bad experience when program		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance.	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier	Bad experience		
not I tried to use it but could	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system.	Misc None Remind us to use C2H Offer online scheduling Make scheduling	Bad experience when program		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system.	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier	Bad experience when program		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. Take more items don't have so many restrictions. Bring dumpsters or go back to letting people make 2 piles	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted	Bad experience when program rolled out	Dumpsters/hags	
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive	Bad experience when program rolled out	Dumpsters/bags	
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items	Bad experience when program rolled out Return to NCU Quicker response		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted	Bad experience when program rolled out Return to NCU		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items	Bad experience when program rolled out Return to NCU Quicker response		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the neighborhood.	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items Return to NCU	Bad experience when program rolled out Return to NCU Quicker response		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items	Bad experience when program rolled out Return to NCU Quicker response		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the neighborhood.	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items Return to NCU	Bad experience when program rolled out Return to NCU Quicker response time		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the neighborhood.	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items Return to NCU	Bad experience when program rolled out Return to NCU Quicker response		
not I tried to use it but could not	This is supposed to be paid by my taxes Mail & email notification with envelope or mailer which indicates its importance. If you could schedule it online and if it could be in some kind of dumpster or container system. I called and the phone wasn't answered and I e-mailed but got no response so the service is impossible to use. 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 The current service SUCKS too long to get curb side pick up liked the old way of once a year in the neighborhood.	Misc None Remind us to use C2H Offer online scheduling Make scheduling easier Too restrictive on accepted items Return to NCU	Bad experience when program rolled out Return to NCU Quicker response time		

I tried to use it but could					
not		Make scheduling	Better education		
	Have the phone # to call Call 2.	easier	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		More trash in		
	see more evidence of accumulating debris in the community. It is ugly, attracts rats and is a fire hazard.	Inconvenient	neighborhoods		
I tried to use it but could	See more endende of decamatating decision are community from agry activates and to a me nazara.	comenc	neignoon noods		
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	Bad experience			
	smoothly. It also seems, from talking to colleagues and friends, that the East side bench neighborhood was	when program			
	given preferential treatment in being first on the Call 2 Haul list over other neighborhoods.	rolled out			
I tried to use it but could	green prevenential a catalicate in somig motion and catalicate of the catalicate in legislation of the	Tonea oat			
not	What are you trying to save? This is wrong & does not help the people.	Dislikes C2H			
I tried to use it but could	, ,	Fixed pickup			
not	Not as convenient as having a set date.	dates			
I tried to use it but could					
not		None			
I tried to use it but could					
not		Make scheduling			
	better scheduling options	easier			
I tried to use it but could		More bulky			
not	Limitations on green waste (branch/limb size).	green waste			
I tried to use it but could		Take			
not	Accept some of the things you consider construction materials â€" paving stones, cement blocks, old carpeting,	construction			
1100	fencing materials.	waste			
I tried to use it but could	Terroring materials.	aste			
not		Service	Make scheduling		
	If they actually answered the phone, returned calls. I tried several times.	complaint	easier		
I tried to use it but could	Get ride of this very stupid program and go back to the original program that worked so well. The old program		Misses		
not	encouraged reuse and recycling. Go back to the old program.	Return to NCU	scavenging		
I tried to use it but could			Take	Too restrictive	
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	More bulky	construction	on accepted	
	the Landfield to get rid of it I know you want to raise prices on garbage That's a bunch of BS	green waste	waste	items	
I tried to use it but could	7,000,000,000,000,000,000,000,000,000,0	0			
not	Having a set date per street would be much more effective than having random piles that may or may not get	Fixed pickup	Make scheduling		
	picked up on time. I was unable to get a date that worked with my schedule.	dates	easier		
I tried to use it but could	processor and the second secon				
not		Make scheduling			
	Better communication to make an "appointment."	easier			
I tried to use it but could	''				
not		Bad experience			
		when program	Make scheduling		
	the time frame for this service is to far out or is not available because there was no more time slots	rolled out	easier		
I tried to use it but could					
not		Make scheduling	Offer online		
	easier way to signup	easier	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	Too restrictive			
	neighborhoods and river are getting cluttered with garbage as a result of the city's mismanagement. Lower	on accepted	More bulky	More trash in	
	our rates as a result of the loss of benefit and maybe people will be happier.	items	green waste	neighborhoods	
I tried to use it but could	and the second s		5	J	
not			Bad experience		
	Go back to the spring clean up so the entire neighborhood can have things hauled at the same time. I could not		when program	Quicker response	
	wait for my turn on the call 2 haul, it was months out!!	Return to NCU	rolled out	time	
	The state of the s			=	

I tried to use it but could						
		Dad				
not		Bad experience	Males ask adulina			
		when program	Make scheduling			
	give a exact day to pick up.	rolled out	easier			
I tried to use it but could						
not		Bad experience				
		when program	Quicker response			
	Not a several month out wait time?	rolled out	time			
I tried to use it but could						
not			Bad experience			
		Quicker response	when program			
	more timely response regarding pick up date	time	rolled out			
I tried to use it but could	Reinstate the old program or at least for yard, branch and tree cleanup. I have hundred of trees and have 50+	·····c	ronca oat			
not	cans full of branches that must be pruned. Live near city yellow/greenspace and used to use this event to also					
liot	clean up those dead branches which now don't get collected and become fire danger. More flexibility with		Mara bullar	Make scheduling		
	,	Datum ta NCU	More bulky	J		
	dates	Return to NCU	green waste	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			Better education			
	El número telefúnico	Spanish	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		None				
		Better education				
not	Auguspace and dates for pick up	on C2H				
	Awareness and dates for pick up	OII CZN				
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	If they offer to come when you actually request, and being able to leave the garbage out for more than a couple		Quicker response			
not	days before pick up.	restrictive	time	complaint		
I tried to use it but could						
not		None				
I tried to use it but could	It was just too much work to.get the tree limbs ready for them		More bulky			
not		Inconvenient	green waste			
I tried to use it but could	More flexibility with pick up. When we tried to use it, we had to wait weeks, and that did not work with our	Quicker response				
not	schedule nor the project we are working on.	time				
I tried to use it but could	. ,					
not		Quicker response	Make scheduling			
	give better time frames and flexibility to people for pickup.	time	easier			
I tried to use it but could	g					
	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		Fixed pickup	Scheduling is a		
not		Dotum to NCU			Dielikas itamining	
Lasterdae van 2015 in 1915	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	dates	barrier	Dislikes itemizing	
I tried to use it but could		Datum to NGU				
not	bring back the neighborhood street pick up	Return to NCU				
I tried to use it but could		Heard negative				
not	Bad reviews	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		Bad experience				
		when program	Quicker response			
	the wait was too far out.	rolled out	time			
1	1		1	l .	ı. I.	

Tanindan is bs		Too rostrictivo				
I tried to use it but could		Too restrictive				
not		on accepted				
	accept the things that need disposed of. the overly strict rules are wack, and lead to illegal piles anyway.	items				
I tried to use it but could	If they accepted smaller branches than those 6 inches in diameter. It is very difficult to cut everything up into	More bulky				
not	very small pieces when you have mature landscaping.	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	The absolute dumbest idea yet! While other cities in the valley are using neighborhood dumpsters, and other					
not	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		110110				
	We had too much stuff for the specifications, which was frustrating.	Too restrictive				
not I tried to use it but could	eve nau too much stuff for the specifications, which was frustratilig.	Quicker response	1			
	available nick up dates that are connex/eleces to the time you are calling and not well-into the fitting					
not	available pick-up dates that are sooner/closer to the time you are calling and not weeks into the future	time				
I tried to use it but could	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					
not	day to carry everything out, but the city requires that we not put it out until the day before the scheduled	Time limit is too				
	pickup. More time would be appreciated.	restrictive				
I tried to use it but could						
not		None				
I tried to use it but could		Offer twice a				
not	shorter time intervals	year				
I tried to use it but could		Quicker response				
not	Don't make it so you have to schedule so far in advance.	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				
	Change it back to the way it was before. Now we have to schedule pick up rather than twice per year as in the		Fixed pickup	Offer twice a		
not	past. New system is really bad.	Return to NCU	dates	year		
	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	Return to 1400	dates	year		
not	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	Mark and a deliberation				
	after week but no one can schedule pick ups which may or may not be picked up. You have bad service with	Make scheduling				
	this!!!!!!!	easier	neighborhoods	Return to NCU		
I tried to use it but could						
not		None				
I tried to use it but could						
not		Bad experience				
	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	when program				
	never contacted. Consequently I don't feel confident that it's working very well.	rolled out				
I tried to use it but could		More bulky				
not	Large volume yard waste with out restrictions on limb diameter	green waste				
I tried to use it but could		Service				
not	They did not show up at designated time	complaint				
	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					
not	took it to the dump myself. If they could have picked it up in 2-3 days that would have been fine. Three weeks ia	Quicker response				
	to long.	time				
I tried to use it but could	10.1010	ciic	1			
		Make scheduling	Sarvica			
not	They are year heek our amail	-	complaint			
Landard and Company (Company)	They answer back our email	easier	complaint			
I tried to use it but could		B1-19 9 1	D. I I NO.			
not	Having to itemize my pickup was too unwieldy for what I needed. I preferred the pile pickup.	Dislikes itemizing	keturn to NCU			

I tried to use it but could			Take			
not			construction			
not	Co hook to the old way and continue to take house construction material	Return to NCU				
Lautanian was ta lautan and d	Go back to the old way and continue to take house construction material		waste			
I tried to use it but could		Take				
not		construction				
	Allow for construction debris to be collected.	waste				
I tried to use it but could				Disservice on		
not	Fewer steps to enroll would be good. Having to describe each and every item along with measurements was too			people with		
	time consuming. I ended up not using the service. I guess increasing difficulty saves money for the city. It is an	Make scheduling		smallest garbage		
	unnecessary burden on people who have the smallest green garbage can in an effort to recycle more.	easier	Dislikes itemizing	cans		
I tried to use it but could						
not		Bad experience				
		when program	Quicker response			
	I called and the nearest date was months away and that wasn't going to work for me, so we went to the dump	rolled out	time			
I tried to use it but could	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					
not	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.		Bad experience			
	Find ways to save money and restore the 2x a year clean up. Instead of desk jockeys hire more garbage		when program	Quicker response	Low-income	
	collectors.	Return to NCU	rolled out	time	burden	
Lautanian was ta lautan and d	Collections.		rolled out	ume	burden	
I tried to use it but could		Scheduling is a				
not	I need the service, but did not call for an appointment. I just need to follow through with the existing service.	barrier				
I tried to use it but could	The home I own is a rental, my tenets called to have items removed and were told I had to call since they did not					
not	own the home, when I called I was told the tenants could call this happened 3 times. so nothing was ever pick			Service		
	up	Hard for renters	Reexamine	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	More bulky				
	you could take the large trunks, as the pine beetle is killing trees throughout the valley	green waste				
I tried to use it but could		Too restrictive				
not		on accepted				
	Less restrictions on what's collected.	items				
I tried to use it but could	As I have some speech impediment from Parkinson's, I cannot use the phone. It will be easier for me if I can	Scheduling is a				
not	schedule the Haul Service online.	barrier	Reexamine			
I tried to use it but could						
not		None				
I tried to use it but could	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	None	Scheduling is a			
	without that number.	Hard for renters	barrier			
not			Darrier	Fixed pickup		
I tried to use it but could	I would like us to go back to twice yearly pick up from the streets. This service seems unusable, the waits are too		Datum to NCU	Fixed pickup		
not	long.	time	Return to NCU	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 wgen they are able to come and pick up. Also lengthen the time to be able to out stuff out	Time limit is too	Make scheduling			
	until ready for pick up	restrictive	easier			
I tried to use it but could		Quicker response	More bulky			
not	More timely availability. I had multiple tree limbs in my yard and could not wait for the call2haul collection.	time	green waste			
I tried to use it but could		Take				
not		construction				
	The term construction material is way overused and makes the program a joke.	waste				
I tried to use it but could	,,	Quicker response				
not	Not having to schedule so far out.	time				
I tried to use it but could						
not	Nothing	Likes C2H				
I tried to use it but could	incomp	More bulky				
	It would be nice if the Call 2 Haul service allowed for limb collection smaller that 6 inches in diameter.	green waste				
not	ne would be mee in the Can 2 main service anowed for initib confection strainer triat o inches in diaffieter.	Precu Maste	1	1		

I tried to use it but could						
not			Bad experience			
liot		Ouiskar rasnansa				
	to make walks to be 10. 2 mounths before they are some and	Quicker response				
	o not make it take 2 months before they can come out.	time	rolled out			
I tried to use it but could		Too restrictive				
not		on accepted	Make scheduling			
	Illow more materials to be picked up while being more flexible and reliable with scheduling.	items	easier			
I tried to use it but could						
not		Make scheduling	Quicker response			
M	Nore availability. If that's not possible, let's go back to scheduled neighborhood service.	easier	time			
I tried to use it but could It	would be easier to use if there was not a two-month waitlist for them to come pick up my items.					
not I t	think the old program was better you knew when the cleanup was and you didn't have to wait months for your		Bad experience			
tu	urn	Quicker response	when program	Fixed pickup		
		time	rolled out	dates	Inconvenient	
I tried to use it but could						
not I ji	just have a very particular item that I don't know how to dispose. I bought a house recently that has a coal shed					
	vith 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	and the state of the section of the same of the section of the sec	Appointment				
	end a text to remind me of my appointment	reminders				
		reminuers				
	can't discard junk with out junk control.	NA:				
	: just makes community have to deal with it them selfs. Tell everyone there wrong.	Misc				
I tried to use it but could		Appointment				
	ou could send an email reminder the day before they are to pick up the scheduled time	reminders				
I tried to use it but could						
not		None				
I tried to use it but could			Service			
not Th	his service is not working. They do not show up, they are rude. Please bring back the old system - PLEASE	Return to NCU	complaint			
I tried to use it but could		Quicker response				
not Qi	Quicker pickup times instead of having to wait a long time	time				
I tried to use it but could						
not		Bad experience				
		when program	Service	Make scheduling		
l t	tried three times to schedule it but no one ever responded to my calls/emails	rolled out	complaint	easier		
I tried to use it but could						
not		None				
I tried to use it but could		None				
	discontinue the program and go back to the appual scheduled nickups	Return to NCU				
	Discontinue the program and go back to the annual scheduled pickups	Return to NCO	Ta a wastulation			
I tried to use it but could		D-44	Too restrictive			
not		Better education	on accepted			
	Nore clarity around how to use it. Broader range of items allowed.	on C2H	items			
I tried to use it but could						
	the old program was so much better. It forced you to clear things out. With teh new program, you clear thinsg		Scheduling is a			
	ut and then it is very long for it to be picked up. please move back to teh old program.	Return to NCU	barrier			
I tried to use it but could Th	his program sucks. People still just throw their trash on the street. Get rid of this program and go back to the					
not ol	ld program.	Return to NCU				
I tried to use it but could						
not Pl	lease ensure that the city actually has the capacity to deal with the actual volume. I feel strongly that the city is					
in	ntentionally under funding this service with the specific intent to keep people from using it.	Misc				
I tried to use it but could						
	ack to the old system that never failed	Return to NCU				
	,	Scheduling is a	Fixed pickup			
	ecause I don't have a due date.	barrier	dates	Return to NCU		
I tried to use it but could	coasse . som chare a due dute.	Service				
	hey did not show up for the appointment. They did not even call to cancel it	complaint				
not Th I tried to use it but could	ney did not show up for the appointment. They did not even call to cancerit	complaill				
i tried to use it but could		None				
not				l .	1	

I tried to use it but could		D = d = =				
not		Bad experience				
		when program	Quicker response			
	When I called to use the service the wait was two months. I'm not going to store my garbage for that long.	rolled out	time			
I tried to use it but could						
not		Quicker response	Make scheduling	More bulky		
	Long waits to get it set up. Need to be able to do some smaller trees/brush too	time	easier	green waste		
I tried to use it but could						
not	It is a joke. It is very difficult to set up the service because the scheduling is only on certain days for certain		Make scheduling			
	areas It was much better when you did the yearly pick up	Return to NCU	easier			
I tried to use it but could						
not		None				
I tried to use it but could	Actually come to pick up the items, actually answer the phone to schedule, The West side of the valley was	Service				
not	totally screwed over on this change.	complaint				
I tried to use it but could	ectarly strength of the control of t	complaint				
not		Make scheduling				
liot	Having available dates					
11.7.11	Having available dates	easier				
I tried to use it but could		Quicker response				
not	Called but, the program was back logged several weeks so, we don't even try to call, now.	time				
I tried to use it but could						
not	Being denied pick up of excess wood and or boards was disappointing. I think these items could be turned in	More bulky				
	sawdust. These items could be used by anyone who needs a small amount at little or no cost to the public.	green waste				
I tried to use it but could	Reduced wait time for pickup appointments. I called to request a pickup, but they said I would have to wait					
not	several weeks. So I cut my old carpet up into small pieces, and put it in garbage can each week instead. That was	Quicker response				
	a faster than waiting.	time				
I tried to use it but could						
not	Scheduling was a problem and I couldn't be absolutely sure what I was going to put out. The old program was a					
1	great time to clean up the yard and/or clean out the garage. Things placed in the piles on our street were often	Make scheduling		Misses	Scheduling is a	
	picked up by others who could use and sell them so they didn't go to the landfill. REUSE/RECYCLE	easier	Dislikes itemizing		barrier	
I tried to use it but could	picked up by others who could use and self-them so they didn't go to the landing REOSE/NECTCLE	Take	Distinces iteritizing	scaveriging	Darrier	
not		construction				
i .	harman de la 1990 de la colonida de la 1990					
	have the ability to take dirt	waste				
I tried to use it but could	have the ability to take dirt					
not	have the ability to take dirt	waste None				
	have the ability to take dirt					
not	have the ability to take dirt					
not I tried to use it but could	have the ability to take dirt	None				
not I tried to use it but could not	have the ability to take dirt Go back to twice yearly pick up days by neighborhood	None				
not I tried to use it but could not I tried to use it but could		None None				
not I tried to use it but could not I tried to use it but could not	Go back to twice yearly pick up days by neighborhood	None None				
not I tried to use it but could	Go back to twice yearly pick up days by neighborhood The city employee I spoke with said I had to provide an itemized list of disposal items. When I asked her for an	None None	Take			
not I tried to use it but could	Go back to twice yearly pick up days by neighborhood 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	None None	Take construction			
not I tried to use it but could	Go back to twice yearly pick up days by neighborhood 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	None None Return to NCU	construction	Reexamine		
not I tried to use it but could not	Go back to twice yearly pick up days by neighborhood 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	None None	construction	Reexamine		
not I tried to use it but could not	Go back to twice yearly pick up days by neighborhood 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	None Return to NCU Dislikes itemizing	construction	Reexamine		
not I tried to use it but could not	Go back to twice yearly pick up days by neighborhood 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.	None Return to NCU Dislikes itemizing Make scheduling	construction	Reexamine		
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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		Bad experience			
1100	months to wait for it. You do this hoping people won't use it. It's ridiculous. Other cities manage to do		when program	Quicker response		
	this better. Change it back.	Return to NCU	rolled out	•		
Lauta d'an constitute de la constitu	tills better. Change it back.	Take	rolled out	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	construction				
	would be why I would use this service.	waste				
I tried to use it but could		Quicker response				
not	Too long to get pick up. Much preferred the previous clean up service.	time	Return to NCU			
I tried to use it but could			Fixed pickup			
not	I liked the the former ability to have a pre set schedule for street side pick up	Return to NCU	dates			
I tried to use it but could		Fixed pickup				
not	The old system worked better, where there is a set date to set the refuse out.	dates				
I tried to use it but could			Too restrictive			
not			on accepted	Make scheduling	Better education	
	Don't put so many restrictions on it and make it easier to contact someone. How do we contact someone now?	Too restrictive	items	easier	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	City emorted parking and conected fines they would have more than enough runus.	IVIISC				
		Name				
not		None				
I tried to use it but could		Quicker response				
not	Come when I request service and not make me wait until several of my neighbors also make requests.	time	Misc			
I tried to use it but could		Quicker response				
not	Not having to wait weeks for service.	time				
I tried to use it but could			More bulky			
not	We had yard waste and had to get extra brown bins instead	Misc	green waste			
I tried to use it but could						
not			Bad experience			
		Service	when program	Make scheduling		
	I requested Call 2 Haul 3 different times online and there was never a pickup.	complaint	rolled out	easier		
I tried to use it but could						
not				Bad experience		
	Scheduling was a nightmare after many attempts to even get ahold of someone. less restrictions like it was in	Make scheduling	Service	when program		
	the last.	easier	complaint	rolled out	Too restrictive	
I tried to use it but could	We trimmed a tree last year and had way more than we could put into the yard waste bin so we called. There	cuorer	complaint	10.104 041	100100110	
not	was a two week or more wait for the service. We couldn't wait that long so we hauled it to the dump	More bulky	Quicker response			
not not	ourselves. It would be nice if the wait time was less than one week.	green waste	time			
I tried to use it but could	ourseives. It would be filee if the wait time was less than one week.	green waste	unie			
		Name				
not		None				
I tried to use it but could			D. I			
not			Bad experience			
		Service	when program	Quicker response		
	Have someone actually return calls. I tried getting hold of this service 3 different times & never got a call back	complaint	rolled out	time		
I tried to use it but could		Too restrictive				
not		on accepted				
	MAKE IT EASIER BY ACCEPTING MORE ITEMS THAN THE REQUIRED LAME OPTIONS.	items				
I tried to use it but could		Service				
not	No one ever came to pick up	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		Misses	Make scheduling	Service	
	tends to accumulate things as time goes on and I was 6 weeks out from my pick up date!)	Inefficient	scavenging	easier	Dislikes itemizing complaint	
I tried to use it but could	terias to accumulate tillings as tillie goes on and i was o weeks out from my pick up date;	membellt	Scaveriging	Casici	Districts Iterritating Complaint	
i theu to use it but could	The old system of yearly garbage collection worked better	Return to NCU				
not						

		1	П	1		
I tried to use it but could		Service				
not	that they actually show up	complaint				
I tried to use it but could		Time limit is too				
not	More time and space availability. I miss the once a year curbside pick up.	restrictive	Too restrictive	Return to NCU		
I tried to use it but could						
not		Bad experience				
		when program	Make scheduling			
	To be able to schedule a pick up instead of being told to call back because they're too booked out.	rolled out	easier			
I tried to use it but could	To act and to some act of provide an institute of the control of t	Too restrictive	cusici			
not	The control of the first state of the control of th	on accepted				
	There are a lot of restrictions on what you can get rid of which makes it less convenient	items				
I tried to use it but could						
not		Bad experience				
		when program	Quicker response			
	when I called to schedule a pickup, there was nothing available for months	rolled out	time			
I tried to use it but could		Take				
not		construction				
	I would like to be able to place an old shed in the container.	waste				
I tried to use it but could	Going back to the old system of a once a year neighborhood clean up.					
not	3	Return to NCU				
I tried to use it but could	The size of a pile of garbage the city will pick up makes this program virtually worthless. I trimmed two trees in	neturn to reco				
	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					
not			More bullio			
	actually have to haul anything under this program so they make the rules so restrictive that most people will not		More bulky			
	be able to utilize this service.	Too restrictive	green waste			
I tried to use it but could						
not		Make scheduling				
	More specific and certain pickup date/time.	easier				
I tried to use it but could						
not	Too many questions	Dislikes itemizing				
I tried to use it but could						
not	Because l'm a renter and not owner l'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					
1100	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	More bulky				
	mattresses and consoles. I am adding to the environment when I have plants.	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		Bad experience			
	period of time I need several days at least. The old program gave me a week to get it out there and that I	Quicker response	when program	Time limit is too		
	could do.	time	rolled out	restrictive		
I tried to use it but could		Offer online		-		
not	Online scheduling; fewer restrictions	scheduling	Too restrictive			
I tried to use it but could	og, refer restrictions	Somedaniis	. 50 restrictive			
		Make scheduling				
not						
	Easier to schedule	easier	1			
I tried to use it but could		Service				
not	They did not return my phone calls.	complaint				
I tried to use it but could						
not			Bad experience			
		Quicker response	when program			
	Having a scheduling date that's not 3+ months out	time	rolled out			
I tried to use it but could						
not		Confused on how	Better education			
	Knowing what is and is not available for service		on C2H			
L		110	1	I	<u> </u>	

I tried to use it but could					
not	likely will not need service	Not needed			
I tried to use it but could	actually provide the program instead of taking the money and using it for the homeless center thank you mayor	Not fleeded			
		N 4:			
not	jackie	Misc			
I tried to use it but could	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				
not	you choose. If I could have a little leniency (like a 3 or 4 day window) in the timing, I could actually use the	Time limit is too			
	program.	restrictive	Hard for renters		
I tried to use it but could		Quicker response			
not	less of a wait time for the services	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		Service	Make scheduling		
	If they just show up, or answer the phone	complaint	easier		
I tried to use it but could	I cut down all sorts of trees at my house and call 2 haul wouldn't remove them because the trunks	More bulky			
not	weren't large enough around. =/	green waste			
I tried to use it but could	welchae thaige chough around/	More bulky			
	Allowing bigger size items (for example cut up tree trunks)	green waste			
not	Anowing pigger size items from example cut up tree trunks)	-			
I tried to use it but could	kana lianka uura maka araakada siiraa uukan kana kiraka lianka kana araakad2	More bulky			
not	tree limbs were not acceptedsince when have tree limbs been accepted?	green waste	T 1		
I tried to use it but could		Offer online	Time limit is too		
not	Online scheduling for pickup. And having more than one day to set out the junk you're throwing out.	scheduling	restrictive		
I tried to use it but could	By the nature of the program, I understand it's difficult to have more dates available, but when I tried to use it, I				
not	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	Make scheduling			
	because of bad timing.	easier	Inconvenient		
I tried to use it but could					
not		Bad experience			
		when program			
	The waitlist is too long. Please return the bulk item curbside collection that was offered in previous years.	rolled out	Return to NCU		
I tried to use it but could		Too restrictive			
not	They need to take more things. Large amounts of bagged yard waste isn't always feasible. Bring Back	on accepted	More bulky		
	neighborhood clean up!	items	green waste	Return to NCU	
I tried to use it but could		Quicker response	Coordinate with		
not	shorter wait time-maybe coordinate with neighbors to maximize use	time	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			Bad experience		
		Quicker response	·		
	Not having to wait two months for a pick up.	time	rolled out		
I tried to use it but could	ivot naving to wait two months for a pick up.	unite	Tolled out		
		None			
not		None			
I tried to use it but could		Name			
not		None			
I tried to use it but could					
not		Make scheduling			
	Actually being able to schedule an appointment to get things picked up.	easier			
I tried to use it but could	I don't think you should have this service. I think you should have annual or neighborhood pickups like before so		Misses		
not	the more needy can sift through and use	Return to NCU	scavenging		
I tried to use it but could					
not	The size restriction made it so that I could not use the service.	Too restrictive			

tried to use it but could	The ur I was going to use u changed it and then could never get an appointmentthen u dug up 1300 east and						
not	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	Take					
	way. In addition, I don't mind the pirates- if we put things out at the curb (for a distinct period 1x annually)	construction	Misses				
	people can come and obtain items they find useful. It is a more predictable way of reusing old items.	waste	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	Better education					
	Need more info. Batteries? Medicine?	on C2H	HHW Collection				
I tried to use it but could	Necestrate mo. Butteries, Medicine.	OII CZII	THIV CONCCTON			+	-
not		None					
I tried to use it but could	The once a year pick up was great, this dos not work to well, needs improvement or bring back the original pick	None					+
		Return to NCU					
not	up!	Return to NCO	Fired wishing				-
I tried to use it but could	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.	Dotum t- NCU	Fixed pickup				
not	The other is a joke	Return to NCU	dates			 	+
I tried to use it but could							
not	I liked the old system	Return to NCU				<u> </u>	1
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		Misses	Make scheduling	Fixed pickup		
	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	scavenging	easier	times		
I tried to use it but could							
not		Bad experience					
		when program	Service				
	It would be good if they answered their phones or returned voice messages!	rolled out	complaint				
I tried to use it but could							
not	Please see my comments provided in the first comment sectionwe 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 ourselveswe 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 drivenot because they won't allow thatITS BEEN TOLD TO						
	US IT IS JUST NOT ALLOWED TO US WHO LUCE IN POPULAR GROVEeven though we know for a fact it is						
	allowed in ither eastside neighborhoidswe were not allowed because of were we liveTHATS BLATANT						
	DISCRIMINATIONAND IT NEEDS TO STOPI AM BEING CHARGED FOR SERVICE I CAN'T EVEN USEHOW FAIR IS						
		Reexamine					
	THAT? why can't the city go back to once a year curbside pick upSERIOUSLY	Reexamine	Ca a unitira a tra contituita				-
I tried to use it but could	Needs to be a viet, and a province planned any title control of the con-	Ta a washulatiwa	Coordinate with				
not	Needs be less picky and encourage planned multihousehold pickups	Too restrictive	neighbors				
I tried to use it but could	Just a hassle to use, very bureaucratic and inefficient. You cut off the livelyhood of metal and other		Misses	In afficient			
not	scavengers.	Inconvenient	scavenging	Inefficient			
I tried to use it but could		L.					
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		Misses				
	industry that salvaged items from the pile. SHAME ON THE CITY!	Return to NCU	scavenging				
I tried to use it but could	It was much easier to put things out starting a week in advance and adding to the pile. Call2Haul requires		Time limit is too				1
not	knowing exactly what you want picked up in advance.	Dislikes itemizing					
						+	+
	If prefer to talk to a person but the person I spoke with didn't seem able to bein set iin an appointment. I'm sure		1	1			
tried to use it but could	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						
tried to use it but could	you've heard that "one man's junk is another man's treasure" and I had no problem with people checking out						
tried to use it but could	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.		Missos				
tried to use it but could not	you've heard that "one man's junk is another man's treasure" and I had no problem with people checking out	Make scheduling easier	Misses scavenging	Return to NCU			

I tried to use it but could		Quicker response				
not	not having to wait for weeks to get a pick up	time				
I tried to use it but could	Tree limb collection is Not offered. True removal of tree limbs and green yard waste worked u dear the now					
not	defunct neighborhood clean up program. Requiring citizens to stuff branches in brown bins is a joke. Call 2	More bulky				
	Haul, is ineffective and inefficient. It's ludicrous.	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	Better education	Confused on how	Need help with		
	me as a senior citizen. I liked the hearly waste pickup and wish it would return	on C2H	program works	items	Return to NCU	
I tried to use it but could						
not		Confused on how	Better education			
	I am never sure when they are and where; would like more information on time and place	program works	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				