	If respondent chose "Yes, I have used Call 2 Haul," they are asked "What will make it easier for				
Q11B	you to use Call 2 Haul again in the future?"	Category Tag 1	Category Tag 2 Category Tag 3	Category Tag 4 Category 5	Category 6
	A more generous time window for the items to remain curbside - preferably up to a week so				
	weekends can be best utilized. My husband and I both had to take the day off of work to be able to				
	get everything curbside within the allotted period. The limitation on the length of the tree limbs				
	was also confusing, and made it significantly more difficult to dispose of that waste compared with	Time limit is	More bulky		
es	previous years.	too restrictive	green waste		
es	premous years.	1001001101110	B. co., maste		
es	Program is fine but collection workers left a mess of broken materials in street.	Likes C2H	Service		
es	Go back to yearly street cleanup	Return to NCU			
es	ob saunto yearry street dearrap				
es	I preferred the old program of waste pickup	Return to NCU			
es	preferred the old program of waste pickup	Return to Neo			
		Too restrictive	Dislikes		
00	Less limitations on size of items. Also not having to list every single item being disposed of		itemizing		
es	Less initiations on size of items. Also not having to list every single item being disposed of	on accepted	Itemizing		
es					
es	Way lid marker the manifers mostly of collection, assume a collection of collection.	Dotum to NCU	Fixed pielos		
es	Would prefer the previous method of collection - everyone assigned a time	Return to NCU	Fixed pickup		
es		0 ()			
	All info on a website	Confused on			
es	In one easy to access place.	how program			
es	Go back to the neighborhood cleanup program.	Return to NCU			
es	Haven't used it yet but plan to.	Planning to use			
es	I preferred the previous system.	Return to NCU			
es	two times a year	Offer twice a			
es					
es	I liked the other haul service so much better.	Return to NCU			
es					
es					
es	Quick call turnaround to the day they will be coming	Quicker			
es	Could not be easier	Likes C2H			
es					
		Confused on			
es	Clearer requirrments and dates.	how program			
			Quicker		
es	Bring back the annual yearly cleanup. Call2Haul service takes a while to come to the property	Return to NCU	response time		
		Dislikes			
es	not having to label stuff	itemizing			
es					
es	If you picked up more things. Like old paint cans and batteries.	HHW collection			
-	, , , , ,				
		Quicker			
es	Takes a whole month to get them out to pick up the garbage	response time			
es	Takes a whole month to get them out to pick up the garbage	response time			
es es					
-J					

Voc			T			1	
Yes	Coveral houses should be able to combine and share pick up. Have only heard nightmares about		-	+			ļ
	Several houses should be able to combine and share pick up. Have only heard nightmares about individuals putting our their junk one at a time spreads it out over the entire summer. Way too	Heard possting	Fixed pickur	More trash in		Ι ,	
Vec	much junk spread out over way too long.	Heard negative things	dates	neighborhoods		Ι ,	
Yes	I felt the current service was pretty solid. The mail reminder is nice. Email could also work to save	umiga	Remind us to	incignibut fluous	<u> </u>		+
Vac	some paper. So much of the rest of the mail is garbage so it can get missed.	Likes C2H	use C2H	1		Ι ,	
Yes Yes	Some paper. So much of the rest of the mail is gallbage so it call get illissed.	LINES CZII	USE CATI	+	<u> </u>	 	+
Yes	+	+	 	+		 	+
Yes	+	+	1	+	ļ	 	+
	+	+	 	+	 	 	+
	It would be great to have more than one "call 2 haul" visit per year. Two would be excellent -many	Offer twice a		1			
Yes	families would likely use the service once in the spring and once in the fall.	year		1		Ι ,	
-	, , , , , , , , , , , , , , , , , , , ,	-			 	†	†
		Quicker		1	1		
Yes	When I called to set up an appointment, the next appointment was an entire month away.	response time		1	1		
Yes	It was very easy. No suggestions to make it easier	Likes C2H		ı			
Yes					<u></u>	l	
		Time limit is				T .	Ţ
Yes	If we had more time to leave it on the curb	too restrictive	<u></u>	<u></u>	<u> </u>	<u> </u>	<u> </u>
			<u> </u>				
		Too restrictive					
		on accepted		1		Ι ,	
Yes	well, maybe picking up more than used furniture.	items			<u> </u>	<u> </u>	I
Yes					<u> </u>		I
		Dislikes	_				
Yes	shorter curb time for collectibles to any rummagers.	scavenging			l		
Yes	_		1	+	<u> </u>		
					١ ,	Ι,	1
<u> </u> ,,	If appointments could happen sooner rather than later. It was 2 months before I could get a pickup	Quicker			١ ,	Ι,	1
Yes	after I called.	response time		+	<u> </u>		<u></u>
Yes	+	-		+	<u> </u>		
Yes		-		+	<u> </u>	<u></u>	-
Yes		-	1	+	<u> </u>		<u> </u>
	Labitaty is about disalto many isome and show the citaty is because it is a second of the citaty in the citaty is a second of the citaty in th	Toc ====: ··		Taka		Ι ,	
1	I think it should take more items and they shouldn't have to be so specifically organized. For	Too restrictive	Dieliles -	Take			
Voc	instance, I live in a house that's 125 years old. There are some old boards around the property. But	on accepted	Dislikes	construction		Ι ,	
Yes	that's considered "construction waste".	items	itemizing	waste		<u> </u>	
Yes	+		1	+		ļ,	
Yes		Make		+		ļ	
		scheduling	Texting for	1		Ι ,	
Yes	Texting a request	easier	appointments	1		Ι ,	
Yes	Texture a request	Cusici	арроппинения	+		 	+
	+	+	1	+	 ,	 	†
Yes	Completely end this program and GO BACK to the previous yearly haul away system.	Return to NCU		1		Ι ,	
	22		Appointment	+	 	 ,	+
Yes	Notification by mail around 14 days prior to pickup. Y'all are great. Love you.	Likes C2H	reminders	1		Ι ,	
	A reminder to call them and setup the appointment. I miss the automatic neighborhood junk pickup			 	 	 	
Yes	weeks	use C2H			١ ,	Ι,	1
	<u>- 1</u>						

V					I
Yes					
Yes					
Yes					
		Quicker			
Yes	Quicker response.	response time			
Yes					
Yes					
		Quicker			
Yes	It doesnt take two months from when I call for them to come	response time			
	Going back to old system of yearly clean up with				
	Go back to old yearly clean up piles				
Yes		Return to NCU			
Yes					
	Que designen una fecha como en años anteriores para todo el vecindario que nos informen con				
Yes	anticipación	Spanish			
1.03	arrive power :	- Pariisii			
		Too restrictive			
		on accepted			
Vas	i way lal like the on to take many items that any not fit in the markets	-			
Yes	i would like them to take more items that can not fit in the garbage	items			
Yes					
Yes					
	We prefer the old program where we know what week it will be scheduled. It seems like a poor use				
Yes	of the city funding to have them bounce around the valley	Return to NCU	Inefficient		
Yes	Everything was great!	Likes C2H			
	We used it when it first started (July 2018). It took a very long time to get ahold of anyone and	Quicker			
Yes	schedule a date.	response time			
	Wider variety of acceptable materials, more convenient time frames. I dont like having to leave a				
	pile of junk in front of my house, because it's asking for people to come rummage through it and				
	leave it not organized correctly. If something was provided that would hide what's in it, that would	Too restrictive			
	be better. We watched people steal the metal from the pile, probably so they could get the recycling	on accepted	Dislikes Dumpsters/bag		
Yes	money for it.	items	scavengers s		
		Quicker			
Yes	Availability with a quicker turn-around	response time			
Yes		-			
Yes					
			Fixed pickup		
Yes	Please return to bulk cleanup weeks.	Return to NCU	· · ·		
Yes					
1.03					
Voc	Too often I seem to miss the notice until I start to see all the neighbors starting to pile stuff up.	Misc			
Yes	100 often 1 seem to miss the notice until 1 start to see all the neighbors starting to pile stuff up.	IVIIOC			
	Cooper availability on the colondar. But everall itacime not as good on the durantees in the con-	Quickor			
\ \ \ 	Sooner availability on the calendar. But overall it's not as good as the dumpsters in the past.	Quicker	To a manaturi atima		
Yes	Too many rules	response time	Too restrictive		
Yes					

	The condition of the character of the income of the character of the chara				
	They are limited to the size of the items and pick up. There is a lot of garbage dumped next to my				
	residence from people who do not use this service and I have noticed much more garbage on the	Too restrictive			
	street. You need to go back to the dumpster drop off-where you can dump all your stuff for a week.	on accepted	More trash in		
Yes	This service is worthless.	items	neighborhoods		
Yes					
	Return to the previous, successful "Neighborhood Cleanup" program. Everyone on my street used to				
	participate; now, no one on my street - other than myself - has used the new, ridiculous program.				
Vaa		Dotume to NCII			
Yes	Biskupski really screwed the pooch with Call2Haul!	Return to NCU			
Yes					
		Offer twice a			
Yes	Just hesitant to use because of the once a year limitation	year			
Yes					
		Too restrictive	Take		
		on accepted	construction		
Yes	it would be nice if they would take more stuff construction materials/dirt/cinder blocks	items	waste		
162	it would be flice if they would take fliore stuff construction fliaterials/ulit/clifder blocks		waste		
		Offer online			
Yes	Make this available to schedule online rather than calling. Or maybe offer both, call and online?	scheduling			
		Too restrictive			
	more concise and clearly stated guidelines for pickup. We spent so much time bundling little branch	on accepted	More bulky		
Yes	units-that was extremely time/labor intensive.	items	green waste		
Yes					
	Being seniors, I would like to see us given more time or days ahead of the scheduled pick up date. I	Time limit is			
Yes	do not have help when it comes to carrying and placing on curbside.	too restrictive			
Yes	do not have help when it comes to carrying and placing on carbside.	toorestrictive			
163		Offer twice a			
		Offer twice a			
Yes	Multiple pickups per year	year			
Yes					
		Remind us to	Appointment		
Yes	I love the mail reminders and wouldn't mind one more notice a few days before.	use C2H	reminders		
Yes	Go back to the previous program	Return to NCU			
Yes	So pack to the previous program	Return to NCO			
162					
	I actually haven't used the new program, I used it before when there were set dates by street. In				
	theory the call to haul seems like an ok alternative as long as you can get timely appointments. I				
Yes	don't have experience with it directly so i'm not sure if that's the case or not.	Misc			
Yes				 	
Yes					
			Take		
		Quicker	construction		
Yes	Faster turn around and construction material removal.	response time	waste		
163	raster turn around and construction material removal.	response unite	wasie	I	

	Online scheduling system so I can choose the date and time that works for me. Actually calling,				
	, ,	011			
	waiting for a response, then getting a random slot of date and times that don't necessarily work for	Offer online			
Yes	me seems like a system designed to keep me from using it.	scheduling			
Yes					
Yes					
		Offer twice a			
Yes	Twice a year service.	year			
Yes					
			Fixed pickup		
Yes	Go back to once a year scheduled pickup!!!	Return to NCU	dates		
	I would prefer that the city return to the previous program. It is cumbersome to have to list every	Too restrictive			
	single item to be picked up and the items eligible for pick up are more limited than in the previous	on accepted	Dislikes		
Yes	program.	items	itemizing		
Yes					
	To have neighbors around me be able to use it the same time so we don't waste city funds going				
Yes	back and forth different days to literally next-door neighbors	Inefficient			
Yes					
		Too restrictive			
		on accepted			
Yes	the sizing rules are a hardship for me with some disability	items	Too restrictive		
Yes	the sizing rules are a hardship for the with some disability	recitis	Too restrictive		
Yes					
Yes					
Yes					
163	Annual yard cleanup was one of the few things that were of any real value to property owners so				
	you took that away and replaced with a a very limited item collection and quite inconvenient	More bulky			
V			Incomunicate Detuments NCII		
Yes	service.	green waste	Inconvenient Return to NCU		
Yes					
Yes	By giving a date for pickup that is about 3 or 4 months away	Misc			
	It worked perfectly, so much bitching when it was rolled out. Much prefer to the old system, don't				
Yes	mess this up Erin!	Likes C2H			
		Time limit is			
Yes	Ability to leave on the curb a few more days prior to pick-up	too restrictive			
Yes					
	Once a year neighborhood cleanup seemed like it was a better program. I don't remember the last	Offer twice a	Remind us to		
Yes	time I used Call 2 Haul was, so I don't know when I'm eligible to use it again for free.	year	use C2H		
Yes					
		Offer online			
Yes	If we could reserve the date online, that would be nice.	scheduling			
162	ii we could reserve the date offillie, that would be flice.	scheduling			<u> </u>

						T
	GO BACK TO THE OLD SYSTEM. One week of trash piles is NOT a problem except for the snobs on					
	Harvard/Yale. It enabled people to come by and repurpose things and it was MUCH MUCH MUCH					
	more convenient. Now trash is left in backyards and rats are on the rise. The old system worked		Misses		More trash in	
Yes	well so it is inconceivable to me why you "broke it." Call 2 Haul is terrible.	Return to NCU	scavenging	Inconvenient	neighborhoods	
. 65						
		Quicker				
	A factor to the control of the contr	_ ·				
Yes	A faster turnaround time from request to pickup.	response time				
		Confused on				
	The timing and nature of the program change from year to year. More consistency would be	how program				
Yes	appreciated	works				
		Too restrictive				
	There are non-trivial restrictions oon the content, dsize and shape of materials they will accept. I	on accepted				
Yes	understand these limitations, but it does restrict the usefulness of the program at times.	items				
	I have only used the service once and had no issues. I called, was given a date, I put our stuff on curb					
Voc	the day before and day of it was removed. I had no issues.	Likes C2H				
Yes	une day before and day of it was removed. I fidd no issues.	LINES CZTI				
Yes		F				
		E-waste at				
	Allow disposal of smaller household items. Please make it easier to dispose of electronics properly	permananet				
Yes	all year with a free drop off location in the city.	drop-off				
	I liked the old service; it seemed to be a good distribution of old things, now I feel bad throwing stuff	Misses				
Yes	out that would probably be recycled by the scavengers that drive around and pick up stuff	scavenging				
Yes						
Yes	not have to wait so long for a container to be delievered	Misc				
Yes	The three to wait 50 tong for a container to be delicated	141130				
Yes						
Yes						
	Very difficult trying to coordinate an exact time to have everything at the curb. During my scheduled					
	time I was told I didn't have anything at the curb. They had a photo. Really. No, they looked at the	Service				
Yes	wrong address. I will not use this program moving forward.	complaint	Too restrictive			
				Take		
	It took them a while to get back to us. Only being able to use it once a year is hard. Only being able	Quicker	Offer twice a	construction		
Yes	to have items at the curb for such a short time is difficult for big projects	response time	year	waste		
	I preferred the old curb-side pickup. The new program requires that the homeowner schedule an					
	exact date and limits the amount of time we have to get our junk into the bins. With the curb-side,		Time limit too			
Yes	you could take the weekend to get your things out on the curb.	Return to NCU	restrictive			
163	Having the cleanup back it makes it so small and I can't put it out until the morning of and it's		restrictive		+	
Vas			In an music interest	Detume to NCU		
Yes	not convenient	too restrictive	Inconvenient	Return to NCU		
Yes						
				Too restrictive		
	It took too many contacts back and forth. You shouldn't have to list all the items. The service		Dislikes	on accepted		
Yes	should pick up a broader range of items.	Inconvenient	itemizing	items		
Yes						
l		0	1	l.	1	l

		1	1		
		Quicker			
Yes	shorter scheduling delay	response time			
Yes	I liked the old service when they did neighborhood cleanup.	Return to NCU			
	The first time I tried to contact Call 2 Haul via the website no one responded. The second time it				
Yes		Likes C2H	Return to NCU		
	it's not that it's not easy enough but that it ruins the ability of the populace to drive around at				
	certain times of year and collect items they would use. It's not a good idea for the people's recycling	Misses			
Yes	to do away with neighborhood mass pickup times.	scavenging			
		Remind us to			
Yes	Make it more well known in the public	use C2H			
	My stuff was left curbside for a number of days after they said they would pick it up. Would be great	Service	Quicker		
Yes	if they can pick up the stuff when they said they would	complaint	response time		
		Offer twice a			
Yes	Be able to use twice or multiple times a year.	year			
Yes		7-5			
Yes					
Yes					
Yes					
Yes	nothing	Likes C2H			
Yes	inothing	LIKES CZII			
163	There was a backlog when we first tried it. I am sure that will be better now that the program is up				
Vaa		Likes C2H			
Yes		Likes CZH			
	Just get rid of Call 2 Haul. The neighborhood clean up program provided a means for recycling large				
	items (metals, for example) and a redistribution of wealth (furniture, bikes, whatever). I am sure		Misses		
Yes	there were issues with it, but it was great to count on.		scavenging		
Yes	Its never easy. Not really sure making easy is really a concern of SLC	Misc			
		Time limit is			
Yes	Timing was difficult	too restrictive			
Yes					
		Offer twice a			
Yes	Opening more dates for collection.	year			
Yes					
	I preferred the dumpster in the neighborhood method better. It was easier to use and allowed a bit	Time limit is			
Yes	of time. Call 2 Haul felt rushed	too restrictive			
	Being able to leave the items to be picked up on street more than 24 hours.				
	If you trim your trees on Saturday but pick up is not until the next Thursday	Time limit is	More bulky		
Yes	You have to move trimmings twice.	too restrictive	green waste		
Yes					
Yes					
Yes	Nothing, it was great	Likes C2H			
Yes	<u> </u>				
Yes					
		Offer online			
Yes	Online scheduling, yo	scheduling			
	onine seneduning, yo	Jeneuumig			
Yes	I	<u> </u>			

					1		I
	There are a lot of limitations to Call2Haul that I was not aware of until I used the service. Essentially						
	the person I spoke with said that none of my items could be longer than 4 feet and if they didn't fit						
	in the truck that they would be left. If my items were shorter than 4 feet, I could have just put them	Too rostrictivo					
	in my trash can. I am very dissatisfied with Call2Haul, it is not as good a program as the yearly	on accepted					
Vas	curbside pick up that was previously done.		Dislikes C2H	Datum to NCII			
Yes	curbside pick up that was previously done.	items	DISTIKES CZH	Return to NCU			
	It take too long for them to come. It was really annoying that they wanted a list of what I was going	Quicker	Dislikes				
Voc	to put out, especially since they couldn't come for 3 months.	response time	itemizing				
Yes	to put out, especially since they couldn't come for 5 months.	Service	itemizing				
Yes	You never came to pick my neighbor 2 Haul service. No follow through.	complaint					
Yes	Tou never came to pick my neighbor 2 madi service. No follow through.	Complaint					
163							
Yes	RECYCLE, DUMP, HAUL AWAY THIS SERVICE AND RESTORE OLD STREET PICK UP SERVICE	Return to NCU					
163	RECICLE, DOWN, TIAGE AWAY THIS SERVICE AND RESTORE OLD STREET FICK OF SERVICE	Return to NCO		Fixed pickup			
Yes	It is not convenient. I liked the old system where we had a date to count on.	Inconvenient	Return to NCU	dates			
163	it is not convenient. Tined the old system where we had a date to count on.	Offer twice a	Return to NCO	uates			
Yes	If you can use it more than once a year	year					
Yes	ii you can use it more than once a year	year					
163		Confused on					
		how program					
Yes	Clearer instructions	works					
163	Clearer mistractions	WOIKS					
Yes	make it like it used to be. bring back neighborhood clean up, you son of a *	Language	Return to NCU				
Yes	make it like it used to be. bring back neighborhood clean up, you son or a	Language	Return to NCO				
Yes	Can't think of anything.	Likes C2H					
Yes	Can't tillik of anything.	LIKES CZII					
Yes							
Yes	its a great program love it	Likes C2H					
Yes	list a great program to te it	LIKES CZII					
Yes							
Yes							
Yes							
Yes							
103							
		Quicker					
Yes	Scheduling an available pick up date was the only issue we encountered.	response time					
	Solice and the action of the control	Time limit is					
Yes	Extra days to put out	too restrictive					
Yes		130.0001100110					
Yes							
Yes							
1	We would prefer if there were a set date for neighborhood large yard waste disposal, obviating the	More bulky					
Yes	need to separate organics from other trash.	green waste					
1.22	Only being able to put out 24 hours before is hard. When they did city pick up we had 5-7 days and	Time limit is					
Yes	that made it feasible for the families that work odd or long hours	too restrictive					
		Quicker					
Yes	Would be nice to not have to wait so long The day you call to having the pickup done.	response time					
			1	1	1	1	I .

Vas						
Yes	Landauth fann an siebhada ad daonn tha cua ann an Tua if the site did the					
	I prefer the former neighborhood cleanup the was once a year. Even if the city did the					
Yes	neighborhoods every other year would be better.	Return to NCU				
	The volume of call to haul has been reduced since the program changed from the spring cleanup					
	program. We had green waste out in front of our house and the call to haul would not pick all of it					
	up leaving us with a huge amount of cut up trees and branches that we had to dispose of. This					
	waste was too big or too much in volume to put in the trash cans. I love the idea of being able to call					
	once a year and have some bulk items picked up but the volume needs to be increased. we're not		Too restrictive			
	trying to take advantage of the system but green waste filled up quickly when you're cutting	More bulky	on accepted			
Yes	branches and trees in your yard.	green waste	items			
	Being allowed to put things out more than the night before the pickup.	Time limit is				
Yes		too restrictive				
		Remind us to	Appointment			
Yes	Reminders in the mail	use C2H	reminders			
Yes						
Yes	More advance notice so we can clean out!	Misc				
1.03	The savance he can electrical cat.	50				
	I used the program before the changes and I don't actually like the changes since I see a lot more					
	trash randomly waiting to be picked up versus trash on a certain day in a certain area. It feels less					
Voc	efficient and probably much more costly. I haven't used the new program, only the old program.	Miss				
Yes						
V	Easier to set up online. It always ends up in a phone call to schedule or discuss what we'll be	Offer online				
Yes	putting out.	scheduling				
Yes						
Yes						
	This doesn't work for me. I need a rolloff for leaves. More leaves might end up in the rather than in					
Yes	the street gutter/drains	green waste				
Yes						
		Quicker				
Yes	A faster pickup and a bag or something to put all the stuff in.	response time	Dumpster/bag			
Yes						
Yes						
Yes	Nothing- it is a straight forward and simple process!	Likes C2H				
	be able to pick at least the week when the pickup would be, beable to put things out on the curb for	Time limit is				
Yes	that entire week,	too restrictive				
		Offer twice a	More bulky			
Yes	An option for 2 x a year to allow for tree limbs being a separate need then large household trash.	year	green waste			
		Service	_			
Yes	It was really hard to get an appointment. I was not aware that they will pick up tree limbs.	complaint				
Yes	, O	F				
	I absolutely hate the Call 2 Haul service. It is a complete joke. We have resorted to hauling our junk					
	to the dump on our own since the curbside cleanup program wa's discontinued. Please bring the					
Yes	curbside cleanup back!!	Return to NCU				
	curosiae creatiap pack::	Neturn to NCO				
Yes	Go back to the old program of schoduled neighborhood nick up day. Call 2 Haul schodule is					
Vaa	Go back to the old program of scheduled neighborhood pick up day. Call 2 Haul schedule is	Detume to NC!!				
Yes	unacceptable.	Return to NCU	Fire decisions			
V	Co hook to a cot time for wisk we	Detume to NC!!	Fixed pickup			
Yes	Go back to a set time for pick up	Return to NCU	dates	1]	

	I think it works fine, but I kind of miss the old system where we could put everything out on our					
	street. I know it was sort of messy but we found a lot of free wood that way and also we disposed of					
	things (quickly), like a barbeque where only one burner worked. I got a kick out of the grassroots	Misses				
Voc	recycling!					
Yes	recycling:	scavenging				
Yes						
Yes						
Yes	To a stiff of the state of the	N 4:				
Yes	To notify all neighbors where the items should belong and not to place on lawns.	Misc				
Yes	A side window to such all the second of such is the selection of the second of the sec	The allowing				
V	A wider window to put bulk items out- 1 week is too short. 2 weeks would be minimum- or when I	Time limit is				
Yes	call to schedule asking how much time I need	too restrictive				
Yes		O.C				
.,		Offer twice a				
Yes	I wish I could use it twice a year.	year				
Yes						
Yes						
		Offer twice a				
Yes	Should be two times a year.	year				
Yes						
Yes						
Yes						
Yes						
	They were quick for me, but I was told they had huge delays and most of my friends say that they					
Yes	never use them because they heard the wait was super long.	Likes C2H				
Yes	Nothing. When I called to schedule an appointment, my junk was pickup as promised.	Likes C2H				
Yes						
Yes						
	I liked the older system much better. Residents in one area put stuff out in the same week; other					
	folks knew which streets had stuff out, and drove around and took what they wanted. Win-win-win.	Misses				
Yes	Now our stuff that could be valuable to others goes in the landfill.	scavenging	Return to NCU			
	I prefer the old cleanup early pickup method. It encouraged people in the neighborhood to do yard					
	work and throw out stuff. It also allowed scrappers to make some money. Many items were reused	Misses				
Yes	by others rather than filling the landfill.	scavenging	Return to NCU			
	Seems like it was better this year but I have not used it yet in 2019. I found if you be very restrictive					
Yes	and disappointing in 2018.	Too restrictive				
Yes	More notice	Misc				
Yes						
Yes	Seems like they now come within a few weeks. I never have enough stuff to be worth a call.	Misc				
	Let us put items out a week in advance and group neighborhoods together. Most of the stuff gets	Misses	Fixed pickup	Time limit is		
Yes	taken and reused and that's a win for everyone.	scavenging	dates	too restrictive		
Yes				133.000.000		
Yes						
103		Offer twice a				
Yes	Provide this service twice per year	year				
163	the neighborhood pick up program was easier than the call 2 haul. As if you only have small amount	•				
	to pick up it does not make sense to call for the service. When it was the neighborhood pick up you					
Voc	could place it with a neighbor.	Inconvenient	Inefficient			
Yes	could place it with a heighbor.	Inconvenient	memicient			

Yes	Ability to plan better. Notification of pick up date makes it difficult to prepare.	Misc				
Yes	They came on schedule and even cleaned up!	Likes C2H				
Yes	I have not used it					
	I called to get rid of a mattress and some tires. Then I realized I had other things that needed to be					
	hauled away so having to make a list of things to pick up was kind of undermining. As far as Spring					
	cleaning goes, I preferred having a neighborhood pick up day that made me clean up. When it's up	Dislikes	Fixed pickup			
Yes	to me, I procrastinate.	itemizing	dates			
Yes	7 1					
Yes						
Yes						
Yes	Nothing, it was easy.	Likes C2H				
Yes						
	They told us to separate our piles but when they took it away it all went in the same bin so I was	Dislikes				
Yes	frusterate they made us sort it for no reason	itemizing				
	·					
			Too restrictive			
	Longer window for putting items out on curb , larger quantity of items taken. More than one pickup	Time limit is	on accepted	Offer twice a		
Yes	per year a available.	too restrictive	items	year		
	I do not remember being notified that Call2Haul was coming the first time and it took a second call			,		
	to get the things picked up. I don't think this is as efficient as when the neighborhood had a		Fixed pickup			
Yes	designated time each year to have things picked up.	Inefficient	dates			
	Having more uses per year. We tend to not utilize the service because we want to make sure we	Offer twice a				
Yes	have as much bulk items as possible when we do.	year				
		,				
	I think it's a great service. I am pretty sure most people in my neighborhood are unaware however. I		Remind us to			
Yes	still see a lot of junk left out hoping someone will come by and pick it up! Liberty Wells area.	Likes C2H	use C2H			
		Time limit is				
Yes	to be able to put items out three-four days before pickup.	too restrictive				
	i have a large yard & can no longer do the street yearly pick up. In addition, so MUCH REUSABLE					
	items r going in the dump. I have collected 60-100 year old interior doors & installed them in our					
	rentals. I have collected large antique picture frames, 1 of a kind, gold leaf. We no longer have this					
	service and these precious items r going in the dump. W an acre, we now have to spend endless					
	hours cutting up the fall clean up to smoosh in the yard waste bin. I've talked to others . they'd			Doesn't like		
	rather have the service every other year than to have what is offered now. However, the service			using compost		
	is better than nothing.	Misses	More bulky	cans for green		
Yes		scavenging	green waste	waste		
		0.0	Fixed pickup			
Yes	I prefer the old service of a prescribed time when the come to the neighborhood.	Return to NCU	dates			
Yes						
	I couldn't wait for the date which was a month away. I had big limbs that needed to get taken	Quicker				
Yes	away sooner	response time				
Yes						
Yes						
Yes						
		Quicker				
Yes	The next available date for pick up is usually inconveniently far in the future.	response time				
Yes						
		*		*		

		T		1	T	
	I liked the yearly curb pick up. I noticed that the bulk of the items put out to the curb got picked up					
	by neighbors or other for re-use and did not go to the landfill. With the Call 2 Haul most of the items	Misses				
Yes	go to the landfill.	scavenging				
Yes						
Yes	Unsure how to dispose of paint	HHW collection				
Yes	onsure now to dispose of paint	TITTV CONCECTION				
Yes						
Yes						
Yes						
Yes						
	I need to able to pick the day or a very small window of days. My ability to put items at the curb					
	cannot be dependent on a random set of dates eventually sent to me weeks-months after I submit	Quicker				
Yes	my request.	response time				
	· · · · · · · · · · · · · · · · · · ·	Remind us to				
Voc	Voarly amail ramindar	use C2H				
Yes	Yearly email reminder	use CZn				
Yes						
		Quicker				
Yes	It was the start of the program and there was a disconnect between requesting and pick up.	response time				
	I would rather the old bi-yearly curbside service be reinstated. I don't like having to call for an					
	appointment and only being allowed to place items on the curb 24 hours prior to the appointment is	Time limit is	Scheduling is a			
Yes	extremely inconvenient.	too restrictive	barrier	Return to NCU		
163	extremely inconvenient.	too restrictive	Darrier	Return to NCO		
.,						
Yes	I preferred the annual scheduled neighborhood pick ups.	Return to NCU				
		Offer twice a				
Yes	Have it twice a year.	year				
Yes						
		Confused on	Too restrictive			
	Sounds confusing. Despite all the fliers and info I've received I really don't understand if what I	how program	on accepted			
Yes	would have put out under the old system would be accepted now. Seems not.	works	items			
	would have put out under the old system would be accepted how. Seems hot.	WUIKS	items			
Yes						
Yes						
Yes						
Yes						
Yes						
Yes						
	Faster pickup times that are not a month out. At that point it is just easier to take it myself to the	Quicker				
Voc		-				
Yes	dump.	response time				
		Quicker				
Yes	Timely pickup took quite a while to get our pickup taken care of. Weeks	response time				
Yes	d				 	
Yes						
Yes						
Yes						
			-			
Yes	1	<u> </u>				

			T				
	The only downside is that all of these materials are now sent to the landfill (I think) whereas before,						
	people would sift through piles and re-use and recycle materials on their own. So, I'm afraid more is						
	going to the landfill, but perhaps that's not the case.	Misses					
Yes		scavenging					
Yes							
Yes							
Yes							
		Scheduling is a					
Yes	I preferred when the service was once a year, with no need to make an appointment	barrier					
		Offer online					
Yes	Online request form	scheduling					
		Scheduling is a					
Yes	I DONT LIKE THE CALL IN FOR APPOINTMENT	barrier					
Yes							
Yes							
		Too restrictive					
	When I called none of the items that I wanted to throw away were acceptable. Seemed rather	on accepted					
Yes	useless to me, and not as user-friendly as the old system.	items					
Yes	it was fine	Likes C2H					
103	it was me	LIKES CZII	More				
			scheduling				
Yes	Having more scheduling flexibility for pickup would be wonderful. But otherwise love the program	Likes C2H	flexibility				
_	Thaving more schedding nexibility for pickup would be worlderful. But otherwise love the program	LIKES CZII	HEXIDITITY				
Yes		Offer twice a					
Vaa	2 niekuns norvoor						
Yes	2 pickups per year	year					
.,	Mana khan ana a wasa ka kasa kha adha amallan	Offer twice a					
Yes	More than once a year to keep the piles smaller	year					
Yes							
Yes							
		Time limit is					
Yes	Allow placing items out over a weekend. We had to take a half day off work.	too restrictive					
Yes	it's already easy enough	Likes C2H					
		Confused on					
		how program					
Yes	and referring users to other locations to drop off unacceptable items.	works					
Yes							
	Please don't ask us to list all items for pickup. We felt guilty when we found additional items to	Dislikes					
Yes	throw out after scheduling. Just ask is to verify that we won't include prohibited items.	itemizing					
	It's good, but of course it isn't as convenient or is neighborly or as effective as the old		Misses				
Yes	program. But I know it had to change, particularly as people were taking advantage of it.	Likes C2H	scavenging	Inconvenient			
	Online application is easy. I don't like needing to apply. It seems to be a waste of resources for			Scheduling is a			
Yes	individuals to schedule and the trucks to go to the same block a dozen times.	Inefficient	Likes C2H	barrier			
Yes							
Yes							
Yes							
		1	1		l .	1	0

	I think it would be better if each area of the city had a specific time period when they could schedule	Fixed pickup			
Yes	pickups.	dates			
	P. C.				
Yes	I preferred the neighborhood pick up.	Return to NCU			
Yes	T preferred the heighborhood pick up.	netarii to iveo			
	It was really easy to use it when I did to clear out old junk, thanks!	Likes C2H			
Yes	The new program seems to be working well I just want to make sure what can be recycled is and	LIKES CZII			
		Liles COLL			
Yes	what can be composted, is.	Likes C2H			
Yes					
Yes					
	Not having a specific limit - when I called I was told I could only have a certain amount to haul. So	Too restrictive			
	what happens if I was a little over the limit, do they leave on the curb? More flexibility on this	on accepted			
Yes	program.	items	Too restrictive		
Yes					
Yes					
Yes					
	I preferred the previous pick up, where neighborhoods were scheduled for a certain week. I realize it				
	was a bit of an eyesore, but far more things were recycled because people would take things from	Misses			
Yes	the piles.	scavenging			
Yes		564761181118			
Yes	Extra phone help?	Misc			
103	I tried to use this this last summer after we had a hedge removed. There was a lot to be removed	IVIISC			
	but because none of the branches were 6" or above it did not fit your criteria. We then had to pay a				
	company to remove it. With the prior once yearly neighborhood pickup that included household		Too restrictive		
	junk or landscape material this would not have been a problem. I vote we return to the old system.	Nama bullar			
.,		More bulky	on accepted		
Yes	The 6" width criteria is too limiting.	green waste	items		
		Too restrictive	Take		
		on accepted	construction		
Yes	I would like to see them pick up more items, including small-project construction waste.	items	waste		
		Quicker			
Yes	1 week lead time	response time			
	It was a pain having to wait for a month for pick up. While it wasn't in my street I had to find a place	Quicker			
Yes	to store it for a month safely.	response time			
	Never used it. Not the kind of person who likes to call up on the phone because I am sure all I would	Scheduling is a			
Yes	get is a recording.	barrier			
		Offer twice a			
Yes	I don't always have just a one time per year need.	year			
Yes	. aon camajo nace jase a one ante per jeur necui	1001			
Yes					
163	A better scheduling system. I like it fine, but they just propose a date. Maybe give the ability to	More		 	
		scheduling			
Vas	select from a few options. You can reschedule, but maybe just make the date selection easier up				
Yes	front.	flexibility		-	
	It should go back to specific streets specific times not the current 3 month waiting period that's	Fixed pickup			
Yes	unacceptable	dates			

Vas	bring back the city pick up	Doturn to NCII		
Yes	bring back the city pick up	Return to NCU		
Yes				
			Maria	
	Scheduling is a problem because it is not always available when I am ready to have the service come	The allowing	More	
.,	to the house. Therefore, if I have to wait, then I have to store the waste on my property until the	Time limit is	scheduling	
Yes	service can come and then move it to the street. I'm 73 and this is very difficult for me.	too restrictive	flexibility	
Yes				
.,	I liked the scheduled day. We have occasional waste that is too large for the bin, but doesn't	Fixed pickup		
Yes	seem worthy of using Call to Haul.	dates		
.,	The guidelines for how much (area) trash items can placed curbside is laughable. Perhaps the			
Yes	guidelines could be a bit more realistic.	Too restrictive		
Yes				
	I preferred the pre-assigned pick-up date and the ability to leave trash on the curb several days in	Fixed pickup	Time limit too	
Yes	advance.	dates	restrictive	
		Time limit is		
Yes	give more then 24 hours to put stuff out	too restrictive		
Yes				
	Seeing as how it used to happen to all homes in the city, and reduced to people who just calloffer	Offer twice a		
Yes	it as twice or three times a year. There are homes that are so cluttered that could use it.	year		
Yes				
	I REALLY MISS THE NEIGHBORHOOD-WIDE PICKUP!! Totally uncool to have gone to having to			
	schedule it. So much 'waste' was rescued off the curbs before and kept perfectly good items from		Misses	
Yes	the landfill. Why so uptight, neighbors, about others going through your garbage???!???	Return to NCU	scavenging	
		Appointment		
Yes	Email or text reminder the day before	reminders		
Yes	Put back the old Cleanup program	Return to NCU		
		Appointment	Remind us to	
Yes	Better notification.	reminders	use C2H	
Yes				
Yes	Timing	Misc		
	If somebody would be willing to pick it up not just from the curb, e.g. back patio, inside the house (i			
	was a bit worried my neighbor would complain for an eyesore for a day I placed big items on the			
Yes	curb)	MIsc		
	I liked the single day street service. It gets people motivated, including myself, to get things cleaned	Fixed pickup		
Yes	up and out to the street.	dates		
Yes				
			Fixed pickup	
Yes	its fine. I preferred when we had our week to put things out	Likes C2H	dates	
	I liked it better when certain areas where told when they were picking up the curbside collection.			
	Now when one home owner sets his stuff out to be collected then several people place their stuff on			
	the curb, or dirtbags drive by and drop off their stuff near the home. I think they old way was a			
Yes	better system, but even though people said they wanted it kept the same we were not listened to.	Return to NCU		
Yes				

			More				
		Quicker	scheduling				
Yes	More availability for the pickups. I waited quite awhile to get my date.	response time	flexibility				
Yes	More availability for the pickups. I waited quite awfille to get my date.	response time	HEXIDIIITY				
Yes							
Yes		Domain due to					
V	lean and in the second and in	Remind us to					
Yes	keep sending me annual reminder / flyer	use C2H					
Yes			O((· ·				
			Offer twice a				
Yes	We are satisfied with the way it is. But it would be nice to have 2 pick ups a year.	Likes C2H	year				
	I liked the neighborhood cleanup since it allowed me to picked some free stuff for my yard (wood,	Misses					
Yes	sticks, hoses). Though I do understand the reasons why the City went away from it.	scavenging					
	If you returned to the area by area collection model that would help. You could restrict the time and						
Yes	manner in which the waste material can be put out to correct previous problems.	dates					
Yes	None	Likes C2H					
	I like the original way of elimination. I do not care for the Call 2 Haul program, it is too tricky. It was			Fixed pickup			
Yes	much easier when the neighborhood could participate at the same time.	Inconvenient	Return to NCU	dates			
Yes	Abandon that program and go back to curdside yearly piles	Return to NCU					
Yes							
Yes							
		More					
	more pickup dates. Mine was over a month out when I scheduled so I had a pile of garbage sitting in	scheduling	Quicker				
Yes	my yard for over a month.	flexibility	response time				
Yes		,	·				
	The scheduling is a big problem: When I used this before, I requested a haul and did not get to						
	choose dates; the date they picked for me was when I would be out of town. And the restriction to						
	be unable to put out my pile in advance made this almost impossible to use. Furthermore, the						
	restrictions and prep instructions are very limiting and make this a much less useful program than						
	the wonderful neighborhood cleanup day. Also, I miss the camaraderie of greeting neighbors and						
	working together to prep for that day, and I also miss that we had garbage out on the street only	More		Too restrictive			
	once a year. With the current program, my street regularly has someone's garbage pile, and that is	scheduling		on accepted		Fixed pickup	More trash in
Yes	unsightly and affects traffic and parking.	flexibility	Too restrictive	items	Return to NCU	dates	neighborhoods
163	unsigntly and affects traffic and parking.	HEXIDIIILY	Too restrictive	items	Return to NCO	uates	Heighborhoods
	Too many things they don't take and in too small quantities for what they do take. There are many	Too restrictive					
	items we now have no way of getting rid of that used to be collected under the old program like		Mara bullar				
Vaa	large tree branches or moderate sized trunk.	on accepted	More bulky				
Yes	large tree branches or moderate sized trunk.	items	green waste				
V		Scheduling is a	Data and MC				
Yes	I would prefer to go back to the annual pick-up with no calling ahead.	barrier	Return to NCU				
Yes		O					
		Offer twice a					
Yes	If you offered this twice a year instead of once	year					
	Noting. I really like this service and the folks that picked up our pile were great. They were very						
Yes	clean and swept up any leftover debris.	Likes C2H					
Yes					1		

		I		1	
Yes	Go back to the neighborhood program.	Return to NCU			
Yes					
			Fixed pickup		
Yes	preferred scheduled pick up as in the past	Return to NCU	dates		
		Too restrictive			
		on accepted			
Yes	Calling was easy but restrictions on what you'd pick up was frustrating.	items			
Yes					
		Too restrictive			
		on accepted			
Yes	Fewer restrictions on the accepted items.	items			
	Web-based scheduling rather than phone. Was otherwise very, very easy and convenient. Much		Offer online		
Yes	better than having people put trash in the street!	Likes C2H	scheduling		
	6				
Yes	Replace it with the yearly neighborhood clean up!!!	Return to NCU			
	replace it with the yearly heightsomeon deal apin	More			
		scheduling	Time limit too		
Yes	Selecting the date or being able to put out things 2 days in advance.	flexibility	restrictive		
103	I have avoided costing the city money by donating useful items or disposing it in regular garbage	Пехівінту	restrictive		
Yes	receptacles.	Misc			
163	receptacies.	IVIISC			
Voc	Would prefer the yearly cleanup/pickup program	Return to NCU			
Yes	would prefer the yearly cleanup/pickup program	More			
	Ability to chance your own data/time to accommodate the systemers schedule. A bigger window of		Time limit too		
V	Ability to choose your own date/time to accommodate the customers schedule . A bigger window of				
Yes	time to collect/take items to the curb.	flexibility	restrictive		
Yes		Office to size a			
.,	Marke the common of the co	Offer twice a			
Yes	Make it more often	year			
	Return to annual trash pickup. The amount of large items being dumped throughout the city has				
	increase significantly per my observations. I believe that the cost to address this is being passed to		More trash in		
Yes	citizens via the recycling increase	Return to NCU	neighborhoods		
Yes					
Yes					
	I liked it better when we knew what week it was coming and we had time to get everything to the				
	curb	Fixed pickup	Time limit too		
Yes		dates	restrictive		
Yes					
Yes					
	The maximum dimensions were not adequate to remove the yard waste and appliances that I		More bulky		
Yes	needed removed and due to that the driver refused to load the waste.	Too restrictive	green waste		
	Scheduled pickup services are so far out that this service is not manageable with scheduling a timely	Quicker			
Yes	pickup in conjunction with any home cleaning projects that are planned.	response time			
	Nothing, I was very happy with the service. I didn't like the other service, where there was a big		Dislikes		
Yes	mess in front of people's houses and people driving around picking through it.	Likes C2H	scavengers		

				1	1
Yes					
Yes	Go back to the scheduled pick ups once a year.	Return to NCU			
103	do such to the scheduled pick ups once a year.	Offer online			
Yes	Cleaner, easier web interface	scheduling			
Yes	l'm scheduled next month and have not used it yet				
Yes					
			Offer twice a		
Yes	Take paint please! And more than once a year.	HHW collection	vear		
Yes	take paint prease. That more trial once a year.	THIV CONCECTOR	year		
163	The self-2 hardware self-ball and self-ball				
	The call 2 haul was supposed to be more convenient. But when I am ready to have something				
	hauled away, waiting 1 or 2 weeks is ok but NOT three months. With that time frame we may a well	Quicker			
Yes	go back to the previous system.	response time			
	We used this service very recently and were surprised and the efficiency of arranging the pick-up				
Yes	and the speed with which the pick up was scheduled. Very satisfied.	Likes C2H			
	More days to add to curb pile.	Time limit is			
Yes	Had to take time off work due to small window of time.		Likes C2H		
163		too restrictive	Likes CZH		
	I would abandon Call-to-Haul and go back to the once-a year-by-neighborhood cleanup system that				
Yes	was used in the past. Why was that program discontinued?	Return to NCU			
Yes					
	I did not like to say exactly what I would put out on the curb. I had another item but the				
	arrangements were already made.				
	It is better, however, than the large cleanup we had a few years ago with things spilling out into the	Dislikes			
Voc	street.	itemizing	Likes C2H		
Yes	Sileet.	itemizing	LINES CZII		
Yes					
		Fixed pickup			
Yes	Go back to scheduling the day you come pick it up	dates			
	Salt Lake should do everything it can to prevent the detroitification or baltimoreification of Salt				
	lake, Annual garbage pickup should be encouraged and highly promoted to clean up				
Voc	neighborhoods.	Return to NCU			
Yes	neighborhous.	Return to NCO			
Yes					
		Service			
Yes	There appears to be a lack of coordination between all parties.	complaint			
	Cant we go back to the system that worked for many years before we encountered Biskupski. The				
Vas		Detume to NC!!			
Yes	annual neighborhood program worked great and should be restored	Return to NCU			
Yes					
		Quicker			
Yes	My experience is to wait for over 60 days before the haul day. This is not practical.	response time			
Yes	7 - F				
Yes					
162		1			

			T T		
	Pretty sure this is designed so that few people have the patience to use it. You used to do whole				
	neighborhoods, right? Single-family dwelling, I couldn't even sign up on the city webpage. So I get to				
	google a couple of wrong numbers, wait through a phone tree and have the request magically		Service		
Yes	"forgotten". While the trash sat at the curb for a couple of weeks.	Inconvenient	complaint		
Yes					
	I really loved the curb side pick up that was always once a year and you didn't need to schedule an	Scheduling is a			
Yes	appointment. But, I'm super happy to still have the haul away program available.	barrier	Likes C2H		
		Time limit is			
Yes	longer period of time needed to place items on the curb	too restrictive			
	Easy to use the service but how inefficient is it for the city to cross town in every direction to get to				
	different pickups. I think less waste is collected because less people use it but that means the				
	garbage is staying at people's homes or being dumped at local businesses or churches (which I have				
Yes	seen first hand).	Inefficient			
Yes					
Yes					
103					
		Too restrictive	Take		
			construction		
Voc	Accept mare materials like household construction waste	on accepted			
Yes	Accept more materials, like household construction waste	items	waste		
Yes		The a Back to			
,,	ability to a state the second for borness have defended by the state of the second second	Time limit is	LUBA Callastian		
Yes	ability to put the items out for longer than 1 day. pick of dump items, such paint.	too restrictive	HHW Collection		
Yes	Bring back once year curbside instead	Return to NCU			
		Service	Quicker		
Yes	appointment	complaint	response time		
	Wait time needs to be improved; the first and only time we used it, we had to wait three months.				
	Even then, we had to specify well in advance exactly what we were throwing away. The curbside	Quicker			
Yes	pickup was much more flexible and convenient.	response time	Inconvenient		
Yes	Return to the old method where you pick up in front of a house.	Return to NCU			
		Confused on			
		how program	Quicker		
Yes	The service is to far scheduled out and not a lot of information on it.	works	response time		
Yes					
Yes					
Yes					
	I have scheduled my first haul but the drop off date hasn't happened yet, so I don't have a lot				
Yes	of feedback.	MIsc			
Yes					
162		<u> </u>			

Voc						
Yes						
	I have home construction materials that I could not put out, still had make a trip to landfill myself.	Too restrictive on accepted	Take construction			
Yes	Just a waste of money and time.	items	waste			
—	Just a waste of money and time.	items	waste			
Yes						
		Too restrictive				
Voc	cooms mare limited in what can go into nile than in the nact	on accepted				
Yes	seems more limited in what can go into pile than in the past	items Confused on				
Vaa	ISCIMus south and an unbarrand bourt sources it	how program				
Yes	l'm confused on when and how I can use it	works				
Yes	nothing, this is a fairly easy program to use	Likes C2H				
Yes		1			1	
Yes	I found it your excusts use. The dates I was given at first did not work with now exhault and had a	1			1	
Vas	I found it very easy to use. The dates I was given at first did not work with my schedule so I had to	Likes C211				
Yes	wait a bit longer than planned.	Likes C2H				
	The city should go back to the old yearly pickup service. It is much easier to use and encourages yard					
	maintenance. I found that I don't maintain my yard as well without the city pick up which is a					
	motivator. I have also seen a lot more garbage/ mattresses discarded in random places because					
	call2haul is too difficult. We wanted to use it for my mother but the timing was too far out before		More bulky	More trash in	Quicker	
Yes	they would pick up. Again return to the old yearly pickup. Much better!!!	Return to NCU	green waste	neighborhoods	response time	
		Fixed pickup				
Yes	An appointment date that is set each year for call to haul pick up for each neighborhood.	dates				
Yes	We had a great experience	Likes C2H				
Yes						
		Offer twice a				
Yes	If it was available twice per year instead of just once	year				
	It was very easy to schedule and went smooth for pickup but I would like to be able to put my bulk					
	items out more than one day before since I have to go with your schedule of the day available for		Time limit too			
Yes	pickup.	Likes C2H	restrictive			
	It takes too long to get it scheduled, then everyone in the neighborhood dumps their items in your		Too restrictive			
	pile while others dig through it for items they want. Creates a mess and there end up being items	Quicker	on accepted			
Yes	the city won't take that the homeowner is responsible to clean up.	response time	items			
Yes	fine as is	Likes C2H				
		Too restrictive				
	I used this service once. The limits on the rubbish and the requirements required that I still make a	on accepted				
Yes	trip to the Landfill and pay to dispose of a fence and fence posts.	items				
Yes	Merge with the SLCo program, it is MUCH better than this new one.	Misc				
Yes						
	A more transparent schedule of when they are in the area. I had a flood and had to wait over a	More				
	month to get rid of some old cabinets, because they were in the area the week before I called. I	scheduling				
Yes	ended up having to take them to the dump, but still used the service for other large items.	flexibility				

				T	1
		Quicker			
Yes	Quicker pick up time - I waited three months for the pickup date assignment	response time			
			Fixed pickup		
Yes	The yearly pick up is a better system.	Return to NCU	dates		
Yes					
Yes					
		Time limit is			
Yes	Need more than 24 hour notice before they it will be there to pick up the junk.	too restrictive			
	I like the old system of putting out junk once a year. I liked the idea that recyclers				
	would come around the neighborhood and pick up things in the pile that they could				
	use. I think the Call 2 Haul system just throws everything away. Every year I would put things out	Misses			
Voc	and in a few days there was very little that the city had to pick up.				
Yes	and in a few days there was very fittle that the city had to pick up.	scavenging			
Yes					
Yes					
			Quicker		
Yes	The service is appreciated but not a quick pick up.	Likes C2H	response time		
Yes					
		More	Too restrictive		
		scheduling	on accepted		
Yes	easier scheduling / more flexibility around what can be picked up	flexibility	items		
Yes					
163			Fixed pickup		
Voc	Return to the previous service where specific collection days were designated in each area the city.	Return to NCU	dates		
Yes Yes	Haven't used the new program yet.	Return to NCO	uates		
	naven t used the new program yet.				
Yes	Nighting I am in The company of the character and in a few abits of West and West and West and I am I am in the character and the characte				
.,	Nothing. Love it. They were even great about me adding a few things "last minute". (I called about				
Yes	2 days in advance to add some items.)	Likes C2H			
Yes			-		
	I am frustrated that call2haul wouldn't pick up lumber from a wood fence we took down. Now it's	Too restrictive	Take		
	piled ip behind a shed and I assume making a good home for rats. The other system was nice as	on accepted	construction Misses		
Yes	people would also upcycle if they saw something they could use or want they would take it.	items	waste scavenging		
		Offer twice a			
Yes		year			
Yes	Alowing more than one pick up a year				
Yes					
			Collect and		
	It would be great to have it 2x per year, and it would be great to have a program in conjunction with	Offer twice a	recycle hard-to-		
Yes	the Utah Recycling Alliance for hard to recycle items.	year	recycle items		
163	are other necycling Americe for hard to recycle items.	year	recycle items	<u> </u>	

		П			T.	T
		Too restrictive	Take			
		on accepted	construction			
Yes	I was disappointed that they wouldn't take concrete or fencing	items	waste			
	They gave us a limit of that it had to be able to be hauled in one pick up truck's bed That					
Yes	essentially defeats the whole purpose.	Too restrictive				
163	essentially defeats the whole purpose.	Too restrictive				
		0				
		Quicker				
Yes	There are delays in SLC pickup and I live on a busy road, so it causes inconveniences with UTA.	response time				
	A regular schedule of pick up like in the past rather than having to schedule a time many weeks in	Fixed pickup				
Yes	the future for an erratic pick up time!	dates				
	It would be nice to reinstate the old neighborhood program but offer it less frequently, maybe offer					
Yes	it every other year or every third year. The Call 2 Haul could be in the off-years.	Misc				
Yes	I had no problem using this service when I needed it.	Likes C2H				
Yes	I like having a set time that they come by and pick up	Likes C2H				
163	I much prefered the twice per year pick up. Seems SLC is reducing services and raising rates at the	LINES CZII	Fived nickup			
l.,			Fixed pickup			
Yes	same time.	Return to NCU	dates			
Yes						
		More				
		scheduling				
Yes	We like the program, but it would nice if it were easier to schedule.	flexibility	Likes C2H			
		Offer twice a				
Yes	Two pick ups/year	year				
Yes	Two pick appy year	yeur				
	I think the pick up areas and dates should be advertised more clearly	Mico				
Yes	I think the pick up areas and dates should be advertised more clearly	Misc				
Yes	Have never used so cannot comment					
Yes						
		Remind us to				
Yes	I need the number on my fridge	use C2H				
	Respond I had to call several times and saw them in my neighborhood and called back as they said	Service	Scheduling is a			
Yes	they would let me know when they were in the area and didn't	complaint	barrier			
Yes						
Yes						
103						
Voc	I profes the paighborhood clean up conjugative from prior to the	Doturn to NC!				
Yes	I prefer the neighborhood clean up services from prior years.	Return to NCU				
Yes						
	they are way too picky about tree limb size. I have no way to determine size of tree limbs	Too restrictive				
		on accepted	More bulky			
Yes		items	green waste			
Yes			_			
1.55						
		Quicker				
Vaa	It took works for any violate to home on NA, anishky and add to the total day on the fifty of	-				
Yes	It took weeks for my pickup to happen. My neighbor ended up just taking my stuff to the dump.	response time		-		
Yes						
		More				
		scheduling				
Yes	Better schedule availability	flexibility				
•		•				

Yes	I found the call 2 haul service easy to use. I love it!	Likes C2H					
Yes		Zines dzi i					
Yes							
. 65							
			Too restrictive				
		More bulky	on accepted				
Yes	difficult to cut limbs to acceptable size, personal tools and labor necessary is not easy to access	green waste	items				
Yes	ament to eat imps to acceptable size, personal tools and labor necessary is not easy to access	green waste	items				
Yes							
163		Dislikes					
Yes	Don't like having to be so specific about everything I want to put out for pick up.	itemizing					
163	Don't like having to be so specific about everything I want to put out for pick up.	Confused on					
	I called coveral times to make cure I was in compliance with the guidelines and get differing answers						
Vaa	I called several times to make sure I was in compliance with the guidelines and got differing answers	how program					
Yes	each time. I finally went with the prevailing information.	works					
Vas	It would be much better to go health a survey with the survey	Detume to NC!!					
Yes	It would be much better to go back to annual pick up in the area	Return to NCU					
		Take					
	It would be helpful to be able to include construction material/remodeling debris in this pick-up	construction					
Yes	program as well.	waste					
Yes							
	This program seems very inefficient They have been on my street multiple times with different		Fixed pickup				
Yes	neighbors request. Instead of just having a time slot where everyone can put out there stuff	Inefficient	dates				
Yes							
	would like to go back the way it was City notifies us, we put it out they were on time, and did a		Fixed pickup	Scheduling is a			
Yes	great job	Return to NCU	dates	barrier			
Yes							
	A real pickup date. My garbage pile sat for an extra 2 weeks after the date i was given. That creates a	Service					
Yes	heath and danger risk. NO GOOD.	complaint					
Yes							
		Remind us to					
Yes	I would continue to remind me when it is time to schedule the service.	use C2H					
Yes							
Yes	Nothing - perfect as is.	Likes C2H					
Yes	reduce the number of "rules"	Too restrictive					
Yes							
Yes	I thought it was very easy and convenient	Likes C2H					
	So disappointed they cancelled the program in place before where they had a pick up scheduled for						
	the whole street on the same week. The new program was scheduled out 3 MONTHS & by the time						
	they came for my items, someone in the neighborhood had already come to pick up the items I'd						
	placed on the curb. I really really miss the old program that incentived everyone to put their stuff						
	out on the same week, and anyone could come and take anything they wanted. It was a great	Misses		Quicker			
Yes	program & the new one is a pain.	scavenging	Inconvenient	response time	Return to NCU		
	Get rid of it. When you have a scheduled time for all neighbors, more junk is disposed of and more	200 VC11B111B	Fixed pickup	Misses			
Yes	is recycled by people picking through the junk!	Return to NCU	dates	scavenging			
163	is recycled by people picking unough the junk:	ACTUIT TO NICO	uutes	Jeavenging	L	<u> </u>	<u> </u>

		T ₂ =			
		More			
		scheduling			
Yes	Let me schedule the day not be assigned . At least give me a choice of dated	flexibility			
	I haven't used the service yet. The items I would have put out when it was the designated week, I	Planning to use			
Yes	have put in normal trash. Will probably use in the future.	it annual to use			
	have put in normal trash. Will probably use in the ruture.	TC .			
Yes					
	Quicker pick up time after filing request AND reading directions as to where to pick up qualifying				
	items as my pick up is NOT in front of my home, but at the end of an alley. The weekly trash	Service	Quicker		
			*		
Yes	collectors can figure it out, why not the special Call 2 Haul service?	complaint	response time		
Yes					
	Would love to get an email/snail mail letter once a year that just outlines all these service add on. I	Remind us to			
Yes	would post on the fridge and remember to use them.	use C2H			
	When scheduling the date can be far off and you are only allowed to put out the day before making				
	it difficult if you work and have a large amount to put out. Allowing the items to be placed the				
	weekend before could be more helpful for working households or for the elderly who depend on				
	their adult children to take care of this after work at night. It would be nice if single family				
	households and the elderly had more weight in the decisions being made with regard to policies on	Time limit is			
Yes	time frames.	too restrictive			
Yes					
Yes					
Yes					
Yes					
Yes	The schedulers are very friendly and accurate about what to do and when to have it ready!	Likes C2H			
Yes					
Yes					
		Time limit is			
Yes	Need more than 24 hrs to place items out on street.	too restrictive			
163	Need more than 24 ms to place items out on street.	too restrictive			
	Its hard to call for a few items, after the items have been picked up, you always find more stuff. This				
	creates a situation where you are collecting trash to get a good load. If residence have the	Offer twice a			
Yes	resources, they should be allowed to go to the dump for free more than one a year.	year			
		Offer twice a			
Yes	It should be twice a year instead of once.	year			
Yes	The second of th	,			
Yes		-			
Yes					
		Remind us to			
Yes	Send a flyer to let people find out about this I had people dumping thier trash in front of my house	use C2H			
	Scheduling was a nightmare and trash wasn't picked up when it was finally scheduled. Took months	Quicker	Service		
Yes	to actually have it done. Very disorganized and inconvenient.	response time	complaint		
-		response time	Complaint		
Yes	More flexibility and availability for pickup dates			1	

1					
	It was a basele to state what would be in any wile. As we assumed to dispense of the wile	Dielikee			
.,	It was a hassle to state what would be in our pile. As we accumulated material to dispose of, the pile		Data and to NGU		
Yes	grew and our original list was way incomplete. The old city-wide cleanup was much, much better.	itemizing	Return to NCU		
Yes					
			Too restrictive		
	I preferred having one week a year where we put all our stuff out. I feel like we don't end up getting		Fixed pickup on accepted		
Yes	rid of everything we're need to with call 2 haul	Return to NCU	dates items		
Yes					
		More bulky			
Yes	Easier method to get rid of large amounts of green waste	green waste			
Yes					
Yes	Go back to the planned neighborhood pick up	Return to NCU			
	Once a year is too infrequent. There is no reason SLC can't provide bulk neighborhood pickup days				
	monthly like any other city in the United States. I guess SLC just prefers to overcharge people for	Offer twice a			
Yes	everything and make them do things themselves. I wonder who's pockets are getting lined.	year			
Yes	, , , , , , , , , , , , , , , , , , ,	,			
Yes					
Yes					
Yes					
103					
		Quicker			
Yes	Quicker pickup times. We had to schedule months in advance to use this.	response time			
163	Quicker pickup times. We had to schedule months in advance to use this.	response time			
		Coordinate	Fixed pickup		
Vas	Option to coordinate with neighbors	with neighbors			
Yes	Option to coordinate with heighbors	with heighbors	uates		
Yes					
Yes		Time limit is			
V					
Yes	Came earlier in day than we had anticipated and so we didnt get all our stuff to curb in time.	too restrictive			
		0 . 1	011		
		Quicker	Offer online		
Yes	quicker scheduling time, greater ease in contacting the program	response time	scheduling		
Yes					
		Quicker			
Yes	Less lead time - we booked about 12 weeks out	response time			
Yes					
	Having Call2Haul available for twice a year use; second time could involve something like a \$10	Offer twice a			
Yes	change would be fine.	year			
Yes					

	The limitations of call to haul were not useful for our oversized waste. We had a lot of tree branches					
	(we cut down two trees) and bundling them in twine was not possible. We also didn't like that the					
	trees would go to the landfill instead of be composted.we cancelled our call to haul request and	More bulky				
Yes	took the trees out over the course of the summer.	green waste				
Yes						
Yes						
Yes						
Yes						
Yes	no complaints, date was scheduled and waste was cleared in timely way	Likes C2H				
Yes	I can call the services, or you can do what you use to do	Misc				
	Earlier pick up time, ideally. Not terribly inconvenient, but it was about 2 weeks out. I'm still happy		Quicker			
Yes	with the service, though.	Likes C2H	response time			
Yes	, ,					
	I don't know. They never got back to me about it. This doesn't seem to be a very efficient method of		Service			
Yes	collecting these items and should be done away with.	Inefficient	complaint	Return to NCU		
Yes	concerning these reems and should be done away with.	memerene	complaint	Return to Neo		
163						
Vaa	Duaniana Najah banband Classian was a fau battan musanan	Datum to NCII				
Yes	Previous Neighborhood Cleanup was a far better program.	Return to NCU				
Yes						
	I liked to old way better where there was a window to put your stuff out. The call to haul did work			Fixed pickup		
Yes	as stated though	Likes C2H	Return to NCU	dates		
Yes						
Yes						
Yes	I felt it was easy.	Likes C2H				
Yes	It's very complicated and too restrictive.	Too restrictive				
	Once I pull my junk out, it is immediately ransacked through. I called to see if I could leave it on the					
	bottom of my driveway but was turned down due to liability even after I said I would sign a waiver.					
	Now all my junk is in my neighbors back yard because the son of the owner is a hoarder. Believe me,					
Yes	it is all junk that now I stare at in their yard.	Misc				
Yes	it works great for me as is but theirs always room for improvement	Likes C2H				
		Fixed pickup				
Yes	I preferred having an assigned date - it would be nice to combine the two services.	dates				
	I think the once a year neighborhood curbside haul was very effective to incentivize people to clear					
	their yard and home from unwanted material. It also provided opportunity for others (including low					
	income households) to get unwanted furniture, metal etc. on kind of a community potlatch (sharing)	Fixed nickun	Misses			
Voc	of unwanted stuff.	dates				
Yes	of unwanted stuff.	uates	scavenging			
			T			
	Go back to the once yearly curbside large item pick which allows us to dispose of dead limbs not as		Too restrictive			
	large as your new rules dictate. We are only trying to be good stewards of our property to prevent a	-	on accepted			
Yes	fire.	green waste	items	Return to NCU		
Yes						
Yes						
Yes	Wish there was the once a year curbside pickup still.	Return to NCU				
Yes						
Yes						
Yes					 	
			•	•		

	Go back to where we can make big piles in front of our houses - how it used to be before you				
	changed it. Call 2 Haul is very hard to work with when you try to talk to them and they don't take as				
Yes	much garbage.	Too restrictive	Return to NCU		
		Scheduling is a			
Yes	not have to call and schedule a day	barrier			
103	Instead of individualizing the effort on a per household/as-needed basis, perhaps zone it out and	Fixed pickup	Scheduling is a		
Yes	schedule it more regularly (once per quarter or month?)	dates	barrier		
Yes	screame it more regularly (once per quarter or months)	dates	burrier		
103		Offer twice a			
Yes	The ability to schedule additional services for a fee				
Yes	The ability to schedule additional services for a fee	year			
163	I wish I could have put my things out a few days earlier so others had a chance to grab what they				
	, , , , , , , , , , , , , , , , , , , ,				
	wanted. I also was confused when call2haul left some of my items that were listed as okay, but then	The allowing	D. d. i a a a a		
	realized what was going on when a different truck came later in the day for those items (microwave,		Misses		
Yes	etc.).	too restrictive	scavenging		
		More			
		scheduling			
Yes	More scheduling options.	flexibility			
Yes					
Yes					
		Offer twice a			
Yes	More than once per year availability.	year			
Yes					
Yes					
Yes					
			Service		
Yes	I think the first year was a mess. This year was better but the person making the appt was rude.	Likes C2H	complaint		
	So dissappointed we dont have the year neighborhood pickup program. We see so much upcycling	Misses			
Yes	happening when the week long junk pick up use to be.	scavenging	Return to NCU		
Yes					
Yes					
Yes					
	the scheduling made it difficult as I would have like to put things on the curb on the weekend when I	Time limit is	Scheduling is a		
Yes	was going through every thing and	too restrictive	barrier		
103	It's a huge pain to schedule, the small pile is ridiculous and the inflexibility of scheduling the service	too restrictive			
	in our area was difficult especially since you could only have a pile out for 24 hours in advance of	Scheduling is a	Time limit too		
Voc					
Yes	pickup.	barrier	restrictive Too restrictive		
Voc	Liked the yearly pickup	Boturn to NC!			
Yes	I liked the yearly pickup	Return to NCU			
Vas	Due four the cold or others	Detume to NOU			
Yes	Prefer the old system.	Return to NCU			
<u> </u>	I called and was forgotten for 4 more weeks. I called every week and was missed. Things sat in my	Service	Quicker		
Yes	yard for a month.	complaint	response time		
Yes					

Yes					
Yes	nothing. It is already convenient.	Likes C2H			
Yes		Likes C2H			
Yes	Tery section can in the reason man time reserve	2.103 0211			
Yes					
165					
	Luces shoulded that between the request and the nick up time there was close to 2 months of classed	Quicker			
V	I was shocked that between the request and the pick up time there was close to 3 months of elapsed				
Yes	time.	response time			
		Quicker			
Yes	Pick up was so far in the future I had to dispose of the items another way.	response time			
	' '' '	Quicker			
		response time			
	Nothing. It's really easy and I like that I can call anytime rather than wait for the once-a-year				
Yes	neighborhood cleanup like we used to do	Likes C2H			
Yes					
Yes					
Yes					
Yes	I think the program is great!	Likes C2H			
Yes	I liked the old program better	Return to NCU			
Yes					
Yes					
		Quicker			
Yes	When i called to schedule i was disappointed that it was about a month out before pick up	response time			
Yes	WE PREFER THE PREVEOUS YEARLY NEIGHBORHOOD PICKUP PROGRAM	Return to NCU			
Yes	I miss the old way of doing bulk curbside collection for a number of reasons.	Return to NCU			
		Quicker			
Yes	less time between calling and pick-up date	response time			
		Scheduling is a			
Yes		barrier			
Yes					
-			i l	1	·

		1		1		T	T
		Too restrictive					
		on accepted	More bulky				
Yes	I had a stump that was pulled out but was not on the list of things 2haul.	items	green waste				
Yes	That a stamp that was paned out sat was not on the list of things and		B. cc Waste				
163	I think the old scheduled neighborhood wide pickups were used at a higher rate. The added step of						
		Cabadulinaiaa	Fived wielses				
,,	scheduling means folks won't use it as often as perhaps they should, making properties more	Scheduling is a	Fixed pickup				
Yes	cluttered and dangerous.	barrier	dates				
Yes							
	I seem to miss it every year, I really like the old way. I new when it was coming and i was able to get	Remind us to		Fixed pickup			
Yes	everything out of my house or yard.	use C2H	Return to NCU	dates			
		Too restrictive					
	The call 2 haul service has too many limitations. Many items are not allowed to be put on the curb.	on accepted					
Yes	Neighbors had stuff to your pile and it may cause the city to fine the original caller.	items					
		Service					
Yes	Having them come on the day they say they will come would be good.	complaint					
-	Thaving them come on the day they say they will come would be good.	Complaint					
Yes							
.,		D NG!!					
Yes	Would prefer the yearly clean up program instead.	Return to NCU					
	It used to be that the service would just show up on your street within a given date range, no call		Confused on				
	was needed. I'd like more easily accessible info on how/when to use the Call service now.	Scheduling is a	how program	Remind us to			
Yes	Neighbors didn't know this season either.	barrier	works	use C2H			
Yes							
Yes							
Yes							
Yes							
	The instructions are lengthy and complicated, but I think I figured it out and what I was getting rid of						
Yes	clearly fit within the guidelines	Likes C2H	Too restrictive				
163	clearly it within the guidelines	LIKES CZIT	Too restrictive				
	Lucanita consettina the languagit to sight on host it toward out OK. Luciah Leguld one it touise a conset.	Outeleen	Offentinies				
	I wasn't expecting the long wait to pick up, but it turned out OK. I wish I could use it twice a year. I	Quicker	Offer twice a				
Yes	only had one item the first time (a couch)	response time	year				
Yes	Go back to the old program	Return to NCU					
Yes							
Yes	YES	Likes C2H					
	Switch back to the old system of placing curbside bins for the whole street. This is an opportunity for	Misses	Fixed pickup				
Yes	people to salvage materials and to reuse.	scavenging	dates	Return to NCU			
	The Call2Haul service was very restrictive, with so many rules, and not enough lead time to take						
	advantage of the date provided and still go to work during the day, that we ended up leaving very						
	little at the curb and had to pay for two trips to the landfill. However, we had TWO neighbors who						
	· · · · · · · · · · · · · · · · · · ·						
	saw that we were putting things at our curb, and even though they had not scheduled a pickup, they						
	ALSO piled things on their curbs, did NOT follow any of the rules, and all of their non-contained junk						
	was picked up on the same day as our carefully contained items. The only difference was that we	Too restrictive					
	had to follow regulations and pay for landfill trips and our neighbors did not. The service should be	on accepted		Time limit too	Neighbors not		
Yes	more reasonable, more accessible, and certainly more equitable.	items	Too restrictive	restrictive	following rules		
Yes							
Yes							
	I .	1	1	-1	1	l .	l .

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	We have used it once. We liked the annual pick up better, as it set a date and gave a deadline for				
	cutting limbs, cleaning out the garage, etc. In our neighborhood (University) there is				
	trash/mattresses/furniture left on the street all the time. Students (and their landlords) don't have				
	he same 'pride of neighborhood' that residents who own their own homes do. This is a big issue for				
	us, as there is always 'litter' at the curbsides. Maybe as well as calling to haul away items, the weekly		Fixed pickup More bulky		
Yes	collectors could report junk left at the curbside, so it can be picked up in a timely manner.	Return to NCU	dates green waste		
		Quicker			
Yes	The scheduling dates were far in advance. It would be more convenient with a shorter wait time.	response time			
		Offer twice a			
Yes	offer it two times a year	year			
Yes					
Yes	Nothing. Neighborhood is just so much easier for everyone.	Likes C2H	Return to NCU		
Yes					
Yes	I prefer the old program where the entire neighborhood is picked up.	Return to NCU			
Yes					
Yes					
Yes	Good as is.	Likes C2H			
		Quicker			
Yes	make the pickup quicker. I scheduled and it was a month out.	response time			
Yes					
Yes					
Yes					
	I preferred when you had a set neighborhood trash pickup week as they did pre-2018 instead of the				
	current Call-2-Haul program. I understand that you want to discourage those who would use that				
	week to harvest trash from other people's piles during the Trash Pickup Week. However, if someone				
	can find a use for something that would otherwise have been thrown away, isn't that a good thing?				
	Why are we discouraging individuals engaging in re-use activities and increasing the amount of	Misses			
Yes	waste that has to be put in the landfill and new goods that need to be produced?	scavenging	Return to NCU		
Yes					
	Go back to the annual curb pickup.				
	Let a call for Call2Haul pile on anything the neighbors can add. Make it easy for it to be a		Coordinate		
Yes	neighborhood thing.	Return to NCU	with neighbors		
Yes					
	I actually prefer the old model of neighborhood cleanup days - that way, salvagers could go through				
	piles and pick things out (e.g. metal) that could be re-used or sold for scrap, which I think provided		Misses		
Yes	more of a social benefit.	Return to NCU	scavenging		
Yes			- 5 5		
Yes					
		1		 I	

	The Call 2 Haul is so difficult and inconvenient to use I don't see the point of it anymore. I say stop				
Yes	offering the service and I'll just take my stuff to the dump whenever I need to.	Inconvenient	Too restrictive		
Yes					
		More			
		scheduling	Coordinate		
Yes	Easier scheduling or co-schedule with my block	flexibility	with neighbors		
Yes		,			
		Offer online			
Yes	Online booking	scheduling			
Yes					
		Offer online			
Yes	Calling or online scheduling makes it very convenient.	scheduling	Likes C2H		
		Too restrictive			
		on accepted			
Yes	To not be so restrictive on the items that Call2Haul picks up.	items			
Yes					
	I haven't called to use the service at my address. My neighbor and I coordinated a date and				
	combined our items for one pick up. From what I have observed it is very easy. I thought the yearly				
	curb pile pickups the city provided would be missed, but this appears to be a good replacement for		Coordinate		
Yes	that service.	Likes C2H	with neighbors		
Yes		Lines of the	The second secon		
		Appointment			
Yes	A reminder by email, or neighborhood communication.	reminders			
Yes					
	The pick-up date was so far out, that all the green waste had turned dry and I don't believe was	Quicker			
Yes	recyclable.	response time			
Yes					
Yes					
	Make it easier to collaborate with neighbors and use more than once a year. I liked the old bulk pick	Coordinate	Offer twice a		
Yes	up better.	with neighbors			
Yes		With Height Co.	, car netam to rec		
1.00					
		Quicker			
Yes	The pick up date was scheduled pretty far out.	response time			
Yes	The plot up date that solicated pretty tar out.	. coponice time			
Yes	Nothing. It was incredibly easy	Likes C2H			
	0				
	the requirements are ridiculous for the green items. I am supposed to bundle with twine any stick?				
	also you can only have the items on the curb for 24 hours before. How am i supposed to get	More bulky	Time limit too		
Yes	everything to the curb 24 hours before? the cleanup process is a multi day deal.	green waste	restrictive		
	2.2.7	g. cc			
	going back to the old program. I gathered many amazing items fir my home driving around and		Misses		
Yes	finding old discarded items. The new program leads to massive waste and no reusing of products.	Return to NCU	scavenging		
103	months of a about dea items. The new program leads to massive waste and no reasing of products.		Make		
		Quicker	scheduling		
Yes	I don't often have the need for this kind of service and it takes a while to get on the list.	response time	easier		
162	I don't often have the need for this kind of service and it takes a writte to get off the list.	response time	cusici		

		1	T				
	I preferred the old system of one time per year neighborhood pickup. It was a better way to clear						
	things out and also may have allowed reuse for some items as people would take items someone						
	else did not need. The combination of the two services would likely be more cost effective and meet		Misses	Fixed pickup			
Yes	everyone's needs.	Return to NCU	scavenging	dates			
Yes							
103	Same no difference/ but I do not like it raised with more expensive cause I am a Widow like I said						
	·						
	above and have a very fixed income from Uncle Sam once a month and I struggle in paying my						
	mortgage and my utilities. if you gonna raised it its gonna affect us Low income people like meI am		Should be a fee	-			
Yes	a Widow.	Not needed	for-service				
	I liked the old way this was done better. The one where your street had a week that items could be	Fixed pickup	Time limit too				
Yes	put on the street to be taken.	dates	restrictive	Return to NCU			
		Fixed pickup					
Yes	make it a neighborhood yearly mandatory program	dates					
Yes	make it a neighborhood yearly mandatory program	uutes					
Yes							
	I mentioned in the previous screen that the once a year Spring clean up service was actually						
	preferable for us rather than having to calculate when it would be best to use our one call per year						
	and setting it up. While convenient for some, it is extra work for us. There are furthermore a lot						
	more restrictions on items, the types of items , the size of items and so on now with the Call 2 Haul						
	program. The last problem with individualized scheduling rather than seasonal is that it is no longer						
	useful for people who claim certain items off the street during neighborhood clean up. There is a			Too restrictive			
		Cala a de lina a in a	Etimo di milatorio		N.4:		
	secondary economy that used to exist with people reusing and refurbishing items found in stuff that		Fixed pickup	on accepted	Misses .		
Yes	others - especially rich people - threw away. That has been wiped out.	barrier	dates	items	scavenging		
	l'm not happy with the Call 2 Haul service. After calling to arrange a pickup date I need to call						
	back if any changes to the load are needed. What would make it easier is to replace it with the						
	original yearly service. Trucks would be dispatched only one time per year and collect what's left		Misses				
Yes	on the curb after people have picked up what they want.	Return to NCU	scavenging				
		Offer twice a					
Yes	More than once a year service -	year					
Yes		700.					
Yes							
Yes							
Yes							
Yes	perhaps request these services at a time needed.	Misc					
Yes							
Yes							
		More					
	getting to choose the day. Not having to be specific about what I need hauled away.	scheduling	Dislikes	Coordinate			
Yes	Allowing neighbors to add to the haul away	flexibility	itemizing	with neighbors			
103	The many includes to due to the man away.	TEXIBITE	iterinzing	With Heighbors			
	Co hack to former consists and regulational Lithing this was distributed as miles notes in a security of						
	Go back to former service and regulations!! I think this, very limited, service pales in comparison to						
	your former service. You told us that this was supposed to be better for the air because there would						
	be less heavy equipment riding on the streets and polluting?? What about the multiple trips per						
	neighborhood that are now required? I don't believe your claim. Also, I can not longer put out items			Too restrictive		Take	
	such as bricks, yard waste of ALL sizes/types, etcand this is very limiting. I am very dissatisfied			on accepted	More bulky	construction	
Vac	with the new parameters.	Return to NCU	Inefficient	items	green waste	waste	
res	with the new parameters.						1
Yes Yes	'						
Yes Yes Yes	I had hoped it would recycle items that could be useful instead of trashing everything	Misc					

		I	I		
Yes					
	My first impression was unfavorable because they said I had to tell them what items I was putting				
	out but after trying it I found you could call back & let them know. The reason for wanting to know				
Yes	what your putting out is so they can recycle. Now that I know that, I can mark very satisfied	Likes C2H			
Yes					
Yes					
Yes	I miss the old way of doing it.	Return to NCU			
	- miss the six may or using its				
			Too restrictive		
			on accepted		
Yes	picking up all items like the annual cleanup was previously	Return to NCU	items		
Yes					
		Offer twice a			
Yes	More times per year would be nice	year			<u> </u>
		Remind us to	Fixed pickup		
Yes	Advance notice of the collection days or weeks for the neighborhood	use C2H	dates		
Yes	·				
	It's NOT on-demand, it's whenever they are already going to be in the neighborhood. You can only			More	
	use it once a year, which is unhelpful if you throw out your hot tub cover in the spring and cut down	Offer twice a	More bulky	scheduling	
Voc	a tree in the fall.		•		
Yes	a tree in the fall.	year	green waste	flexibility	
Yes	Go back to once a year neighborhood curbside program	Return to NCU			
Yes	Allow more space to haul. The bed of a truck holds very little.	Too restrictive			
Yes					
Yes					
Yes					
		Too restrictive			
	If I could dispose of more things, knew things got recycled like they used to, and if it didn't	on accepted	Misses	Quicker	
Yes	schedule out so far	items	scavenging	response time	
Yes			200101191119	. coponise time	
Yes					
_					
Yes					
Yes					
	Call to Haul was easy to set up. All of the nearby neighbors let each other know when we use it, so			Take	
	we can add to each others piles. Was great for large items after construction. They came right when		Coordinate	construction	
Yes	they said they would so I didn't have junk attracting people looking for junk outside my home.	Likes C2H	with neighbors	waste	
Yes	It was great!	Likes C2H			
Yes					
Yes					
1.00		Service			
Yes	keep appointed time for pick up.	complaint			
-		Likes C2H			
Yes	The process couldn't have been more simple.	LIKES CZH			

		T.	1	1	1	
	Scheduling is forever out and usually I don't want the crap sitting around for another month to 2	Quicker				
Yes	months.	response time				
Yes						
Yes						
		Confused on	Make			
		how program	scheduling			
Yes	More information and better phone service (no real person answering at first, took a couple calls)	works	easier			
	If my truck breaks down!!		eus.e.			
Yes	If the dick breaks down::	Misc				
		IVIISC				
Yes						
Yes						
Yes						
Yes						
		Quicker	Fixed pickup			
Yes	Shorter wait times or a predefined pickup schedule.	response time	dates			
	If we went back to the old schedule of coming twice or even once a year I would definitely take part					
	in the program. As it is now, I have to go to the dump and since the dump has raised its fees it	Fixed pickup				
Yes	really isn't advantageous to do so.	dates				
Yes	Know when they are going to pick up	Misc				
Yes	7 0 0 1 1					
Yes						
Yes	I was aware of the time set up service	Misc				
Yes	1 Was aware of the time set up service	IVIISC				
163	I was given the wrong date for my pickup so they came a day earlier than anticipated, and it took					
				Camilaa		
	some coaxing to get them to come back since I wasn't done clearing items out, but resolved it	Scheduling is a	6211	Service		
Yes	after a few emails back and forth.	barrier	Likes C2H	complaint		
Yes						
		Quicker				
Yes	Not having to schedule a month in advance	response time				
		Remind us to				
Yes	More info in the mail	use C2H				
			Fixed pickup			
Yes	Go back to the annual curbside pickup for the entire neighborhoods	Return to NCU	dates			
Yes						
Yes						
Yes						
	It is not convenient to call and schedule a date. I preferred the old option with a date range for the	Scheduling is a	Fixed pickup			
Yes	neighborhood.	barrier	dates	Return to NCU		
	neignbornood.	Daillei	uates	Return to NCO		
Yes						
Yes						
	I prefer having a city wide pick up in the fall and one in the Spring. This way less waste goes to the					
	landfills. We had this service in my past community. The pick up was on a Monday, residents put	Fixed pickup	Time limit too			
Yes	their stuff out Saturday and Sunday, by Monday morning very little was left by your curbside.	dates	restrictive			
Yes						

		Quicker				
Yes Not hav	ving to wait over a month to have a haul date.	response time				
Yes						
Yes						
Yes						
		Remind us to				
Yes Maybe	a reminder that it's been a year and am eligible again.	use C2H				
,	, , ,	Time limit is				
Yes longer p	period of time to pile stuff at the curb	too restrictive				
i enger p	period of time to pile ottain at the out.	100 1001101110				
			Too restrictive			
The ava	ailable dates are so far in the future it makes it difficult to plan for a project. Also, they left a	Quicker	on accepted			
		=				
	r of items behind without a note as to why.	response time	items			
Yes						
			Take			
	ree stumps and small pieces of concrete to be hauled off once a year with	More bulky	construction			
Yes Call 2 H	laul pick up services.	green waste	waste			
Yes						
It tells r	me to go online and schedule an appointment but could not find the site easily so have nodt	Scheduling is a	Offer online			
Yes used it a	at all.	barrier	scheduling			
I haven:	't yet used it this year but I need to. I was used to the curbside pick up and was waiting					
	t until my neighbor reminded me I need to call and set up a time. I just haven't don't	Haven't gotten				
Yes that yet		around to it				
	s great. I can't think of anything else to say	Likes C2H				
	ease Keep It such a great service	Likes C2H				
	it is amazing how it is	Likes C2H				
	it is amazing now it is	LIKES CZII				
Yes	aits an size and friendlier needle answering questions by phone. I felt stressed by trying to					
	nits on size and friendlier people answering questions by phone. I felt stressed by trying to					
	ithin limits, afraid of overdoing it. I wish more limbs of various size would be collected. Not		Too restrictive			
1	ne is going to be strong enough to cut up the limbs that don't meet the dimensions and try to			Nore bulky		
Yes fit them	n in the cans.	Too restrictive	items g	reen waste		
Yes						
	led neighborhood cleanup back	Return to NCU				
	k up went fine, but my neighbor missed hers. She never knew the date, and only heard					
afterwa	ards that they showed up and found nothing to pick up. We tried to coordinate with my pick	Coordinate				
Yes up to fix	x it but the whole thing was stressful.	with neighbors	Likes C2H			
Yes						
Yes						
		Remind us to				
Yes Having	the actual number and times	use C2H				
Yes	sine desired resired drift stiffed					
	pack to the old system of a scheduled week once a year that things can be put on the curb to	Time limit is	Fixed pickup			
	,			latura to NCI		
Yes be haule	led to the landfill	too restrictive	dates R	Return to NCU		
		More				
1		scheduling				
Yes If you a	re able to set your pick up date	flexibility				

		T		1	ı	T	
	offering the service 2x/yr. it is difficult to hold onto things throughout the year for your one time	Offer twice a					
Yes	chance of getting rid of it. Twice a year would be wonderful.	year					
	I can see the reasoning behind this service. It is somewhat impractical, complicated and requires						
	more (mental&physical) effort by resident. Hard to do sometimes for SENIORSÕŸ~". May result in						
	more accumulation of UNDESIRABLE ITEMS(Junk/Trash/Throw-Aways/Bulk Items/ETC. around the						
	· · · · · · · · · · · · · · · · · · ·						
	neighborhoods. THE YEARLY NEIGHBORHOOD PICK-UP WAS A GOOD SERVICE!ÖŸ¥° (cost more to do-						
Yes	I know) What is the cost of having SLC look like less than the great/beautiful city it is?	Return to NCU	Inconvenient				
	There were so many restrictions on this service - no load larger than what could fit in an average size						
	pickup truck bed; size, bundling, dimensions and size of yard waste, as well as limitations on type of						
	yard and household waste. Wait period between major pickup. I have been told WVC puts BIG		Too restrictive				
	dumpsters in neighborhoods once a month (a little excessive in my opinion), and residents can put		on accepted	More bulky			
Yes	whatever they want in them. Maybe SLC could give this a try.	Too restrictive	items	green waste			
103	Whatever they want in them. Maybe dee could give this a try.	TOOTESTITETIVE	recitio	green waste			
	It was easy to use I just would have liked nickup to be seener. When I scheduled it the midure was		Ouickor				
W	It was easy to use, I just would have liked pickup to be sooner. When I scheduled it, the pickup was	Libra 6211	Quicker				
Yes	over one week out.	Likes C2H	response time				
Yes							
	Go back to the old method. When a date is set for an area, much of what is placed on the street is	Fixed pickup	Misses				
Yes	picked up by people who can use it in some way.	dates	scavenging	Return to NCU			
				Too restrictive			
	Go back to curbside pickup per neighborhood. The old process made it much easier to clean up yard			on accepted			
Yes	/ trash etc. The new "Call 2 Haul" is not nearly as effective.	Inconvenient	Return to NCU	items			
Yes	y trasficte. The new can 2 flat is not hearly as effective.	meonvenient	return to iveo	items			
163			Make				
		0					
		Quicker	scheduling				
Yes	Faster scheduling	response time	easier				
		Offer twice a					
Yes	More often	year					
Yes	It was pretty easy the first time I used it.	Likes C2H					
Yes							
Yes	I plan to use this service, and I hope it runs year long.	Likes C2H					
	, , , , ,	Remind us to					
Yes	reminders that the service is available.	use C2H					
103	Terrimoers that the service is available.	43C CZ11					
	The date for collection was for out Henorthy I miss the siles. Decade sould some and result in test	Missos	Ouiskor				
.,	The date for collection was far out. Honestly, I miss the piles. People could come and recycle instead		Quicker 				
Yes	of things going to the dump.	scavenging	response time				
	They never came. Thank heavens most of what we put out for the pick up strangers took. The rest	Service					
Yes	we tried to break down and put in our cans.	complaint					
Yes	Pretty easy to use.						
			Quicker				
Yes	Have spanish speakers ready to make an appointment, it took way too long.	Spanish	response time				
Yes			. soponoc mile				
Yes			-				
Yes			<u> </u>				
Yes							
Yes							

<u> </u>		1	T	1	1	1
Yes						
Yes						
	A scheduled time to pick items up (the "old" way). At the time a request for Call 2 Haul is made we	Dislikes				
Yes	may not know everything we want to get rid of, but are required to list it with the request.	itemizing				
Yes						
Yes						
Yes						
Yes						
	Not having to state exactly what will be in the pile before you call. Sometimes you only know what					
	needs to go out after you clean things out but it takes weeks or months for your pickup to arrive and	Dislikes				
Yes	thus maybe you have a pile on the curb for a long time.	itemizing				
		Offer online				
Yes	Online scheduling	scheduling				
Yes	Offinite Strictuming	Schedding				
Yes						
		More bulky				
Yes	after storms when lots of limbs come down, it would be nice to have limb pick up	green waste	Storm cleanup			
Yes						
	After I set up the Call 2 Haul service they told me they couldn't come for another month and a half.					
	This was not an option for my household as we were getting rid of black mold items left behind by	Quicker				
Yes	the previous owners of the house.	response time				
	Unfortunately people dont read mail notices for anything really if you could interact with	response time				
Voc	community programs and churches I feel your announcements would be heard	Misc				
Yes	community programs and charcines rieer your announcements would be neard	IVIISC				
Yes						
	I preferred the previous method to specify a time for everyone mainly because I assume it is cheaper					
Yes	and more efficient if the current method is cheaper or the same price I think they are comparable.	Inefficient				
Yes						
		Quicker				
Yes	Faster scheduling and availability	response time				
	Taster scrieduling and availability	response time				
Yes						
		Service				
Yes	the website doesn't always work	complaint				
Yes						
Yes						
		Quicker				
Yes	too long of wait	response time				
	too long of wait.	response time				
	The subseque well-time between very setting the second-result of the time of the second-result of the second-resul	Outalian				
. ,	The extreme wait time between requesting the service and the date that it can occur needs to be	Quicker				
Yes	shortened to less than two weeks.	response time				
		Quicker				
Yes	Make it more timely from the time i call and schedule to the time pick up occurs	response time				
Yes						
Yes	Not sure					
103	THE SALE	<u> </u>		1	1	

		Time limit is			
Yes	More than 24 hours to get everything out.	too restrictive			
	they are not very user friendly. The pick up date are often way off in the future. not sure it is worth				
		0 . 1			
	the effort. Often people leave items in the street for weeks waiting for items to be picked up. The	Quicker	Service		
Yes	staff on the phone are not very solution oriented it like here it is take it of leave it we don't care.	response time	complaint		
Yes					
	Allow pick up times within a week of our call. We had to wait a month for our pick up and it	Quicker			
Vaa	conflicted with our schedules	_ ·			
Yes	conflicted with our schedules	response time			
Yes					
	We used to receive a notification whenever there was spring or fall clean up. We have not received				
	that notification and don't even know if the Call2 Haul is the same service that we used to receive.				
	We would like that program to continue without the need of anyone calling but rather receive a		Scheduling is a		
Yes	notification as of when the garbage will be collected.	Return to NCU	barrier		
103	notineation as of when the garbage will be concered.		Dailiei .		
l.,		Offer online			
Yes	Online scheduling	scheduling			
		Dumpsters/bag			
Yes	give us a bin or a haul bag to fill	s			
	Bring back a set date for the whole neighborhood. Having to set up appointments through out the	Fixed pickup	More trash in		
.,					
Yes	summer make the neighborhood look dirty with random piles of trash everywhere	dates	neighborhoods		
		Offer twice a			
Yes	Having it available more than 2 times a year for free	year			
Yes	I have rare need, but appreciate the option.	Likes C2H			
		Service			
Voc	Don't dig up and kill my sod with you bulldozer during pick up	complaint			
Yes	Donae t dig up and kin my sou with you buildozer during pick up	Complaint			
Yes					
Yes					
			Remind us to		
Yes	Nothing really. The postcard is good. Maybe an email?	Likes C2H	use C2H		
Yes					
			Planning to use		
.,	A COMMITTEE OF THE COMM				
Yes	I haven't used it yet but plan to use it next year.	Likes C2H	it		
Yes					
Yes					
		Should be a fee-			
V					
Yes	I could go without this service if it meant that taxes would not increase.	for-service	Budget impact		
Yes					
Yes					
Yes					
Yes		1			
Yes					
		Fixed pickup			
Yes	I would like a street pile pick up.	dates			
Yes					
Yes					
163					

	T	Т	1	T	T	T
<u> </u>	Quicker					
Less lead time from the time arranged to the time of pick up	response time					
	Offer twice a					
would be nice if it could be twice a year	year					
It was nice when the city would send out a notice of when they would do the yearly neighborhood						
cleanup. I don't like how you have to call set up a time and give only 24 hours to put out your	Time limit is	Scheduling is a	Fixed pickup			
trash. Also, how the amount of trash is limited.	too restrictive	barrier	dates			
<u> </u>	Ouicker					
don't make us wait a month to nick it un also give at least 7 days to let items he on the curh	-			Reexamine		
	response time			псскатте		
curb.	Likos C2H					
	LIKES CZH					
<u> </u>						
	-					
Scheduling was not ideal, they only are "in our neighborhood" once a month.	response time					
		scheduling				
with that though. The phone tree was a little long before I got to talk to the person I needed		easier	Reexamine			
<u> </u>						
	Offer twice a					
Ability to schedule more than once a year.	year					
I did not know that this was a once a year only. I will keep that in mind.	Misc					
Management of scheduling on their end - the day we were scheduled for, we got a call telling us it						
was not our date. Thankfully they sail picked up and when realled backfuler, they had realized this.						
Would be nice to have a charter timeline when requesting (ours was 2 weeks or so out, would have	Quickor					
. 5,	-					
peen fince to have sooner), but i understand there are a fot of logistics to get in place!	response time					
	0	011				
twice a year would be nice	response time	year				
twice a year would be nice	· '					
twice a year would be flice						
twice a year would be flice						
twice a year would be flice						
	It was nice when the city would send out a notice of when they would do the yearly neighborhood cleanup. I don't like how you have to call set up a time and give only 24 hours to put out your trash. Also, how the amount of trash is limited. don't make us wait a month to pick it up also give at least 7 days to let items be on the curb Obviously the past system of a timed pick-up worked great but I witnessed people abusing the system by dumping their waste on top of my waste!! Or simply dumping their waste on a nearby curb. Scheduling was not ideal, they only are "in our neighborhood" once a month. It is very easy. Sometimes the date of pick up is farther out than I would like. Am willing to work with that though. The phone tree was a little long before I got to talk to the person I needed Ability to schedule more than once a year. I did not know that this was a once a year only. I will keep that in mind. Management of scheduling on their end - the day we were scheduled for, we got a call telling us it was not our date. Thankfully they still picked up and when I called back later, they had realized this. Would be nice to have a shorter timeline when requesting (ours was 3 weeks or so out, would have been nice to have sooner), but I understand there are a lot of logistics to get in place!	Would be nice if it could be twice a year It was nice when the city would send out a notice of when they would do the yearly neighborhood cleanup. I donât "It like how you have to call set up a time and give only 24 hours to put out your trash. Also, how the amount of trash is limited. Quicker response time Obviously the past system of a timed pick-up worked great but I witnessed people abusing the system by dumping their waste on top of my wastel! Or simply dumping their waste on a nearby curb. Likes C2H Scheduling was not ideal, they only are "in our neighborhood" once a month. It is very easy. Sometimes the date of pick up is farther out than I would like. Am willing to work with that though. The phone tree was a little long before I got to talk to the person I needed Ability to schedule more than once a year. I did not know that this was a once a year only. I will keep that in mind. Misc Management of scheduling on their end - the day we were scheduled for, we got a call telling us it was not our date. Thankfully they still picked up and when I called back later, they had realized this. Would be nice to have a shorter timeline when requesting (ours was 3 weeks or so out, would have been nice to have sooner), but I understand there are a lot of logistics to get in place! I would like them to be more responsive and be able to pick up items sooner. Also, being able to call	Less lead time from the time arranged to the time of pick up would be nice if it could be twice a year It was nice when the city would send out a notice of when they would do the yearly neighborhood cleanup. I don's "thick how you have to call set up a time and give only 24 hours to put out your trash. Also, how the amount of trash is limited. Quicker response time Obviously the past system of a timed pick-up worked great but I witnessed people abusing the system by dumping their waste on top of my wastel! Or simply dumping their waste on a nearby curb. Likes C2H Scheduling was not ideal, they only are "in our neighborhood" once a month. Scheduling to work with that though. The phone tree was a little long before I got to talk to the person I needed Ability to schedule more than once a year. I did not know that this was a once a year only. I will keep that in mind. Management of scheduling on their end - the day we were scheduled for, we got a call telling us it was not our date. Thankfully they still picked up and when I called back later, they had realized this. Would be nice to have a shorter timeline when requesting (ours was 3 weeks or so out, would have been nice to have sooner), but I understand there are a lot of logistics to get in place! I would like them to be more responsive and be able to pick up items sooner. Also, being able to call Offer twice a Verification of the proposed in the propo	Less lead time from the time arranged to the time of pick up would be nice if it could be twice a year It was nice when the city would send out a notice of when they would do the yearly neighborhood cleanup. I dona? "If like how you have to call set up a time and give only 24 hours to put out your trash. Also, how the amount of trash is limited. Quicker response time Quicker response time Quicker response time Obviously the past system of a timed pick-up worked great but I witnessed people abusing the system by dumping their waste on top of my waste!! Or simply dumping their waste on a nearby curb. Likes C2H Scheduling was not ideal, they only are "in our neighborhood" once a month. Scheduling was not ideal, they only are "in our neighborhood" once a month. It is very easy. Sometimes the date of pick up is farther out than I would like. Am willing to work with that though. The phone tree was a little long before I got to talk to the person I needed Offer twice a year Ability to schedule more than once a year. I did not know that this was a once a year only. I will keep that in mind. Management of scheduling on their end - the day we were scheduled for, we got a call telling us it was not our date. Thankfully they still picked up and when I called back later, they had realized this. 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Yes If it's scheduled for the neighborhood. dates Yes Yes Yes Yes Yes				3 5			
Yes Yes Yes Yes Yes	Voc	If itafiles scheduled for the neighborhood					
Yes Yes Yes		in itale is scrieduled for the heighborhood.	uates				
Yes See See See See See See See See See S	Yes						
	Yes						
	Yes					 	
Yes Larger space for items. Space seemed very limited for what we had to get rid of. Too restrictive							
Larger space for items. Space seemed very infinited for what we had to get hid or. 100 festifictive	Voc	Larger space for items. Space seemed very limited for what we had to get rid of	Too restrictive				
	162	Larger space for items. Space seemed very inflited for what we had to get his or.	100 restrictive				

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		Planning to use			
Yes	Since I haven't used it yet, I'm not aware of any problems with it.	it			
		Remind us to			
Yes	Send a general flyer and then a reminder flyer closer to the time.	use C2H			
Yes					
	If I could have more than one day to haul stuff to the curb before the pick up date. I wear out faster	Time limit is			
Yes	now than I used to	too restrictive			
Yes	now that i asea to	toorestrictive			
Yes					
	The purposes was successful.	Likes COLL			
Yes	The program was great.	Likes C2H			
			Too restrictive		
		More bulky	on accepted		
Yes	Do not li it size of limbs to 5'	green waste	items		
	Because I have to schedule it, I delayed this year until it was snowing! This will make it unlikely I use	Scheduling is a	Remind us to		
Yes	the service. Getting a window of time or reminder to call my help with proper trash disposal.	barrier	use C2H		
Yes					
Yes					
		Quicker			
Yes	more frequent availability	response time			
Yes	more request availability	response time			
Yes					
Yes					
Yes					
		Quicker			
Yes	Speed of pickup. Storing the stuff we wanted gone was seriously inconvenient.	response time			
Yes					
	More time to put items on curbside (when pickup is on.a work day and I only have 24 hours to put				
	the items out and work a full time job and it's dark at night, it's not very easy to get the items				
	on the curb).				
		Time limit is			
Yes	It would be nice to have a toxins pickup (paint, fertilizer). I don't know where to drop this waste		HHW collection		
	The state of the s	Fixed pickup	3333		
Yes	Former system where days were designated for cleanup	dates			
Yes	Torrier system where days were designated for dealing	autes			
Yes					
Yes					
	If I had maybe an email notice that other people in my neighborhood were scheduling a day and I				
	could have a link to add on to their day, that might help? I had a pile sit for a while before I called	Coordinate	Scheduling is a		
Yes	just because I needed a bit of motivation. It was great when it was done though.	with neighbors	barrier Likes C2H		

		1	T T	T I	
		Quicker			
Yes	If they could come when you need them- not 2 months later	response time			
	in they could come when you need them. Not 2 months later	response time			
Yes					
Yes					
Yes	to keep the yard and around nice and clean.	Misc			
V	Ulbridgh and have been assessed	Datama ta NCU			
Yes	I liked the old haul program.	Return to NCU			
Yes					
		Too restrictive			
			Time a limit to a		
		on accepted	Time limit too		
Yes	Offer to accept more items, better time window as far as time to get items out to the curb	items	restrictive		
	Once a year isn't sufficient. It requires stock piling things or taking trash to the landfill. A semi-	Offer twice a			
Yes	seasonal program would be better (e.g. spring and fall cleaning).	year			
	seasonal program would be better (e.g. spring and fair dealing).	7001			
Yes					
Yes					
Yes					
V	If we could just as heads to project and fall along on how the contract of	Datama ta NCU			
Yes	If we could just go back to spring and fall clean up how it was before.	Return to NCU			
Yes					
Yes					
	I just found out about it, and actually my neighbor had it setup and I used it. I will use it in the		Planning to use		
Vaa		Likes C2H	it		
Yes	future.		IL		
		Better			
		education on			
Yes	Knowing all the items they can take.	C2H			
Yes	and the factor of the factor o	02.1			
Yes					
Yes					
		Too restrictive			
	Not have them be so limited. We're afraid to use it up so we've held off and tried to stuff the regular	on accepted			
Yes	can over a few weeks.	items			
		Too restrictive			
	Go back to the once a year scheduled pickup on the street. It took me more than a month to	on accepted	Quicker		
Yes	schedule Call to Haul. And they are pretty picky about what they will pick up.	items	Return to NCU response time		
		Offer twice a	Dislikes		
Voc	Having it available more than once wear, not having to list exactly what should so sut				
Yes	Having it available more than once/year, not having to list exactly what should go out	year	itemizing		
Yes					
	twice yearly would be awesome. even better would be to coordinate a few per year at different	Offer twice a	Coordinate		
Voc	• •				
Yes	homes on my block (i.e. being able to add to a neighbors pile in between my hauls).	year	with neighbors		
	previous cleanup program was better and encouraged greater waste disposal and neighborhood				
Yes	cleanup.	Return to NCU			
Yes	Nothing, it was well explained and executed.	Likes C2H			
	recting, it was well explained and executed.	LINCS CALL			└

			0.11		
	It took months to get a date for pickup which was frustrating. I preferred the annual cleanup of years		Quicker		
Yes	past.	Return to NCU	response time		
Yes					
			Remind us to		
Yes	I need to be notified when the cleanup is in my neighborhood.	Misc	use C2H		
Yes	I liked the old way better.	Return to NCU			
	I called to use, and was told they would pick up in 1 hour later. I had to rush to get everything out,				
		Offer twice a	Service		
Yes	would be good if it was twice a year.	year	complaint		
Yes		700.	-		
Yes					
Yes	nothing	Likes C2H			
Yes	inotinis	LIKCS CZIT			
163	it would be nice to have this available more than once a year - possibly the 2nd use in a year could	Offer twice a			
Voc					
Yes	have separate fee?	year			
Yes		n 4:			
Yes	getting my sister to agree to get rid of old water heater, car hood, furniture, etc.	Misc			
		Quicker			
Yes	A shorter window of when it will be picked up so it doesn't sit on the curb as long	response time			
		Fixed pickup			
Yes	I miss the old block by block pick up	dates	Return to NCU		
Yes					
Yes					
	This call 2 haul is a waste of time, man hours, trucks and equipment. It was better when we all knew				
	when the trucks were coming once or twice a year and this is when useful items can be picked up				
	and taken to a city warehouse, where people can go to buy things they could possibly use. All the				
	people that used to go around and pick up useful metals, appliances and odds and ends, made a lot				
	of money that the city could have been making by picking up these items themselves and reselling				
	them from a warehouse.				
	So, I propose:				
	1- Larger trash cans.				
	2 - Less frequent pick ups, once every two weeks.				
	3- Curbside pick ups, once or twice a year.				
	4- City workers would go pick up useful items from these curbside pick ups and deliver them to a				
	warehouse, where the public can go to buy items they could use.				
	5 - There are ways for the city to make money from peoples garbage, instead of raising prices on				
	people who are already struggling to even have a place to live with enough money to pay other				
	utilities and food, etc.				
		Fixed pielers			
Vas	6 - Please consider these ideas. Instead of setting your minds on just raising prices.	Fixed pickup	Mice		
Yes		dates	Misc		
Yes					
Yes					
Yes]			

Voc						
Yes	To stop the Call 2 Haul program and reinstate the Neighborhood Clean-up program. I think Call 2					
	haul was good thought but it's not effective for keeping waste from building up in the city. In					
		Datuma to NCII				
Yes	addition, the rules are to strict regarding the amount and types of waste.	Return to NCU Likes C2H				
Yes	Everything is good.					
.,		Offer online				
Yes	Online scheduling where you can chose a day and time.	scheduling				
	lt's too restrictive. The type of waste should be expanded. I really miss the old system. It allowed					
	for recycling of useable items (metals, furniture, for example) by allowing people to drive by and	Too restrictive				
	take what they need. In the past, the majority of what I put on the curb was picked up before the	on accepted	Misses			
Yes	city arrived.	items	scavenging			
Yes						
Yes						
		Better				
		education on				
Yes	Awareness of the program, our neighbor told us about it	C2H				
Yes						
Yes						
	The service is terrible and more costly to the city then the old program, which was local cleanup at					
Yes	specified days-weeks. This service should be aborted and is no justification for a rate increase.	Return to NCU				
Yes						
	Online scheduling and more possibilities to change/coordinate dates- even a "collaborate with	Offer online	Coordinate			
Yes	your neighbors "	scheduling	with neighbors			
		Remind us to				
Yes	Once a year reminder with contact info and rules of pick up	use C2H				
Yes						
		Offer twice a				
Yes	It would be nice if this service was available more than 2 times a year.	year				
Yes						
Yes						
Yes						
Yes	Si					
Yes						
Yes						
	I dislike that Call 2 Haul can only be used once per year. I also didn't like that I had to provide a					
	detailed list of things that I was discardingâ€"it felt like I was being limited and unable to add items	Offer twice a	Dislikes			
Yes	as I did more clean out.	year	itemizing			
	I would like to be able to put more yard waste out without having to cut it down. The volume of	More bulky				
Yes	waste we can put out is relatively small compared to the old curbside pickup service.	green waste	Too restrictive			
		Quicker				
Yes	not scheduled so far out	response time				
		Fixed pickup	Offer twice a			
Yes	Do a neighborhood pick up twice a year instead	dates	year			
Yes	5					
. 55		1		1	I	1

		0.00				
		Offer twice a				
	Offer it twice a year	year				
Yes						
Yes						
Yes						
		Quicker				
Yes	shorter wait time	response time				
Yes						
Yes						
Yes						
		Quicker				
Yes	More time between putting items at curb and pickup date.	response time				
Yes						
Yes						
	If it was much more clear WHEN it was happening, or if there was an option to like… call and have					
	then pick up large items, even for a small fee would be fine. Unless that is an option and it just isn't					
1	publicized well?	Misc				
Yes						
		Offer twice a				
Yes	more often	year				
	I need more clarification on maximum size of wood trunks accepted. Also, lumber okay? I need to be					
	able to leave a greater volume of material than allowed, as best I can recall. Need to be able to	construction				
	dispose of concrete and rocks/boulders.	waste				
Yes						
		Scheduling is a	Fixed pickup			
Yes	I liked having it at a scheduled time each year. Otherwise, I tend to miss the opportunity.	barrier	dates			
	, , , , , , , , , , , , , , , , , , , ,					
			Too restrictive			
		Offer twice a	on accepted			
Yes	increase haul away & more often	year	items			
Yes		700.				
	If possibleless waiting times to pick up items. Coordinate with other agencies ie. Habitate for					
	Humanity to recycle house household construction items, extra lumbar, electronics, bikes, and	Quicker				
	other reusable items. Perhaps even clothing.	-	More recycling	Misc		
	exiter reasons remains remains even clothing.	response time	THOIC ICCYCIIII	171130		
Yes	Return to old yearly pick up	Return to NCU				
Yes	They took the trashcan we had stacked our scrap lumber in and compacted it.	Misc				
Yes	They took the trushean we had stacked our scrap rumber in and compacted it.	IVIISC				
Yes						
163						
				Too restrictive		
		Offer twice a				
Voc	Destrictions of size and amount with one call not year!			on accepted		
Yes	Restrictions of size and amount with one call per year!	year	Too restrictive	items		
V	Catalata Blo Catalata da constante	Fixed pickup				
Yes	Set date like first Monday quarterly	dates	Fired at 1			
<u></u>	To an health a the old such as of headers a sink banks. It is	Data and No.	Fixed pickup			
Yes	To go back to the old system of having neighborhood pickups	Return to NCU	dates			

Yes Not much as the program in itself is a discredit to the way it was formerly, Romind us to use C2H Uses C2H N N N Uses C2H Us	Remind us to use C2H Likes C2H Remind us to use C2H Likes C2H					1		1	
Ves Not much as the program in itself is a discredit to the way it was formerly, Not much as the program in itself is a discredit to the way it was formerly, Remind us to use C2H Ves I was presently surprised at how easy and convenient it was to use. It was 2H Ves I is Pretty easy already. Ves I is Pretty easy already. Ves I it is easy enough to use It is easy enough to use N Ves A A Likes C2H Ves Nothing. Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container perhaps Ves Dialong the number of Call 2 Haul on the recycling container per	Remind us to use C2H Likes C2H	Yes							
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Remind us to use C2H	Remind us to use C2H Was to use. Likes C2H Likes C2H	Yes							
Remind us to use C2H	Remind us to use C2H Likes C2H	Yes	Not much as the program in itself is a discredit to the way it was formerly,	Misc					
Yes Iwas presently surprised at how easy and convenient it was to use. Ukes C2H	was to use. Likes C2H Remind us to use C2H Likes C2H			Remind us to					
Yes Iwas presently surprised at how easy and convenient it was to use. Ukes C2H	was to use. Likes C2H Remind us to use C2H Likes C2H	Yes	iust being notified	use C2H					
Yes It's Pretty easy already. Yes It's Pretty easy already. Yes It's easy enough to use Likes C2H N N N N Likes C2H Yes Nothing. Uikes C2H Yes placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the recycling container perhaps Ves placing the number of Call 2 Haul on the	Likes C2H Likes C2H Likes C2H Likes C2H Likes C2H Likes C2H Remind us to use C2H Likes C2H								
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Yes Yes	Likes C2H Likes C2H Likes C2H Remind us to use C2H Likes C2H		its Pretty easy already	Likes C2H					
Yes It is easy enough to use Uikes C2H	Likes C2H Remind us to use C2H Likes C2H Likes C2H Likes C2H Likes C2H Likes C2H Time limit is too restrictive very short now Time limit is too restrictive Dislikes itemizing Too restrictive on accepted items sould go through the piles and take stuff they items All of the piles and take stuff they on accepted items All of the piles and take stuff the		its Fretty Casy affeaty.	LIKES CZII					
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make it a little easier with the tree trimming conditions 5' long is a little picayune, the bundle thing green waste	green waste Likes C2H	Yes	More frequent pick up appointments	easier	response time				
Yes in tedious green waste	green waste Likes C2H			More bulky					
	Likes C2H	Yes		•					
lyes		Yes		5					
			Luse this service twice now and have loved it!	Likes C2H					
	Distinces		and this service twice how and have loved it;						
	itomizing	Voc	Not having to list all items						
		162	INOUTHAVING TO HIST AIL ITEMIS				1		
Dumpsters/bag		.,							
Yes Stop it. Other cities put out dumpsters and that works better.		Yes	Stop it. Other cities put out dumpsters and that works better.						
Time limit is More bulky					· ·				
	Time limit is More bulky	Yes	More than a day to move tree trimmings to curb	too restrictive	green waste				
Time limit is More bulky					· ·				
		Yes	More than a day to move tree trimmings to curb	too restrictive	green waste				

Yes	Yes				
		Offer twice a			
Yes	more frequent	year			
Yes					
Yes					
Yes					
	Why can we not have the old system were they schedule the pick up. Other city do this twice a year				
Yes	why not Salt lake.	dates			
Yes					
	Going back to the old way - give us a fixed time-frame so that we all can put our items out. Since the				
	new City turned to the new way of collecting the bulky items, my family was never able to utilize this				
Yes	service. Very inconvenient!	dates	Return to NCU		
Yes	Change policy-return to old bulk trash pick up.	Return to NCU			
163	Change it back to the original City clean up pick up. When there's a set deadline, it encourages	Return to NCO			
	people (and me) to do the cleaning. When it's a call whenever it's harder to get around to it when		Fixed pickup Scheduling is a		
Voc	life gets busy.	Return to NCU	dates barrier		
Yes	it was wonderfully easy to use, but they didn't clean the street as much as they have in the past. So	Neturn to NCO	Darrier		
Voc	there was mud/leaves/scraps left in the parkway.	Likes C2H			
Yes Yes	there was mudyleavesy scraps left in the parkway.	LIKES CZII			
163					
	It was way to use, but as mentioned earlier, the amount allowable is a bit ridiculous to me. If we had				
	a couch, that would pretty much be all we could set out. I think the allowable amount needs to be				
Yes	increased. We don't have a big yard so green yard waste isn't an issue for us.	Likes C2H	Too restrictive		
163	increased. We donae I have a big yard so green yard waste ishae I am issue for us.	LIKES CZII	Too restrictive		
			Quicker		
Yes	Go back to the neighborhood clean up program, wait times for call to haul are terrible	Return to NCU	response time		
Yes	do back to the neighborhood clean up program, wait times for can to main are termine	Netarii to iveo	response time		
Yes					
103					
Yes	I want to return to the annual curbside pick-up of large items.	Return to NCU			
	I liked the old version, where everyone on our block put out items during a certain week each year.				
	This allowed bargain-hunters to come by and put most of the items to good use, keeping them out		Misses		
Yes	of the landfill. It uses a lot of extra fuel to send trucks out all over the map at all times of the year.	Return to NCU	scavenging Inefficient		
Yes	Seems like it is a good program.				
Yes					
Yes	Nothing, it was amazing.	Likes C2H			
Yes					
Yes					
			Better		
			education on		
Yes	Just knowing what number to call to order it, which I can find on the website.	Likes C2H	C2H		
Yes					
Yes					
Yes	It's great.	Likes C2H			
Yes					
		Fixed pickup			
Yes	I liked it better when we were given a date in advance for the neighborhood pickup.	dates			

		T		ī	1	
		Make				
		scheduling				
Yes	Better scheduling	easier				
		Take				
		construction				
Yes	That they would take some construction waste like concrete	waste				
		Too restrictive				
		on accepted				
Yes	Expand materials allowed. Go back to yearly pickup.	items	Retun			
Yes						
Yes						
		Better				
		education on				
V	handa a della dell					
Yes	better publicity of when it is occurring	C2H				
	the service worked however now the curb area is not cleaned up. lots of tiny branches that of					
	course broke off when picking up which is logical					
Yes		Likes C2H				
Yes	If they published schedules of what areas they will be working in	Misc				
Yes	Didn't know I could dispose of tires.	Misc	Reexamine			
Yes	•					
	This is only available once a year and does not take the things that surheide nick up used to Again	Too restrictive				
	This is only available once a year, and does not take the things that curbside pick up used to. Again,					
	less services for more money. Sorry, I do not support this.	on accepted				
Yes		items				
		Planning to use				
Yes	Yes I will use it now that I know about it	it				
		Offer twice a				
Yes	I wish there was one other day! Twice a year.	year				
Yes		,				
	I preferred the week long neighborhood clean-up system where there was a set time to pile your	Fixed pickup	Scheduling is a			
Yes	stuff up. I don't like having to schedule a specific date	dates	barrier			
163	Start up. 1 don't like having to schedule a specific date		barrier			
.,		Fixed pickup				
Yes	I actually liked it when we all did it on the same day - seems more efficient all around.	dates	Inefficient			
Yes						
Yes						
Yes						
	My only criticism is that the city refused to pick up the junk from our driveway, but required us to					
	put it out on the street. The only bit of curbside our property has on our circle is where our next					
	door neighbor parks, so it was awkward asking him to please find somewhere else to park it that					
	night. If the pickup would have damaged our driveway in some way, I can't complain that the city					
\		N 4:				
Yes	didn't want to pick it up from there, but if not, that would have been more convenient.	Misc				
	I think it is easy to use, but as stated above, the allowed quantity is not adequate for residents that		More bulky			
Yes	maintain trees and a great deal of greenery.	Likes C2H	green waste			
Yes						
	We have no problem with the service as it is. There may be a succession of storms some time that					
	could require additional tree limb pick up requests. We miss the opportunity to recycle other	More bulky	Misses			
Yes	peoples trash as often happened during "Spring Clean Up".	green waste	Storm cleanup scavenging			
	h to the state of the Control of the	J		l .	1	

Yes					
		Dislikes			
Yes	Not having to indicate details of what would be picked up.	itemizing			
Yes		0			
Yes	Schedule	Misc			
100		Scheduling is a			
Yes	Not have to make appointment to pick. It up	barrier			
Yes					
Yes					
	Our family prefers the old system of the entire neighborhood having a specific cleanup week rather				
	than having to call to schedule a time individually. Under the old system we could spend an entire				
	week cleaning and placing items on the curb. Now, we are assigned a date (no flexibility), and are				
	expected to place items on the curb within a 24 hour period. If items are on the curb longer than a				
	few days we can be fined by the city for having items out. The time constraints are difficult for us,		Fixed pickup Time limit too		
Yes	and the worry of incurring a fine is not great either.	Return to NCU	dates restrictive		
Yes	, , ,				
Yes					
Yes					
Yes					
	It took several months to hear when a pick-up was being scheduled in my area and I had to describe				
	everything I wanted picked up. I didn't like this. There were things I wanted to add to the list but	Quicker	Dislikes		
Yes	couldn't because I had already committed to what I wanted taken.	response time	itemizing		
	I was only able to throw away a small pickup load with a lot of restrictions. I had to take four more				
Yes	loads to the dump 15. a piece. then one of tree limbs for 20. at a local place.	Too restrictive			
	I believe more household would use the services and more items would be picked up and picked by				
	others if we had two separate annual neighborhood pickups, one pickup for yard waste and the		Offer twice a		
Yes	other for the bulk non-compost items.	Reexamine	year		
Yes	Getting used to the change.	Likes C2H			
		Dislikes			
Yes	Not having to itemize the waste	itemizing			
		Quicker			
Yes	The timing of when I put garbage out and it is picked up.	response time			
Yes					
Yes	I think at present the program is very easy to use.	Likes C2H			
Yes					
	I miss the neighborhood clean ups. It was more social and everyone picks through everyone else's	Misses			
Yes	piles. I feel like a lot more stuff got reused.	scavenging	Return to NCU		
		Quicker			
Yes	Having the service available close to the time the booking is placed. Not weeks/months later.	response time			
Yes					
Yes	It was fine the one time I used it.	Likes C2H			
Yes	Pick up auto batteries.	HHW collection			
			1		

Yes					
	Knowledge of the time frame when scheduling for this service. When I scheduled it was a month	Quicker			
Yes	out.	response time			
Yes					
	it's a wonderful service. thank you. the only downside is how long junk and unsightly trash will sit		Quicker	Service	
Yes	on the curbs. i've literally seen it on some curbs for 2 months.	Likes C2H	response time	complaint	
			Make		
	You need to make getting appointments for pick up easier. It's hard to call in and get to speak with	Scheduling is a	scheduling		
Yes	someone.	barrier	easier		
Yes					
	Expand the materials that qualify for pickup to include hazardous substances and use that as				
	justification for a rate increase. It would be good for the environment and would be something a				
Yes	company like Amazon would do if it had your monopoly control.	HHW collection			
	My daughter called for me and told me what day and time Call 2 Haul would be here - seemed easy				
Yes	enough.	Likes C2H			
Yes					
		Quicker			
Yes	Quicker response time.	response time			
103	Quicker response time.	Fixed pickup	Time limit too		
Yes	Have fixed dates for pick-up and adequate notice to gather items for pick-up.	dates	restrictive		
163	Trave fixed dates for pick-up and adequate flotice to gather items for pick-up.	uates	restrictive		
	Very satisfied. Have used it one time. It was very good! Have used it in 2019. I will use it again in		Quicker	Planning to use	
W	, , ,	Lilea Call	-		
Yes	2020. To make it better maybe not such a long wait time.	Likes C2H	response time	it	