

Q11B	If respondent chose "Yes, I have used Call 2 Haul," they are asked "What will make it easier for 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
Yes	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 previous years.	Time limit is too restrictive	More bulky green waste				
Yes							
Yes	Program is fine but collection workers left a mess of broken materials in street.	Likes C2H	Service				
Yes	Go back to yearly street cleanup	Return to NCU					
Yes							
Yes	I preferred the old program of waste pickup	Return to NCU					
Yes							
Yes	Less limitations on size of items. Also not having to list every single item being disposed of	Too restrictive on accepted	Dislikes itemizing				
Yes							
Yes							
Yes	Would prefer the previous method of collection - everyone assigned a time	Return to NCU	Fixed pickup				
Yes							
Yes	All info on a website In one easy to access place.	Confused on how program					
Yes	Go back to the neighborhood cleanup program.	Return to NCU					
Yes	Haven't used it yet but plan to.	Planning to use					
Yes	I preferred the previous system.	Return to NCU					
Yes	two times a year	Offer twice a					
Yes							
Yes	I liked the other haul service so much better.	Return to NCU					
Yes							
Yes							
Yes	Quick call turnaround to the day they will be coming	Quicker					
Yes	Could not be easier	Likes C2H					
Yes							
Yes	Clearer requirments and dates.	Confused on how program					
Yes	Bring back the annual yearly cleanup. Call2Haul service takes a while to come to the property	Return to NCU	Quicker response time				
Yes	not having to label stuff	Dislikes itemizing					
Yes							
Yes	If you picked up more things. Like old paint cans and batteries.	HHW collection					
Yes							
Yes	Takes a whole month to get them out to pick up the garbage	Quicker response time					
Yes							
Yes							
Yes							

Yes							
Yes	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 much junk spread out over way too long.	Heard negative things	Fixed pickup dates	More trash in neighborhoods			
Yes	I felt the current service was pretty solid. The mail reminder is nice. Email could also work to save some paper. So much of the rest of the mail is garbage so it can get missed.	Likes C2H	Remind us to use C2H				
Yes							
Yes							
Yes	It would be great to have more than one "call 2 haul" visit per year. Two would be excellent -many families would likely use the service once in the spring and once in the fall.	Offer twice a year					
Yes	When I called to set up an appointment, the next appointment was an entire month away.	Quicker response time					
Yes	It was very easy. No suggestions to make it easier	Likes C2H					
Yes							
Yes	If we had more time to leave it on the curb	Time limit is too restrictive					
Yes	well, maybe picking up more than used furniture.	Too restrictive on accepted items					
Yes							
Yes	shorter curb time for collectibles to any rummagers.	Dislikes scavenging					
Yes							
Yes	If appointments could happen sooner rather than later. It was 2 months before I could get a pickup after I called.	Quicker response time					
Yes							
Yes							
Yes	I think it should take more items and they shouldn't have to be so specifically organized. For instance, I live in a house that's 125 years old. There are some old boards around the property. But that's considered "construction waste".	Too restrictive on accepted items	Dislikes itemizing	Take construction waste			
Yes							
Yes							
Yes	Texting a request	Make scheduling easier	Texting for appointments				
Yes							
Yes	Completely end this program and GO BACK to the previous yearly haul away system.	Return to NCU					
Yes	Notification by mail around 14 days prior to pickup. Y'all are great. Love you.	Likes C2H	Appointment reminders				
Yes	A reminder to call them and setup the appointment. I miss the automatic neighborhood junk pickup weeks....	Remind us to use C2H					

Yes							
Yes							
Yes							
Yes	Quicker response.	Quicker response time					
Yes							
Yes							
Yes	It doesnt take two months from when I call for them to come	Quicker response time					
Yes	Going back to old system of yearly clean up with Go back to old yearly clean up piles	Return to NCU					
Yes							
Yes	Que designen una fecha como en años anteriores para todo el vecindario que nos informen con anticipación	Spanish					
Yes	i would like them to take more items that can not fit in the garbage	Too restrictive on accepted items					
Yes							
Yes							
Yes	We prefer the old program where we know what week it will be scheduled. It seems like a poor use of the city funding to have them bounce around the valley	Return to NCU	Inefficient				
Yes	Everything was great!	Likes C2H					
Yes	We used it when it first started (July 2018). It took a very long time to get ahold of anyone and schedule a date.	Quicker response time					
Yes	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 be better. We watched people steal the metal from the pile, probably so they could get the recycling money for it.	Too restrictive on accepted items	Dislikes scavengers	Dumpsters/bags			
Yes							
Yes	Availability with a quicker turn-around	Quicker response time					
Yes							
Yes	Please return to bulk cleanup weeks.	Return to NCU	Fixed pickup dates				
Yes							
Yes	Too often I seem to miss the notice until I start to see all the neighbors starting to pile stuff up.	Misc					
Yes	Sooner availability on the calendar. But overall it's not as good as the dumpsters in the past.	Quicker response time	Too restrictive				
Yes	Too many rules						

Yes	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 street. You need to go back to the dumpster drop off-where you can dump all your stuff for a week. This service is worthless.	Too restrictive on accepted items	More trash in neighborhoods				
Yes							
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. Biskupski really screwed the pooch with Call2Haul!	Return to NCU					
Yes							
Yes	Just hesitant to use because of the once a year limitation	Offer twice a year					
Yes							
Yes	it would be nice if they would take more stuff... construction materials/dirt/cinder blocks	Too restrictive on accepted items	Take construction waste				
Yes	Make this available to schedule online rather than calling. Or maybe offer both, call and online?	Offer online scheduling					
Yes	more concise and clearly stated guidelines for pickup. We spent so much time bundling little branch units-that was extremely time/labor intensive.	Too restrictive on accepted items	More bulky green waste				
Yes							
Yes	Being seniors, I would like to see us given more time or days ahead of the scheduled pick up date. I do not have help when it comes to carrying and placing on curbside.	Time limit is too restrictive					
Yes							
Yes	Multiple pickups per year	Offer twice a year					
Yes							
Yes							
Yes							
Yes	I love the mail reminders and wouldn't mind one more notice a few days before.	Remind us to use C2H	Appointment reminders				
Yes	Go back to the previous program	Return to NCU					
Yes							
Yes	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 don't have experience with it directly so i'm not sure if that's the case or not.	Misc					
Yes							
Yes							
Yes	Faster turn around and construction material removal.	Quicker response time	Take construction waste				

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

Yes	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 well so it is inconceivable to me why you "broke it." Call 2 Haul is terrible.	Return to NCU	Misses scavenging	Inconvenient	More trash in neighborhoods		
Yes	A faster turnaround time from request to pickup.	Quicker response time					
Yes	The timing and nature of the program change from year to year. More consistency would be appreciated	Confused on how program works					
Yes	There are non-trivial restrictions on the content, size and shape of materials they will accept. I understand these limitations, but it does restrict the usefulness of the program at times.	Too restrictive on accepted items					
Yes	I have only used the service once and had no issues. I called, was given a date, I put our stuff on curb the day before and day of it was removed. I had no issues.	Likes C2H					
Yes							
Yes	Allow disposal of smaller household items. Please make it easier to dispose of electronics properly all year with a free drop off location in the city.	E-waste at permanent drop-off					
Yes	I liked the old service; it seemed to be a good distribution of old things, now I feel bad throwing stuff out that would probably be recycled by the scavengers that drive around and pick up stuff	Misses scavenging					
Yes							
Yes	not have to wait so long for a container to be delivered	Misc					
Yes							
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 wrong address. I will not use this program moving forward.	Service complaint	Too restrictive				
Yes	It took them a while to get back to us. Only being able to use it once a year is hard. Only being able to have items at the curb for such a short time is difficult for big projects	Quicker response time	Offer twice a year	Take construction waste			
Yes	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, you could take the weekend to get your things out on the curb.	Return to NCU	Time limit too restrictive				
Yes	Having the cleanup back it makes it so small and I can't put it out until the morning of and it's not convenient	Time limit is too restrictive	Inconvenient	Return to NCU			
Yes							
Yes	It took too many contacts back and forth. You shouldn't have to list all the items. The service should pick up a broader range of items.	Inconvenient	Dislikes itemizing	Too restrictive on accepted items			
Yes							

Yes	shorter scheduling delay	Quicker response time					
Yes	I liked the old service when they did neighborhood cleanup.	Return to NCU					
Yes	The first time I tried to contact Call 2 Haul via the website no one responded. The second time it was very smooth. I just prefer the old program.	Likes C2H	Return to NCU				
Yes	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 to do away with neighborhood mass pickup times.	Misses scavenging					
Yes	Make it more well known in the public	Remind us to use C2H					
Yes	My stuff was left curbside for a number of days after they said they would pick it up. Would be great if they can pick up the stuff when they said they would	Service complaint	Quicker response time				
Yes	Be able to use twice or multiple times a year.	Offer twice a year					
Yes							
Yes							
Yes							
Yes	nothing	Likes C2H					
Yes							
Yes	There was a backlog when we first tried it. I am sure that will be better now that the program is up and running	Likes C2H					
Yes	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 there were issues with it, but it was great to count on.	Return to NCU	Misses scavenging				
Yes	Its never easy. Not really sure making easy is really a concern of SLC	Misc					
Yes	Timing was difficult	Time limit is too restrictive					
Yes							
Yes	Opening more dates for collection.	Offer twice a year					
Yes							
Yes	I preferred the dumpster in the neighborhood method better. It was easier to use and allowed a bit of time. Call 2 Haul felt rushed	Time limit is too restrictive					
Yes	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... You have to move trimmings twice.	Time limit is too restrictive	More bulky green waste				
Yes							
Yes							
Yes	Nothing, it was great	Likes C2H					
Yes							
Yes							
Yes	Online scheduling, yo	Offer online scheduling					
Yes							

Yes	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 in my trash can. I am very dissatisfied with Call2Haul, it is not as good a program as the yearly curbside pick up that was previously done.	Too restrictive on accepted items	Dislikes C2H	Return to NCU			
Yes	It take too long for them to come. It was really annoying that they wanted a list of what I was going to put out, especially since they couldnt come for 3 months.	Quicker response time	Dislikes itemizing				
Yes	You never came to pick my neighbor 2 Haul service. No follow through.	Service complaint					
Yes							
Yes	RECYCLE, DUMP, HAUL AWAY THIS SERVICE AND RESTORE OLD STREET PICK UP SERVICE	Return to NCU					
Yes	It is not convenient. I liked the old system where we had a date to count on.	Inconvenient	Return to NCU	Fixed pickup dates			
Yes	If you can use it more than once a year	Offer twice a year					
Yes							
Yes	Clearer instructions	Confused on how program works					
Yes	make it like it used to be. bring back neighborhood clean up, you son of a *	Language	Return to NCU				
Yes							
Yes	Can't think of anything.	Likes C2H					
Yes							
Yes	its a great program love it	Likes C2H					
Yes							
Yes							
Yes							
Yes							
Yes	Scheduling an available pick up date was the only issue we encountered.	Quicker response time					
Yes	Extra days to put out	Time limit is too restrictive					
Yes							
Yes							
Yes	We would prefer if there were a set date for neighborhood large yard waste disposal, obviating the need to separate organics from other trash.	More bulky green waste					
Yes	Only being able to put out 24 hours before is hard. When they did city pick up we had 5-7 days and that made it feasible for the families that work odd or long hours	Time limit is too restrictive					
Yes	Would be nice to not have to wait so long The day you call to having the pickup done.	Quicker response time					



Yes							
Yes	I prefer the former neighborhood cleanup the was once a year. Even if the city did the neighborhoods every other year would be better.	Return to NCU					
Yes	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 trying to take advantage of the system but green waste filled up quickly when you're cutting branches and trees in your yard.	More bulky green waste	Too restrictive on accepted items				
Yes	Being allowed to put things out more than the night before the pickup.	Time limit is too restrictive					
Yes	Reminders in the mail	Remind us to use C2H	Appointment reminders				
Yes	More advance notice so we can clean out!	Misc					
Yes	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 efficient and probably much more costly. I haven't used the new program, only the old program.	Misc					
Yes	Easier to set up online. It always ends up in a phone call to schedule or discuss what we'll be putting out.	Offer online scheduling					
Yes							
Yes							
Yes	This doesn't work for me. I need a rolloff for leaves. More leaves might end up in the rather than in the street gutter/drains	More bulky green waste					
Yes							
Yes	A faster pickup and a bag or something to put all the stuff in.	Quicker response time	Dumpster/bag				
Yes							
Yes	Nothing- it is a straight forward and simple process!	Likes C2H					
Yes	be able to pick at least the week when the pickup would be, beable to put things out on the curb for that entire week,	Time limit is too restrictive					
Yes	An option for 2 x a year to allow for tree limbs being a separate need then large household trash.	Offer twice a year	More bulky green waste				
Yes	It was really hard to get an appointment. I was not aware that they will pick up tree limbs.	Service complaint					
Yes							
Yes	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 curbside cleanup back!!	Return to NCU					
Yes							
Yes	Go back to the old program of scheduled neighborhood pick up day. Call 2 Haul schedule is unacceptable.	Return to NCU					
Yes	Go back to a set time for pick up	Return to NCU	Fixed pickup dates				

Yes	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 recycling!	Misses scavenging					
Yes							
Yes							
Yes							
Yes	To notify all neighbors where the items should belong and not to place on lawns.	Misc					
Yes							
Yes	A wider window to put bulk items out- 1 week is too short. 2 weeks would be minimum- or when I call to schedule asking how much time I need	Time limit is too restrictive					
Yes							
Yes	I wish I could use it twice a year.	Offer twice a year					
Yes							
Yes							
Yes	Should be two times a year.	Offer twice a year					
Yes							
Yes							
Yes	They were quick for me, but I was told they had huge delays and most of my friends say that they 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							
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. Now our stuff that could be valuable to others goes in the landfill.	Misses scavenging	Return to NCU				
Yes	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 by others rather than filling the landfill.	Misses scavenging	Return to NCU				
Yes	Seems like it was better this year but I have not used it yet in 2019. I found if you be very restrictive 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					
Yes	Let us put items out a week in advance and group neighborhoods together. Most of the stuff gets taken and reused and that's a win for everyone.	Misses scavenging	Fixed pickup dates	Time limit is too restrictive			
Yes							
Yes							
Yes	Provide this service twice per year	Offer twice a year					
Yes	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 could place it with a neighbor.	Inconvenient	Inefficient				

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						
Yes	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 to me, I procrastinate.	Dislikes itemizing	Fixed pickup dates				
Yes							
Yes							
Yes	Nothing, it was easy.	Likes C2H					
Yes							
Yes	They told us to separate our piles but when they took it away it all went in the same bin so I was frustrate they made us sort it for no reason	Dislikes itemizing					
Yes	Longer window for putting items out on curb , larger quantity of items taken. More than one pickup per year a available.	Time limit is too restrictive	Too restrictive on accepted items	Offer twice a year			
Yes	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 designated time each year to have things picked up.	Inefficient	Fixed pickup dates				
Yes	Having more uses per year. We tend to not utilize the service because we want to make sure we have as much bulk items as possible when we do.	Offer twice a year					
Yes	I think it's a great service. I am pretty sure most people in my neighborhood are unaware however. I still see a lot of junk left out hoping someone will come by and pick it up! Liberty Wells area.	Likes C2H	Remind us to use C2H				
Yes	to be able to put items out three-four days before pickup.	Time limit is too restrictive					
Yes	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 smooch in the yard waste bin. I've talked to others . they'd rather have the the service every other year than to have what is offered now. However, the service is better than nothing.	Misses scavenging	More bulky green waste	Doesn't like using compost cans for green waste			
Yes	I prefer the old service of a prescribed time when the come to the neighborhood.	Return to NCU	Fixed pickup dates				
Yes							
Yes	I couldn't wait for the date which was a month away. I had big limbs that needed to get taken away sooner	Quicker response time					
Yes							
Yes							
Yes							
Yes	The next available date for pick up is usually inconveniently far in the future.	Quicker response time					
Yes							

Yes	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 go to the landfill.	Misses scavenging					
Yes							
Yes	Unsure how to dispose of paint	HHW collection					
Yes							
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 my request.	Quicker response time					
Yes	Yearly email reminder	Remind us to use C2H					
Yes							
Yes	It was the start of the program and there was a disconnect between requesting and pick up.	Quicker response time					
Yes	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 extremely inconvenient.	Time limit is too restrictive	Scheduling is a barrier	Return to NCU			
Yes	I preferred the annual scheduled neighborhood pick ups.	Return to NCU					
Yes	Have it twice a year.	Offer twice a year					
Yes							
Yes	Sounds confusing. Despite all the fliers and info I've received I really don't understand if what I would have put out under the old system would be accepted now. Seems not.	Confused on how program works	Too restrictive on accepted items				
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 dump.	Quicker response time					
Yes	Timely pickup.. took quite a while to get our pickup taken care of. Weeks	Quicker response time					
Yes	d						
Yes							
Yes							
Yes							
Yes							

Yes	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 scavenging					
Yes							
Yes							
Yes							
Yes	I preferred when the service was once a year, with no need to make an appointment	Scheduling is a barrier					
Yes	Online request form	Offer online scheduling					
Yes	I DONT LIKE THE CALL IN FOR APPOINTMENT	Scheduling is a barrier					
Yes							
Yes							
Yes	When I called none of the items that I wanted to throw away were acceptable. Seemed rather useless to me, and not as user-friendly as the old system.	Too restrictive on accepted items					
Yes	it was fine	Likes C2H					
Yes	Having more scheduling flexibility for pickup would be wonderful. But otherwise love the program	Likes C2H	More scheduling flexibility				
Yes							
Yes	2 pickups per year	Offer twice a year					
Yes	More than once a year to keep the piles smaller	Offer twice a year					
Yes							
Yes							
Yes	Allow placing items out over a weekend. We had to take a half day off work.	Time limit is too restrictive					
Yes	it's already easy enough	Likes C2H					
Yes	Provide more information posted online detailing what items can be picked up through the program and referring users to other locations to drop off unacceptable items.	Confused on how program works					
Yes							
Yes	Please don't ask us to list all items for pickup. We felt guilty when we found additional items to throw out after scheduling. Just ask is to verify that we won't include prohibited items.	Dislikes itemizing					
Yes	It's good, but of course it isn't as convenient or as neighborly or as effective as the old program. But I know it had to change, particularly as people were taking advantage of it.	Likes C2H	Misses scavenging	Inconvenient			
Yes	Online application is easy. I don't like needing to apply. It seems to be a waste of resources for individuals to schedule and the trucks to go to the same block a dozen times.	Inefficient	Likes C2H	Scheduling is a barrier			
Yes							
Yes							
Yes							

Yes	I think it would be better if each area of the city had a specific time period when they could schedule pickups.	Fixed pickup dates					
Yes	I preferred the neighborhood pick up.	Return to NCU					
Yes							
Yes	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 what can be composted, is.	Likes C2H					
Yes							
Yes							
Yes	Not having a specific limit - when I called I was told I could only have a certain amount to haul. So what happens if I was a little over the limit, do they leave on the curb? More flexibility on this program.	Too restrictive on accepted items	Too restrictive				
Yes							
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 the piles.	Misses scavenging					
Yes							
Yes	Extra phone help?	Misc					
Yes	I tried to use this this last summer after we had a hedge removed. There was a lot to be removed 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 junk or landscape material this would not have been a problem. I vote we return to the old system. The 6" width criteria is too limiting.	More bulky green waste	Too restrictive on accepted items				
Yes	I would like to see them pick up more items, including small-project construction waste.	Too restrictive on accepted items	Take construction waste				
Yes	1 week lead time	Quicker response time					
Yes	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 to store it for a month safely.	Quicker response time					
Yes	Never used it. Not the kind of person who likes to call up on the phone because I am sure all I would get is a recording.	Scheduling is a barrier					
Yes	I don't always have just a one time per year need.	Offer twice a year					
Yes							
Yes							
Yes	A better scheduling system. I like it fine, but they just propose a date. Maybe give the ability to select from a few options. You can reschedule, but maybe just make the date selection easier up front.	More scheduling flexibility					
Yes	It should go back to specific streets specific times not the current 3 month waiting period that's unacceptable	Fixed pickup dates					

Yes	bring back the city pick up	Return to NCU					
Yes							
Yes	Scheduling is a problem because it is not always available when I am ready to have the service come to the house. Therefore, if I have to wait, then I have to store the waste on my property until the service can come and then move it to the street. I'm 73 and this is very difficult for me.	Time limit is too restrictive	More scheduling flexibility				
Yes							
Yes	I liked the scheduled day. We have occasional waste that is too large for the bin, but doesn't seem worthy of using Call to Haul.	Fixed pickup dates					
Yes	The guidelines for how much (area) trash items can placed curbside is laughable. Perhaps the guidelines could be a bit more realistic.	Too restrictive					
Yes							
Yes	I preferred the pre-assigned pick-up date and the ability to leave trash on the curb several days in advance.	Fixed pickup dates	Time limit too restrictive				
Yes	give more then 24 hours to put stuff out...	Time limit is too restrictive					
Yes							
Yes	Seeing as how it used to happen to all homes in the city, and reduced to people who just call...offer it as twice or three times a year. There are homes that are so cluttered that could use it.	Offer twice a year					
Yes							
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 the landfill. Why so uptight, neighbors, about others going through your garbage??????	Return to NCU	Misses scavenging				
Yes	Email or text reminder the day before	Appointment reminders					
Yes	Put back the old Cleanup program	Return to NCU					
Yes	Better notification.	Appointment reminders	Remind us to use C2H				
Yes							
Yes	Timing	Misc					
Yes	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 curb)	Misc					
Yes	I liked the single day street service. It gets people motivated, including myself, to get things cleaned up and out to the street.	Fixed pickup dates					
Yes							
Yes	its fine. I preferred when we had our week to put things out	Likes C2H	Fixed pickup dates				
Yes	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 better system, but even though people said they wanted it kept the same we were not listened to.	Return to NCU					
Yes							

Yes	More availability for the pickups. I waited quite awhile to get my date.	Quicker response time	More scheduling flexibility				
Yes							
Yes							
Yes							
Yes	keep sending me annual reminder / flyer	Remind us to use C2H					
Yes							
Yes	We are satisfied with the way it is. But it would be nice to have 2 pick ups a year.	Likes C2H	Offer twice a year				
Yes	I liked the neighborhood cleanup since it allowed me to pick some free stuff for my yard (wood, sticks, hoses). Though I do understand the reasons why the City went away from it.	Misses scavenging					
Yes	If you returned to the area by area collection model that would help. You could restrict the time and manner in which the waste material can be put out to correct previous problems.	Fixed pickup dates					
Yes	None	Likes C2H					
Yes	I like the original way of elimination. I do not care for the Call 2 Haul program, it is too tricky. It was much easier when the neighborhood could participate at the same time.	Inconvenient	Return to NCU	Fixed pickup dates			
Yes	Abandon that program and go back to curbside yearly piles	Return to NCU					
Yes							
Yes							
Yes	more pickup dates. Mine was over a month out when I scheduled so I had a pile of garbage sitting in my yard for over a month.	More scheduling flexibility	Quicker response time				
Yes							
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 once a year. With the current program, my street regularly has someone's garbage pile, and that is unsightly and affects traffic and parking.	More scheduling flexibility	Too restrictive	Too restrictive on accepted items	Return to NCU	Fixed pickup dates	More trash in neighborhoods
Yes	Too many things they don't take and in too small quantities for what they do take. There are many items we now have no way of getting rid of that used to be collected under the old program like large tree branches or moderate sized trunk.	Too restrictive on accepted items	More bulky green waste				
Yes	I would prefer to go back to the annual pick-up with no calling ahead.	Scheduling is a barrier	Return to NCU				
Yes							
Yes	If you offered this twice a year instead of once	Offer twice a year					
Yes	Noting. I really like this service and the folks that picked up our pile were great. They were very clean and swept up any leftover debris.	Likes C2H					
Yes							



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

Yes							
Yes	Go back to the scheduled pick ups once a year.	Return to NCU					
Yes	Cleaner, easier web interface	Offer online scheduling					
Yes	Iâ€™m scheduled next month and have not used it yet						
Yes							
Yes	Take paint please! And more than once a year.	HHW collection	Offer twice a year				
Yes							
Yes	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 go back to the previous system.	Quicker response time					
Yes	We used this service very recently and were surprised and the efficiency of arranging the pick-up and the speed with which the pick up was scheduled. Very satisfied.	Likes C2H					
Yes	More days to add to curb pile. Had to take time off work due to small window of time.	Time limit is too restrictive	Likes C2H				
Yes	I would abandon Call-to-Haul and go back to the once-a year-by-neighborhood cleanup system that was used in the past. Why was that program discontinued?	Return to NCU					
Yes							
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 street.	Dislikes itemizing	Likes C2H				
Yes							
Yes	Go back to scheduling the day you come pick it up	Fixed pickup dates					
Yes	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 neighborhoods.	Return to NCU					
Yes							
Yes							
Yes							
Yes	There appears to be a lack of coordination between all parties.	Service complaint					
Yes	Cant we go back to the system that worked for many years before we encountered Biskupski. The annual neighborhood program worked great and should be restored	Return to NCU					
Yes							
Yes	My experience is to wait for over 60 days before the haul day. This is not practical.	Quicker response time					
Yes							
Yes							



Yes							
Yes	I have home construction materials that I could not put out, still had make a trip to landfill myself. Just a waste of money and time.	Too restrictive on accepted items	Take construction waste				
Yes							
Yes	seems more limited in what can go into pile than in the past	Too restrictive on accepted items					
Yes	I'm confused on when and how I can use it	Confused on how program works					
Yes	nothing, this is a fairly easy program to use	Likes C2H					
Yes							
Yes							
Yes	I found it very easy to use. The dates I was given at first did not work with my schedule so I had to wait a bit longer than planned.	Likes C2H					
Yes	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 they would pick up. Again return to the old yearly pickup. Much better!!!	Return to NCU	More bulky green waste	More trash in neighborhoods	Quicker response time		
Yes	An appointment date that is set each year for call to haul pick up for each neighborhood.	Fixed pickup dates					
Yes	We had a great experience	Likes C2H					
Yes							
Yes	If it was available twice per year instead of just once	Offer twice a year					
Yes	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 pickup.	Likes C2H	Time limit too restrictive				
Yes	It takes too long to get it scheduled, then everyone in the neighborhood dumps their items in your pile while others dig through it for items they want. Creates a mess and there end up being items the city won't take that the homeowner is responsible to clean up.	Quicker response time	Too restrictive on accepted items				
Yes	fine as is	Likes C2H					
Yes	I used this service once. The limits on the rubbish and the requirements required that I still make a trip to the Landfill and pay to dispose of a fence and fence posts.	Too restrictive on accepted items					
Yes	Merge with the SLCo program, it is MUCH better than this new one.	Misc					
Yes							
Yes	A more transparent schedule of when they are in the area. I had a flood and had to wait over a month to get rid of some old cabinets, because they were in the area the week before I called. I ended up having to take them to the dump, but still used the service for other large items.	More scheduling flexibility					

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

Yes	I was disappointed that they wouldn't take concrete or fencing	Too restrictive on accepted items	Take construction waste				
Yes	They gave us a limit of that it had to be able to be hauled in one pick up truck's bed... That essentially defeats the whole purpose.	Too restrictive					
Yes	There are delays in SLC pickup and I live on a busy road, so it causes inconveniences with UTA.	Quicker response time					
Yes	A regular schedule of pick up like in the past rather than having to schedule a time many weeks in the future for an erratic pick up time!	Fixed pickup dates					
Yes	It would be nice to reinstate the old neighborhood program but offer it less frequently, maybe offer 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					
Yes	I much preferred the twice per year pick up. Seems SLC is reducing services and raising rates at the same time.	Return to NCU	Fixed pickup dates				
Yes							
Yes	We like the program, but it would nice if it were easier to schedule.	More scheduling flexibility	Likes C2H				
Yes	Two pick ups/year	Offer twice a year					
Yes							
Yes	I think the pick up areas and dates should be advertised more clearly	Misc					
Yes	Have never used so cannot comment						
Yes							
Yes	I need the number on my fridge	Remind us to use C2H					
Yes	Respond I had to call several times and saw them in my neighborhood and called back as they said they would let me know when they were in the area and didn't	Service complaint	Scheduling is a barrier				
Yes							
Yes							
Yes	I prefer the neighborhood clean up services from prior years.	Return to NCU					
Yes							
Yes	they are way too picky about tree limb size. I have no way to determine size of tree limbs	Too restrictive on accepted items	More bulky green waste				
Yes							
Yes	It took weeks for my pickup to happen. My neighbor ended up just taking my stuff to the dump.	Quicker response time					
Yes							
Yes	Better schedule availability	More scheduling flexibility					

Yes	I found the call 2 haul service easy to use. I love it!	Likes C2H					
Yes							
Yes							
Yes	difficult to cut limbs to acceptable size, personal tools and labor necessary is not easy to access	More bulky green waste	Too restrictive on accepted items				
Yes							
Yes							
Yes	Don't like having to be so specific about everything I want to put out for pick up.	Dislikes itemizing					
Yes	I called several times to make sure I was in compliance with the guidelines and got differing answers each time. I finally went with the prevailing information.	Confused on how program works					
Yes	It would be much better to go back to annual pick up in the area	Return to NCU					
Yes	It would be helpful to be able to include construction material/remodeling debris in this pick-up program as well.	Take construction waste					
Yes							
Yes	This program seems very inefficient They have been on my street multiple times with different neighbors request. Instead of just having a time slot where everyone can put out there stuff	Inefficient	Fixed pickup dates				
Yes							
Yes	would like to go back the way it was... City notifies us, we put it out... they were on time, and did a great job	Return to NCU	Fixed pickup dates	Scheduling is a barrier			
Yes							
Yes	A real pickup date. My garbage pile sat for an extra 2 weeks after the date i was given. That creates a health and danger risk. NO GOOD.	Service complaint					
Yes							
Yes	I would continue to remind me when it is time to schedule the service.	Remind us to 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					
Yes	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 program & the new one is a pain.	Misses scavenging	Inconvenient	Quicker response time	Return to NCU		
Yes	Get rid of it. When you have a scheduled time for all neighbors, more junk is disposed of and more is recycled by people picking through the junk!	Return to NCU	Fixed pickup dates	Misses scavenging			

Yes	Let me schedule the day not be assigned . At least give me a choice of dated	More scheduling flexibility					
Yes	I haven't used the service yet. The items I would have put out when it was the designated week, I have put in normal trash. Will probably use in the future.	Planning to use it					
Yes							
Yes							
Yes							
Yes							
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 collectors can figure it out, why not the special Call 2 Haul service?	Service complaint	Quicker response time				
Yes							
Yes	Would love to get an email/snail mail letter once a year that just outlines all these service add on. I would post on the fridge and remember to use them.	Remind us to use C2H					
Yes	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 frames.	Time limit is 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							
Yes	Need more than 24 hrs to place items out on street.	Time limit is too restrictive					
Yes	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 resources, they should be allowed to go to the dump for free more than one a year.	Offer twice a year					
Yes	It should be twice a year instead of once.	Offer twice a year					
Yes							
Yes							
Yes	Send a flyer to let people find out about this I had people dumping thier trash in front of my house	Remind us to use C2H					
Yes	Scheduling was a nightmare and trash wasn't picked up when it was finally scheduled. Took months to actually have it done. Very disorganized and inconvenient.	Quicker response time	Service complaint				
Yes	More flexibility and availability for pickup dates						



Yes	It was a hassle to state what would be in our pile. As we accumulated material to dispose of, the pile grew and our original list was way incomplete. The old city-wide cleanup was much, much better.	Dislikes itemizing	Return to NCU				
Yes							
Yes	I preferred having one week a year where we put all our stuff out. I feel like we don't end up getting rid of everything we're need to with call 2 haul	Return to NCU	Fixed pickup dates	Too restrictive on accepted items			
Yes							
Yes							
Yes							
Yes	Easier method to get rid of large amounts of green waste	More bulky green waste					
Yes							
Yes	Go back to the planned neighborhood pick up	Return to NCU					
Yes	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 everything and make them do things themselves. I wonder who's pockets are getting lined.	Offer twice a year					
Yes							
Yes							
Yes							
Yes	Quicker pickup times. We had to schedule months in advance to use this.	Quicker response time					
Yes	Option to coordinate with neighbors	Coordinate with neighbors	Fixed pickup dates				
Yes							
Yes	Came earlier in day than we had anticipated and so we didnt get all our stuff to curb in time.	Time limit is too restrictive					
Yes	quicker scheduling time, greater ease in contacting the program	Quicker response time	Offer online scheduling				
Yes							
Yes	Less lead time - we booked about 12 weeks out	Quicker response time					
Yes							
Yes	Having Call2Haul available for twice a year use; second time could involve something like a \$10 change would be fine.	Offer twice a year					
Yes							
Yes							
Yes							
Yes							

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 took the trees out over the course of the summer.	More bulky green waste					
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					
Yes	Earlier pick up time, ideally. Not terribly inconvenient, but it was about 2 weeks out. I'm still happy with the service, though.	Likes C2H	Quicker response time				
Yes							
Yes	I don't know. They never got back to me about it. This doesn't seem to be a very efficient method of collecting these items and should be done away with.	Inefficient	Service complaint	Return to NCU			
Yes							
Yes	Previous Neighborhood Cleanup was a far better program.	Return to NCU					
Yes							
Yes	I liked to old way better where there was a window to put your stuff out. The call to haul did work as stated though	Likes C2H	Return to NCU	Fixed pickup dates			
Yes							
Yes							
Yes	I felt it was easy.	Likes C2H					
Yes	It's very complicated and too restrictive.	Too restrictive					
Yes	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, 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					
Yes	I preferred having an assigned date - it would be nice to combine the two services.	Fixed pickup dates					
Yes	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) of unwanted stuff.	Fixed pickup dates	Misses scavenging				
Yes	Go back to the once yearly curbside large item pick which allows us to dispose of dead limbs not as large as your new rules dictate. We are only trying to be good stewards of our property to prevent a fire.	More bulky green waste	Too restrictive on accepted items	Return to NCU			
Yes							
Yes							
Yes	Wish there was the once a year curbside pickup still.	Return to NCU					
Yes							
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 much garbage.	Too restrictive	Return to NCU				
Yes	not have to call and schedule a day	Scheduling is a barrier					
Yes	Instead of individualizing the effort on a per household/as-needed basis, perhaps zone it out and schedule it more regularly (once per quarter or month?)	Fixed pickup dates	Scheduling is a barrier				
Yes							
Yes	The ability to schedule additional services for a fee	Offer twice a year					
Yes							
Yes	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 realized what was going on when a different truck came later in the day for those items (microwave, etc.).	Time limit is too restrictive	Misses scavenging				
Yes	More scheduling options.	More scheduling flexibility					
Yes							
Yes	More than once per year availability.	Offer twice a year					
Yes							
Yes							
Yes	I think the first year was a mess. This year was better but the person making the appt was rude.	Likes C2H	Service complaint				
Yes	So disappointed we dont have the year neighborhood pickup program. We see so much upcycling happening when the week long junk pick up use to be.	Misses 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 was going through every thing and	Time limit is too restrictive	Scheduling is a barrier				
Yes	It's a huge pain to schedule, the small pile is ridiculous and the inflexibility of scheduling the service in our area was difficult especially since you could only have a pile out for 24 hours in advance of pickup.	Scheduling is a barrier	Time limit too restrictive	Too restrictive			
Yes	I liked the yearly pickup	Return to NCU					
Yes	Prefer the old system.	Return to NCU					
Yes	I called and was forgotten for 4 more weeks. I called every week and was missed. Things sat in my yard for a month.	Service complaint	Quicker response time				
Yes							
Yes							
Yes							
Yes							

Yes							
Yes	nothing. It is already convenient.	Likes C2H					
Yes	Very satisfied. I was very pleased with the results	Likes C2H					
Yes							
Yes							
Yes							
Yes							
Yes							
Yes							
Yes							
Yes							
Yes							
Yes							
Yes	I was shocked that between the request and the pick up time there was close to 3 months of elapsed time.	Quicker response time					
Yes	Pick up was so far in the future I had to dispose of the items another way.	Quicker response time					
Yes	Shorter wait period. My pickup was scheduled over a month or month and a half from the time I requested a pick up.	Quicker response time					
Yes	Nothing. It's really easy and I like that I can call anytime rather than wait for the once-a-year neighborhood cleanup like we used to do	Likes C2H					
Yes							
Yes							
Yes	I think the program is great!	Likes C2H					
Yes	I liked the old program better	Return to NCU					
Yes							
Yes							
Yes	When i called to schedule i was disappointed that it was about a month out before pick up	Quicker response time					
Yes	WE PREFER THE PREVIOUS 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					
Yes	less time between calling and pick-up date	Quicker response time					
Yes	making the appointment	Scheduling is a barrier					
Yes							

Yes	I had a stump that was pulled out but was not on the list of things 2haul.	Too restrictive on accepted items	More bulky green waste				
Yes							
Yes	I think the old scheduled neighborhood wide pickups were used at a higher rate. The added step of scheduling means folks won't use it as often as perhaps they should, making properties more cluttered and dangerous.	Scheduling is a barrier	Fixed pickup dates				
Yes							
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 everything out of my house or yard.	Remind us to use C2H	Return to NCU	Fixed pickup dates			
Yes	The call 2 haul service has too many limitations. Many items are not allowed to be put on the curb. Neighbors had stuff to your pile and it may cause the city to fine the original caller.	Too restrictive on accepted items					
Yes	Having them come on the day they say they will come would be good.	Service complaint					
Yes							
Yes	Would prefer the yearly clean up program instead.	Return to NCU					
Yes	It used to be that the service would just show up on your street within a given date range, no call was needed. I'd like more easily accessible info on how/when to use the Call service now. Neighbors didn't know this season either.	Scheduling is a barrier	Confused on how program works	Remind us to 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 clearly fit within the guidelines	Likes C2H	Too restrictive				
Yes	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 only had one item the first time (a couch)...	Quicker response time	Offer twice a year				
Yes	Go back to the old program	Return to NCU					
Yes							
Yes	YES	Likes C2H					
Yes	Switch back to the old system of placing curbside bins for the whole street. This is an opportunity for people to salvage materials and to reuse.	Misses scavenging	Fixed pickup dates	Return to NCU			
Yes	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 had to follow regulations and pay for landfill trips and our neighbors did not. The service should be more reasonable, more accessible, and certainly more equitable.	Too restrictive on accepted items	Too restrictive	Time limit too restrictive	Neighbors not following rules		
Yes							
Yes							

Yes	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 the 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 collectors could report junk left at the curbside, so it can be picked up in a timely manner.	Return to NCU	Fixed pickup dates	More bulky green waste			
Yes	The scheduling dates were far in advance. It would be more convenient with a shorter wait time.	Quicker response time					
Yes	offer it two times a year	Offer twice a year					
Yes							
Yes	Nothing. Neighborhood is just so much easier for everyone.	Likes C2H	Return to NCU				
Yes							
Yes							
Yes							
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					
Yes	make the pickup quicker. I scheduled and it was a month out.	Quicker 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 waste that has to be put in the landfill and new goods that need to be produced?	Misses scavenging	Return to NCU				
Yes							
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 neighborhood thing.	Return to NCU	Coordinate with neighbors				
Yes							
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 more of a social benefit.	Return to NCU	Misses scavenging				
Yes							
Yes							

Yes	The Call 2 Haul is so difficult and inconvenient to use I don't see the point of it anymore. I say stop offering the service and I'll just take my stuff to the dump whenever I need to.	Inconvenient	Too restrictive				
Yes							
Yes	Easier scheduling or co-schedule with my block	More scheduling flexibility	Coordinate with neighbors				
Yes							
Yes	Online booking	Offer online scheduling					
Yes							
Yes	Calling or online scheduling makes it very convenient.	Offer online scheduling	Likes C2H				
Yes							
Yes	To not be so restrictive on the items that Call2Haul picks up.	Too restrictive on accepted items					
Yes							
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 that service.	Likes C2H	Coordinate with neighbors				
Yes							
Yes	A reminder by email, or neighborhood communication.	Appointment reminders					
Yes							
Yes	The pick-up date was so far out, that all the green waste had turned dry and I don't believe was recyclable.	Quicker response time					
Yes							
Yes							
Yes	Make it easier to collaborate with neighbors and use more than once a year. I liked the old bulk pick up better.	Coordinate with neighbors	Offer twice a year	Return to NCU			
Yes							
Yes							
Yes	The pick up date was scheduled pretty far out.	Quicker response time					
Yes							
Yes	Nothing. It was incredibly easy	Likes C2H					
Yes	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 everything to the curb 24 hours before? the cleanup process is a multi day deal.	More bulky green waste	Time limit too restrictive				
Yes	going back to the old program. I gathered many amazing items fir my home driving around and finding old discarded items. The new program leads to massive waste and no reusing of products.	Return to NCU	Misses scavenging				
Yes							
Yes	I don't often have the need for this kind of service and it takes a while to get on the list.	Quicker response time	Make scheduling easier				

Yes	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 everyone's needs.	Return to NCU	Misses scavenging	Fixed pickup dates			
Yes							
Yes	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 me...I am a Widow.	Not needed	Should be a fee-for-service				
Yes	I liked the old way this was done better. The one where your street had a week that items could be put on the street to be taken.	Fixed pickup dates	Time limit too restrictive	Return to NCU			
Yes	make it a neighborhood yearly mandatory program	Fixed pickup dates					
Yes							
Yes							
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 secondary economy that used to exist with people reusing and refurbishing items found in stuff that others - especially rich people - threw away. That has been wiped out.	Scheduling is a barrier	Fixed pickup dates	Too restrictive on accepted items	Misses scavenging		
Yes	I'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 on the curb after people have picked up what they want.	Return to NCU	Misses scavenging				
Yes	More than once a year service -	Offer twice a year					
Yes							
Yes							
Yes							
Yes	perhaps request these services at a time needed.	Misc					
Yes							
Yes							
Yes	getting to choose the day. Not having to be specific about what I need hauled away. Allowing neighbors to add to the haul away..	More scheduling flexibility	Dislikes itemizing	Coordinate with neighbors			
Yes	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 such as bricks, yard waste of ALL sizes/types, etc....and this is very limiting. I am very dissatisfied with the new parameters.	Return to NCU	Inefficient	Too restrictive on accepted items	More bulky green waste	Take construction waste	
Yes	I had hoped it would recycle items that could be useful instead of trashing everything	Misc					
Yes							



Yes							
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 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					
Yes	picking up all items like the annual cleanup was previously	Return to NCU	Too restrictive on accepted items				
Yes							
Yes	More times per year would be nice	Offer twice a year					
Yes	Advance notice of the collection days or weeks for the neighborhood	Remind us to use C2H	Fixed pickup dates				
Yes							
Yes	It's NOT on-demand, it's whenever they are already going to be in the neighborhood. You can only use it once a year, which is unhelpful if you throw out your hot tub cover in the spring and cut down a tree in the fall.	Offer twice a year	More bulky green waste	More scheduling 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							
Yes	If I could dispose of more things, knew things got recycled like they used to, and if it didn't schedule out so far	Too restrictive on accepted items	Misses scavenging	Quicker response time			
Yes							
Yes							
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 we can add to each others piles. Was great for large items after construction. They came right when they said they would so I didn't have junk attracting people looking for junk outside my home.	Likes C2H	Coordinate with neighbors	Take construction waste			
Yes	It was great!	Likes C2H					
Yes							
Yes							
Yes	keep appointed time for pick up.	Service complaint					
Yes	The process couldn't have been more simple.	Likes C2H					

Yes	Scheduling is forever out and usually I don't want the crap sitting around for another month to 2 months.	Quicker response time					
Yes							
Yes							
Yes	More information and better phone service (no real person answering at first, took a couple calls)	Confused on how program works	Make scheduling easier				
Yes	If my truck breaks down!!	Misc					
Yes							
Yes							
Yes							
Yes							
Yes	Shorter wait times or a predefined pickup schedule.	Quicker response time	Fixed pickup dates				
Yes	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 really isn't advantageous to do so.	Fixed pickup dates					
Yes	Know when they are going to pick up	Misc					
Yes							
Yes							
Yes	I was aware of the time set up service	Misc					
Yes							
Yes	I was given the wrong date for my pickup so they came a day earlier than anticipated, and it took some coaxing to get them to come back since I wasn't done clearing items out, but resolved it after a few emails back and forth.	Scheduling is a barrier	Likes C2H	Service complaint			
Yes							
Yes	Not having to schedule a month in advance	Quicker response time					
Yes	More info in the mail	Remind us to use C2H					
Yes	Go back to the annual curbside pickup for the entire neighborhoods.....	Return to NCU	Fixed pickup 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 neighborhood.	Scheduling is a barrier	Fixed pickup dates	Return to NCU			
Yes							
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 their stuff out Saturday and Sunday, by Monday morning very little was left by your curbside.	Fixed pickup dates	Time limit too restrictive				
Yes							

Yes	Not having to wait over a month to have a haul date.	Quicker response time					
Yes							
Yes							
Yes	Maybe a reminder that it's been a year and am eligible again.	Remind us to use C2H					
Yes	longer period of time to pile stuff at the curb	Time limit is too restrictive					
Yes	The available dates are so far in the future it makes it difficult to plan for a project. Also, they left a number of items behind without a note as to why.	Quicker response time	Too restrictive on accepted items				
Yes							
Yes	Allow tree stumps and small pieces of concrete to be hauled off once a year with Call 2 Haul pick up services.	More bulky green waste	Take construction waste				
Yes	It tells me to go online and schedule an appointment but could not find the site easily so have not used it at all.	Scheduling is a barrier	Offer online scheduling				
Yes	I haven't yet used it this year but I need to. I was used to the curbside pick up and was waiting for that until my neighbor reminded me I need to call and set up a time. I just haven't done that yet	Haven't gotten around to it					
Yes	It works great. I can't think of anything else to say	Likes C2H					
Yes	Just please Keep It such a great service	Likes C2H					
Yes	I think it is amazing how it is	Likes C2H					
Yes							
Yes	Less limits on size and friendlier people answering questions by phone. I felt stressed by trying to keep within limits, afraid of overdoing it. I wish more limbs of various size would be collected. Not everyone is going to be strong enough to cut up the limbs that don't meet the dimensions and try to fit them in the cans.	Too restrictive	Too restrictive on accepted items	More bulky green waste			
Yes							
Yes	Scheduled neighborhood cleanup back	Return to NCU					
Yes	My pick up went fine, but my neighbor missed hers. She never knew the date, and only heard afterwards that they showed up and found nothing to pick up. We tried to coordinate with my pick up to fix it but the whole thing was stressful.	Coordinate with neighbors	Likes C2H				
Yes							
Yes							
Yes	Having the actual number and times	Remind us to use C2H					
Yes							
Yes	Going back to the old system of a scheduled week once a year that things can be put on the curb to be hauled to the landfill	Time limit is too restrictive	Fixed pickup dates	Return to NCU			
Yes							
Yes	If you are able to set your pick up date	More scheduling flexibility					

Yes	offering the service 2x/yr. it is difficult to hold onto things throughout the year for your one time chance of getting rid of it. Twice a year would be wonderful.	Offer twice a year					
Yes	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 SENIORS. 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! (cost more to do- I know) What is the cost of having SLC look like less than the great/beautiful city it is?	Return to NCU	Inconvenient				
Yes	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 dumpsters in neighborhoods once a month (a little excessive in my opinion), and residents can put whatever they want in them. Maybe SLC could give this a try.	Too restrictive	Too restrictive on accepted items	More bulky green waste			
Yes	It was easy to use, I just would have liked pickup to be sooner. When I scheduled it, the pickup was over one week out.	Likes C2H	Quicker 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 picked up by people who can use it in some way.	Fixed pickup dates	Misses scavenging	Return to NCU			
Yes	Go back to curbside pickup per neighborhood. The old process made it much easier to clean up yard / trash etc. The new "Call 2 Haul" is not nearly as effective.	Inconvenient	Return to NCU	Too restrictive on accepted items			
Yes	Faster scheduling	Quicker response time	Make scheduling easier				
Yes	More often	Offer twice a year					
Yes	It was pretty easy the first time I used it.	Likes C2H					
Yes	I plan to use this service, and I hope it runs year long.	Likes C2H					
Yes	reminders that the service is available.	Remind us to use C2H					
Yes	The date for collection was far out. Honestly, I miss the piles. People could come and recycle instead of things going to the dump.	Misses scavenging	Quicker response time				
Yes	They never came. Thank heavens most of what we put out for the pick up strangers took. The rest we tried to break down and put in our cans.	Service complaint					
Yes	Pretty easy to use.						
Yes	Have spanish speakers ready to make an appointment. it took way too long.	Spanish	Quicker response time				
Yes							
Yes							
Yes							
Yes							

Yes							
Yes							
Yes	A scheduled time to pick items up (the "old" way). At the time a request for Call 2 Haul is made we may not know everything we want to get rid of, but are required to list it with the request.	Dislikes 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 thus maybe you have a pile on the curb for a long time.	Dislikes itemizing					
Yes	Online scheduling	Offer online scheduling					
Yes							
Yes							
Yes	after storms when lots of limbs come down, it would be nice to have limb pick up	More bulky green waste	Storm cleanup				
Yes							
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 the previous owners of the house.	Quicker response time					
Yes	Unfortunately people dont read mail notices for anything really... if you could interact with community programs and churches I feel your announcements would be heard	Misc					
Yes							
Yes	I preferred the previous method to specify a time for everyone mainly because I assume it is cheaper and more efficient if the current method is cheaper or the same price I think they are comparable.	Inefficient					
Yes							
Yes	Faster scheduling and availability	Quicker response time					
Yes							
Yes	the website doesn't always work	Service complaint					
Yes							
Yes	too long of wait	Quicker response time					
Yes	The extreme wait time between requesting the service and the date that it can occur needs to be shortened to less than two weeks.	Quicker response time					
Yes	Make it more timely from the time i call and schedule to the time pick up occurs	Quicker response time					
Yes							
Yes	Not sure						

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

Yes	Less lead time from the time arranged to the time of pick up	Quicker response time					
Yes	would be nice if it could be twice a year	Offer twice a year					
Yes	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.	Time limit is too restrictive	Scheduling is a barrier	Fixed pickup dates			
Yes	don't make us wait a month to pick it up also give at least 7 days to let items be on the curb	Quicker response time			Reexamine		
Yes	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					
Yes							
Yes							
Yes	Scheduling was not ideal, they only are "in our neighborhood" once a month.	Quicker response time					
Yes	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		Make scheduling easier	Reexamine			
Yes							
Yes							
Yes	Ability to schedule more than once a year.	Offer twice a year					
Yes							
Yes	I did not know that this was a once a year only. I will keep that in mind.	Misc					
Yes	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!	Quicker response time					
Yes							
Yes							
Yes	I would like them to be more responsive and be able to pick up items sooner. Also, being able to call twice a year would be nice	Quicker response time	Offer twice a year				
Yes							
Yes							
Yes							
Yes							

Yes	Do away with it to expensive. I wish the City would realize that not everyone has computers let alone know how to use one. Hand-outs or notices in the paper would be helpful regarding things the city is doing. In my community we don't even get an agenda for Community Council meetings. Bring people like Van Turner, Randy Sorensen who used to get the agenda's out and let the City provide money for printing.	Budget impact	Should be a fee-for-service	Reexamine			
Yes							
Yes	This same service was available to everyone yearly at set times. Now one has to call to arrange a time and those receiving the call act like it's an inconvenience and the list has become so restrictive to nearly be useless. Hassle factor is too high	Inconvenient	Scheduling is a barrier	Too restrictive on accepted items			
Yes							
Yes	I wish we would go back to the old system. Garbage sits outside peoples houses and curbs.	Return to NCU	More trash in neighborhoods				
Yes							
Yes	To have the pick up come quicker. Ours sat outside for a month	Quicker response time					
Yes							
Yes	The old system was easier and allowed for reuse through fellow citizens.	Inconvenient	Return to NCU	Misses scavenging			
Yes							
Yes	My understanding is that I can only use the service once a year. So maybe if I could use it more often?	Offer twice a year					
Yes	I don't like this service! I prefer the old type of yard waste pickup!	Return to NCU	More bulky green waste				
Yes	It's just a lot harder to use than the old program.	Inconvenient					
Yes	The communication was poor and what is allowed is really hard for our elderly and less mobile neighbors. Also, I received notice barely 24 hours in advance. The young woman was barely civil on the phone. There has to be a better way.	Service complaint	Too restrictive on accepted items	Time limit too restrictive			
Yes	Having a designated day that we need to have stuff out on the curb rather than having to schedule months ahead. Allowing longer items like pipes.	Too restrictive on accepted items	Scheduling is a barrier	Fixed pickup dates			
Yes	Our neighbors worked together and did one for this summer in order to help cost of this service on own. We still had people going through making a mess which had to be cleaned up daily. Personally I think it isn't necessary to clean up after everyone. Let them be responsible and clean up.	Misc					
Yes							
Yes	I like the old system, where pickers could come through a certain area at a time, so that there was less waste and things were upcycled more!	Return to NCU	Misses scavenging				
Yes	If it's scheduled for the neighborhood.	Fixed pickup dates					
Yes							
Yes							
Yes	Larger space for items. Space seemed very limited for what we had to get rid of.	Too restrictive					



Yes	Since I haven't used it yet, I'm not aware of any problems with it.	Planning to use it					
Yes	Send a general flyer and then a reminder flyer closer to the time.	Remind us to use C2H					
Yes							
Yes							
Yes							
Yes	If I could have more than one day to haul stuff to the curb before the pick up date. I wear out faster now than I used to	Time limit is too restrictive					
Yes							
Yes							
Yes	The program was great.	Likes C2H					
Yes	Do not limit size of limbs to 5'	More bulky green waste	Too restrictive on accepted items				
Yes	Because I have to schedule it, I delayed this year until it was snowing! This will make it unlikely I use the service. Getting a window of time or reminder to call my help with proper trash disposal.	Scheduling is a barrier	Remind us to use C2H				
Yes							
Yes							
Yes	more frequent availability	Quicker response time					
Yes							
Yes							
Yes							
Yes	Speed of pickup. Storing the stuff we wanted gone was seriously inconvenient.	Quicker response time					
Yes							
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 too restrictive	HHW collection				
Yes	It would be nice to have a toxins pickup (paint, fertilizer). I don't know where to drop this waste	Fixed pickup dates					
Yes	Former system where days were designated for cleanup						
Yes							
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 just because I needed a bit of motivation. It was great when it was done though.	Coordinate with neighbors	Scheduling is a barrier	Likes C2H			

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

Yes	It took months to get a date for pickup which was frustrating. I preferred the annual cleanup of years past.	Return to NCU	Quicker response time				
Yes							
Yes							
Yes							
Yes	I need to be notified when the cleanup is in my neighborhood.	Misc	Remind us to use C2H				
Yes	I liked the old way better.	Return to NCU					
Yes	I called to use, and was told they would pick up in 1 hour later. I had to rush to get everything out, and the pickup team would not wait for me to get all the waste to the street (from my backyard). It would be good if it was twice a year.	Offer twice a year	Service complaint				
Yes							
Yes							
Yes	nothing	Likes C2H					
Yes							
Yes	it would be nice to have this available more than once a year - possibly the 2nd use in a year could have separate fee?	Offer twice a year					
Yes							
Yes	getting my sister to agree to get rid of old water heater, car hood, furniture, etc.	Misc					
Yes	A shorter window of when it will be picked up so it doesn't sit on the curb as long	Quicker response time					
Yes	I miss the old block by block pick up	Fixed pickup dates	Return to NCU				
Yes							
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. 6 - Please consider these ideas. Instead of setting your minds on just raising prices.	Fixed pickup dates	Misc				
Yes							
Yes							
Yes							

Yes							
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 addition, the rules are to strict regarding the amount and types of waste.	Return to NCU					
Yes	Everything is good.	Likes C2H					
Yes	Online scheduling where you can chose a day and time.	Offer online scheduling					
Yes	Itâ€™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 take what they need. In the past, the majority of what I put on the curb was picked up before the city arrived.	Too restrictive on accepted items	Misses scavenging				
Yes							
Yes							
Yes	Awareness of the program, our neighbor told us about it	Better education on C2H					
Yes							
Yes							
Yes	The service is terrible and more costly to the city then the old program, which was local cleanup at specified days-weeks. This service should be aborted and is no justification for a rate increase.	Return to NCU					
Yes							
Yes	Online scheduling and more possibilities to change/coordinate dates- even a â€œcollaborate with your neighbors â€œ	Offer online scheduling	Coordinate with neighbors				
Yes	Once a year reminder with contact info and rules of pick up	Remind us to use C2H					
Yes							
Yes	It would be nice if this service was available more than 2 times a year.	Offer twice a year					
Yes							
Yes							
Yes	Si						
Yes							
Yes							
Yes	I dislike that Call 2 Haul can only be used once per year. I also didnâ€™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 as I did more clean out.	Offer twice a year	Dislikes itemizing				
Yes	I would like to be able to put more yard waste out without having to cut it down. The volume of waste we can put out is relatively small compared to the old curbside pickup service.	More bulky green waste	Too restrictive				
Yes	not scheduled so far out	Quicker response time					
Yes	Do a neighborhood pick up twice a year instead	Fixed pickup dates	Offer twice a year				
Yes							

Yes	Offer it twice a year	Offer twice a year					
Yes							
Yes							
Yes							
Yes	shorter wait time	Quicker response time					
Yes							
Yes							
Yes							
Yes	More time between putting items at curb and pickup date.	Quicker response time					
Yes							
Yes							
Yes	If it was much more clear WHEN it was happening, or if there was an option to like a 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 publicized well?	Misc					
Yes							
Yes	more often	Offer twice a year					
Yes	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 dispose of concrete and rocks/boulders.	Take construction waste					
Yes							
Yes	I liked having it at a scheduled time each year. Otherwise, I tend to miss the opportunity.	Scheduling is a barrier	Fixed pickup dates				
Yes	increase haul away & more often	Offer twice a year	Too restrictive on accepted items				
Yes							
Yes	If possible ...less waiting times to pick up items. Coordinate with other agencies ie. Habitat for Humanity... to recycle house household construction items, extra lumbar, electronics, bikes, and other reusable items. Perhaps even clothing.	Quicker response time	More recycling	Misc			
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							
Yes							
Yes	Restrictions of size and amount with one call per year!	Offer twice a year	Too restrictive	Too restrictive on accepted items			
Yes	Set date like first Monday quarterly	Fixed pickup dates					
Yes	To go back to the old system of having neighborhood pickups	Return to NCU	Fixed pickup dates				

Yes							
Yes							
Yes							
Yes	Not much as the program in itself is a discredit to the way it was formerly,	Misc					
Yes	just being notified	Remind us to use C2H					
Yes	I was presently surprised at how easy and convenient it was to use.	Likes C2H					
Yes							
Yes	its Pretty easy already.	Likes C2H					
Yes							
Yes	it is easy enough to use	Likes C2H					
Yes	N/a	Likes C2H					
Yes	Nothing.	Likes C2H					
Yes	placing the number of Call 2 Haul on the recycling container perhaps	Remind us to use C2H					
Yes							
Yes							
Yes	nothing	Likes C2H					
Yes	I used it once, it was efficient and easy.	Likes C2H					
Yes							
Yes	ability to put trash out with a little more time- it seems very short now	Time limit is too restrictive					
Yes							
Yes							
Yes							
Yes	I don't like having to know ahead what we're putting out, and being restricted as to what can go out. I much preferred the old system, where others could go through the piles and take stuff they wanted. Seemed like a win-win.	Dislikes itemizing	Too restrictive on accepted items	Misses scavenging			
Yes							
Yes	timing	Misc					
Yes	Return to the PILE service. The new service is extremely frustrating and nonsensical. Have piles out for one week a year IS livable despite the snooty Harvard/Yale homeowners who can't tolerate such "debris" in their midst. GROW UP!	Return to NCU					
Yes	More frequent pick up appointments	Make scheduling easier	Quicker response time				
Yes	make it a little easier with the tree trimming conditions 5' long is a little picayune, the bundle thing in tedious	More bulky green waste					
Yes							
Yes	I use this service twice now and have loved it!	Likes C2H					
Yes	Not having to list all items	Dislikes itemizing					
Yes	Stop it. Other cities put out dumpsters and that works better.	Dumpsters/bags					
Yes	More than a day to move tree trimmings to curb	Time limit is too restrictive	More bulky green waste				

Yes	Yes						
Yes	more frequent	Offer twice a 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 why not Salt lake.	Fixed pickup dates					
Yes							
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 service. Very inconvenient!	Fixed pickup dates	Return to NCU				
Yes	Change policy-return to old bulk trash pick up.	Return to NCU					
Yes	Change it back to the original City clean up pick up. When there's a set deadline, it encourages people (and me) to do the cleaning. When it's a call whenever it's harder to get around to it when life gets busy.	Return to NCU	Fixed pickup dates	Scheduling is a barrier			
Yes	it was wonderfully easy to use, but they didn't clean the street as much as they have in the past. So there was mud/leaves/scraps left in the parkway.	Likes C2H					
Yes							
Yes	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 increased. We don't have a big yard so green yard waste isn't an issue for us.	Likes C2H	Too restrictive				
Yes	Go back to the neighborhood clean up program, wait times for call to haul are terrible	Return to NCU	Quicker response time				
Yes							
Yes							
Yes	I want to return to the annual curbside pick-up of large items.	Return to NCU					
Yes	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 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	Misses scavenging	Inefficient			
Yes	Seems like it is a good program.						
Yes							
Yes	Nothing, it was amazing.	Likes C2H					
Yes							
Yes	Just knowing what number to call to order it, which I can find on the website.	Likes C2H	Better education on C2H				
Yes							
Yes							
Yes	It's great.	Likes C2H					
Yes							
Yes	I liked it better when we were given a date in advance for the neighborhood pickup.	Fixed pickup dates					

Yes	Better scheduling	Make scheduling easier					
Yes	That they would take some construction waste like concrete	Take construction waste					
Yes	Expand materials allowed. Go back to yearly pickup.	Too restrictive on accepted items	Retun				
Yes							
Yes							
Yes	better publicity of when it is occurring	Better education on C2H					
Yes	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	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							
Yes	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.	Too restrictive on accepted items					
Yes	Yes I will use it now that I know about it	Planning to use it					
Yes	I wish there was one other day! Twice a year.	Offer twice a year					
Yes							
Yes	I preferred the week long neighborhood clean-up system where there was a set time to pile your stuff up. I don't like having to schedule a specific date	Fixed pickup dates	Scheduling is a barrier				
Yes	I actually liked it when we all did it on the same day - seems more efficient all around.	Fixed pickup 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 didn't want to pick it up from there, but if not, that would have been more convenient.	Misc					
Yes	I think it is easy to use, but as stated above, the allowed quantity is not adequate for residents that maintain trees and a great deal of greenery.	Likes C2H	More bulky green waste				
Yes							
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 peoples trash as often happened during "Spring Clean Up".	More bulky green waste	Storm cleanup	Misses scavenging			



Yes							
Yes	Not having to indicate details of what would be picked up.	Dislikes itemizing					
Yes							
Yes	Schedule	Misc					
Yes	Not have to make appointment to pick. It up	Scheduling is a barrier					
Yes							
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, and the worry of incurring a fine is not great either.	Return to NCU	Fixed pickup dates	Time limit too 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 couldn't because I had already committed to what I wanted taken.	Quicker response time	Dislikes itemizing				
Yes	I was only able to throw away a small pickup load with a lot of restrictions. I had to take four more loads to the dump 15. a piece. then one of tree limbs for 20. at a local place.	Too restrictive					
Yes	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 other for the bulk non-compost items.	Reexamine	Offer twice a year				
Yes	Getting used to the change.	Likes C2H					
Yes	Not having to itemize the waste	Dislikes itemizing					
Yes	The timing of when I put garbage out and it is picked up.	Quicker response time					
Yes							
Yes	I think at present the program is very easy to use.	Likes C2H					
Yes							
Yes							
Yes							
Yes	I miss the neighborhood clean ups. It was more social and everyone picks through everyone else's piles. I feel like a lot more stuff got reused.	Misses scavenging	Return to NCU				
Yes	Having the service available close to the time the booking is placed. Not weeks/months later.	Quicker response time					
Yes							
Yes	It was fine the one time I used it.	Likes C2H					
Yes	Pick up auto batteries.	HHW collection					

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