

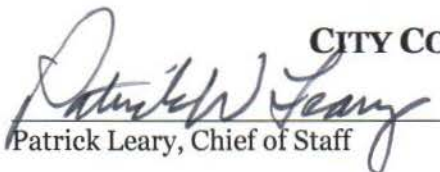


JACKIE BISKUPSKI  
Mayor

DEPARTMENT of SUSTAINABILITY  
WASTE & RECYCLING DIVISION

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Director of Sustainability

## CITY COUNCIL TRANSMITTAL

  
Patrick Leary, Chief of Staff

Date Received: October 31, 2017

Date sent to Council: November 1, 2017

**TO:** Salt Lake City Council  
Stan Penfold, Chair

**DATE:** OCTOBER 31, 2017

**FROM:** Vicki Bennett  
Sustainability Department Director



**SUBJECT:** Recommended changes to the Neighborhood Cleanup Program

**STAFF CONTACTS:** Lance Allen  
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**DOCUMENT TYPE:** Information Item

**RECOMMENDATION:** This is a written briefing on recommended changes to the Neighborhood Cleanup program, to go in effect in Spring 2018. The Sustainability Department will also offer a verbal briefing to the Council upon request. Please note the program needs to move forward on an accelerated timeline to be ready by spring.

**BUDGET IMPACT:** None

### BACKGROUND/DISCUSSION:

The Sustainability Department recommends that a bulk item scheduling service (which we refer to as "Call-2-Haul") be implemented as the new Neighborhood Cleanup (NCU) program, beginning in July 2018. In conjunction, we recommend implementing a citywide bulky green waste-only cleanup from mid-April to mid-June, as well as providing enhanced fall leaf and small green waste collection in October and November.

Compared to the existing NCU program which has been in operation for over 20 years, our research and the public survey results indicate that these changes would better meet the needs of all Salt Lake City residents for an equitable, accessible, and convenient bulky waste collection service. A modified program would also help meet internal City goals across multiple departments of maximizing recycling, minimizing illegal dumping, and better protecting water quality.

## **Program Background**

Over the years, Salt Lake City has enhanced its residential curbside collection programs, namely with the introduction of automated recycling collection via the blue bin (2001) and the brown compost bin (2010). In effect, the two new bins have increased the regular weekly disposal options for residents by 66%.

We have also placed small restrictions on Neighborhood Cleanup over the years. These changes have reduced the overall tonnage of material collected through NCU from 27,000 tons in 1997 to 5,600 in 2016.

These restrictions included:

- Prohibiting contractor waste
- Reducing set-out time from 10 days to five days (two weekends to one weekend)
- Limiting material to one truck full
- Limiting heavy material (rocks and sod) to two wheelbarrows
- Encouraging the use of curbside bins and donation

However, although the needs of our residents have changed since NCU first began, we have never made a significant update to the program or taken public feedback on which features are working well and which are not. We also face increased federal and state regulatory scrutiny of stormwater pollution, as well as frustration from a significant number of city residents about the program's impact on their community.

## **Water Quality**

Stormwater is any runoff that makes its way down a traditional storm drain or gutter. Unlike household and institutional wastewater, stormwater is NOT treated – everything that goes in the gutter, ends up in the Jordan River and eventually into the Great Salt Lake. Salt Lake City is subject to U.S. Environmental Protection Agency (EPA) and state regulations around stormwater, which is considered a point source of pollution which requires a Utah Pollution Discharge Elimination System (UPDES) permit since we have a municipal separate storm sewer systems (MS4).

The Jordan River is classified as “impaired” under the federal Clean Water Act for several pollutants, including Low Dissolved Oxygen (DO). Low DO results from sediment (soil and dirt) and organic matter (grass clippings, leaves, etc.) making their way into the Jordan River from area stormwater and other non-point sources.

As this organic material decays, it pulls oxygen out of the water and thereby harms aquatic life.

Salt Lake City is under increased scrutiny from the EPA and State Division of Water Quality for its UPDES permit. Although the existing Neighborhood Cleanup piles are not “illegal,” they are problematic for stormwater and the water quality of our rivers and streams, particularly the Jordan River. We may face increased regulations down the line regarding this issue.

The existing Neighborhood Cleanup program also violates Salt Lake City's own Ordinance Chapter 17.84: “Discharges into City Stormwater Sewer System” which states:

*Every person owning or occupying a parcel through which a watercourse passes shall keep and maintain that portion of the watercourse within such parcel free of trash, debris, excessive vegetation, and other obstacles that would pollute, contaminate, or significantly retard the flow of water through the watercourse. In addition, such person shall maintain existing privately owned structures within or adjacent to the watercourse so that such structures will not become a hazard to the use, function, or physical integrity of the watercourse. (Ord. 53-07 § 18, 2007).*

In addition to the water quality issues that originate from organic material being placed for extended periods of time on residents' curbs and in gutters, some residents do place household hazardous waste and electronic waste in their piles. Although this is prohibited, the rules are difficult to enforce. This type of material can harm stormwater, increasing the risk of pollution from toxic chemicals and heavy metals, for any amount of time it's placed in or near gutters.

Finally, the Neighborhood Cleanup piles, particularly those containing organic material, can clog gutters and storm drains and lead to localized flooding.

In sum, Salt Lake City's Department of Public Utilities has regulatory, public health, and water quality responsibilities related to water, stormwater, and sanitary sewer management. The City's solid waste collection program should support these important municipal responsibilities.

The water quality impact and stormwater risks associated with the current Neighborhood Cleanup program are the primary reasons the Sustainability Department recommends modifying this program.

### **Other Reasons to Change**

In addition to the problematic water quality impacts of NCU in its current form, there are other important reasons we recommend changing the program. These include:

- **Appearance of the Neighborhoods**
  - There is a considerable difference in how the current program impacts west- and eastside neighborhoods. Unfortunately, NCU encourages illegal dumping and other program violations (type of material, quantity of material, duration piles remain out) in west side communities in such a way that enforcing or preventing infractions is almost impossible.
- **Increasing recycling and diversion from the landfill**
  - The current program—with many mixed piles of debris—does not enable us to maximize recycling and diversion.
  - A Call-2-Haul type program would also allow us to collect, recycle, and properly dispose of a wider range of material that our residents have been requesting—namely electronic waste and tires.
- **Improve customer experience by offering scheduling convenience**
  - Changing the program would enable residents to schedule a bulky waste pick-up that works for them.

## Research

The Sustainability Department studied bulky waste collection programs run by other cities in Utah, including Salt Lake County's dumpster program, West Valley City's monthly collection service, West Bountiful's containerized monthly program, and others. We also conducted national research, including Tacoma, WA; Commerce City, CO; and others.

## Survey and Public Process

In order to protect stormwater, Salt Lake City needs to enact changes to Neighborhood Cleanup. The options include:

- Keeping the same program and finding ways to enforce current program rules; or
- Using the opportunity to develop and implement a different bulky waste collection service which, ideally, would also increase recycling, reduce illegal dumping, and offer greater convenience to residents.

This question was put out to residents in the "A Better Neighborhood Cleanup" survey. It was built in Qualtrics and was open for 42 days between **August 7 and September 17, 2017**.

The survey also allowed us to solicit feedback on what's most important to residents in this service, how they use it, and how we can make it more convenient.

It received **4,091 responses**, the most of any digital survey Salt Lake City has conducted to date.

## Outreach on Survey

The Sustainability Department undertook the following activities:

- Printed and posted physical postcards (bilingual English/Spanish) on all residential curbside bins (approx. 45,000) over a two week period. The postcards directed residents to the Qualtrics online survey.
- Sent out a press release and posted on SLCgreen and SLC Mayor blogs.
- Posted twice on NextDoor (which notifies approx. 18,000 Salt Lake City residents)
- Posted continuously on City social media accounts, including paid Facebook ads from the SLCGov handle.
- Emailed Community Councils at the beginning, middle, and last week of the survey period.
- Distributed 1,000 postcards to the Mayor's liaisons to hand out at Community Council meetings and other community events.
- Distributed postcards to City Council staff
- Delivered postcards to community centers, libraries, and other venues, specifically focused in Glendale where survey responses were lower.

- Recorded feedback from the Qualtrics survey, all social media and NextDoor comments, and phone calls to the Waste & Recycling general number (801-535-6999).
- Tabled and distributed postcards to encourage survey participation at August and September community events.

## Survey Synopsis

Full survey results are available here: <https://ql.tc/UOcDoQ>

More people chose the option of transitioning Neighborhood Cleanup to a scheduled service (“Call-2-Haul”).

Question 11 asked survey respondents to choose which program they prefer:

- 49% (1,757) chose Call-2-Haul
- 41% (1,494) chose the Current Program with Increased Restrictions
- 6% (214) chose the Dumpster option
- 4% (150) chose Landfill vouchers

The survey also received **1,093 additional comments**. Most of these came in the open field question on the Qualtrics survey, but we also recorded and analyzed feedback left on SLCgreen and the Mayor’s Facebook accounts and NextDoor, as well as phone calls that came to the Waste & Recycling line.

A sampling of comment topics is included at the end of this report. Please also see attached map for visual breakdown of which program was preferred by zip code.

**We also asked residents to tell us if they felt each of the four options would meet their needs.** Respondents were asked to answer this question after reading a description, including pro and con list, for each of the four programs.

- 71% said the “Existing Program with Increased Restrictions” would meet their needs.
- 67% of respondents said “Call-2-Haul” would meet their needs.
- 13% said the “Dumpster Program” would meet their needs.
- 13% said the “Landfill Vouchers” would meet their needs.

## Survey Analysis

The survey results showed that it is generally more popular to change the program than keep the existing one.

**While a slight majority of respondents did choose Call-2-Haul over the current program with increased restrictions (49% versus 41%),** there are some differences in opinion between residents.

Many residents seemed open to either program, but there are vocal segments who either do or do not want a change to the current program.

In general, more east side residents enjoy the community building, scavenging, and impetus to clean up their neighborhoods that the current program affords. West side respondents were more generally frustrated with the timing of their cleanup (in the hot summer months) and the unsightliness and illegal dumping that the current program exacerbates.

Responses were very neighborhood-specific with few east side residents observing the issues we raised in the survey goals related to illegal dumping or rule breakers.

In absolute terms, there was a higher volume of responses from residents in east side neighborhoods. This could be because they feel more strongly about Neighborhood Cleanup, or it could be symptomatic of the challenges of citywide participation in online surveys despite equal outreach on the survey.

After the conclusion of the survey, we did receive an additional message from the Poplar Grove Community Council, whose Chair stated:

*"I would ask that you take into account the differences in level of adherence to the spirit of the program as it exists currently and in the past. I realize many people like the program as is, but those areas are generally on the east side of town, and better adhere to the spirit of the program. Our west side neighborhoods however, suffer from severe misuse, neglect, abuse, and illegal dumping. It is a horrible eyesore, but more importantly an extreme health hazard, for months on end, each and every year."*

## **Recommendation**

The mission and purpose of Neighborhood Cleanup is to augment regular City curbside collection and provide residents with a disposal option for bulky **household** items. The program is also aimed at beautifying neighborhoods and helping the City recycle more material.

As in the previous program, it is not meant to provide waste collection for large remodeling or landscaping projects.

Under the current program, Salt Lake City is not adhering to best management practices around waste disposal or environmental protection.

In addition, compared to the existing Neighborhood Cleanup program, the Sustainability Department believes that a Call-2-Haul type program would better meet the needs of ALL residents for an equitable, accessible, and convenient bulky waste collection service. It would also more effectively maximize recycling, minimize illegal dumping, and better protect water quality.

Because we need to respond to the problematic aspects of the current program with either increased restrictions on that program ("Current Program with Restrictions"), or by implementing Call-2-Haul, we believe meeting those needs would be easier, provide more benefits, and be more cost-effective through Call-2-Haul.

## **Recommended Changes**

- Implement a springtime bulky green waste-only cleanup citywide – Mid April through mid-June;
- Transition to a scheduled bulk item clean up July through March – with limited collection in October & November due to green waste collection;
- Augment fall leaf collection to include small green waste items that can fit in 96 gallon cart – October & November.

**A comparison of program design for the two options is listed below:**

<b>Current Program with Restrictions</b>	<b>Bulk Item Scheduling (Call-2-Haul)</b>
Recyclable items & green waste must be separate from general debris (though this is difficult to enforce). <i>This method of collection poses more issues for stormwater pollution. Our diversion goals are also more difficult to realize.</i>	One bulky green waste-only collection once per year when it is most beneficial to residents ( <i>mid-April through mid-June, depending on neighborhood</i> )
One pick-up per year as scheduled and specified by the City for all accepted material.	Resident has <b>one additional</b> bulk item collection for accepted material which they can schedule the other nine months of the year.
Diversion currently 15%	Diversion expected to be >60%
41% of survey respondents like current program (with increased restrictions.)	49% of survey respondents support this change
Allows for scavenging (although not legal)	City will recycle reusable material
Encourages illegal dumping in SLC neighborhoods	Discourages illegal dumping in SLC neighborhoods
Current program restrictions are often ignored and difficult to enforce	Education happens when the resident schedules pick-up
<b>Program Rules and Items Collected</b>	<b>Program Rules and Items Collected</b>
Material which fits into existing cans must be placed there	Material which fits into existing cans must be placed there.
Electronic waste <b>is not</b> allowed	Electronic waste <b>will be</b> collected, a benefit of the new program
Tires <b>not</b> accepted	Up to four (4) tires <b>will be</b> accepted
Construction material not accepted	Construction material not accepted
Household hazardous waste not accepted	Household hazardous waste not accepted
Flammable or explosive material not accepted	Flammable or explosive material not accepted
<b>Any loose materials must be boxed or bagged; this was a requirement before, but was difficult to enforce due to large piles created.</b>	<b>Loose materials must be boxed or bagged.</b>

<b>Challenges</b>	<b>Challenges</b>
Program is similar to existing program making it difficult to enforce existing or new requirements.	Transition:
Identifying parties responsible for illegal dumping is difficult.	<ul style="list-style-type: none"> <li>• Educate the public on how the new program functions</li> </ul>
Education happens after the material is at the curb, making it unfeasible not to remove it (and thereby enforce rules).	<ul style="list-style-type: none"> <li>• Enforcement of environmental regulations</li> </ul>
Property damages (private & City) are high due to type of equipment used.	<ul style="list-style-type: none"> <li>• Operational flexing to handle level of demand</li> </ul>

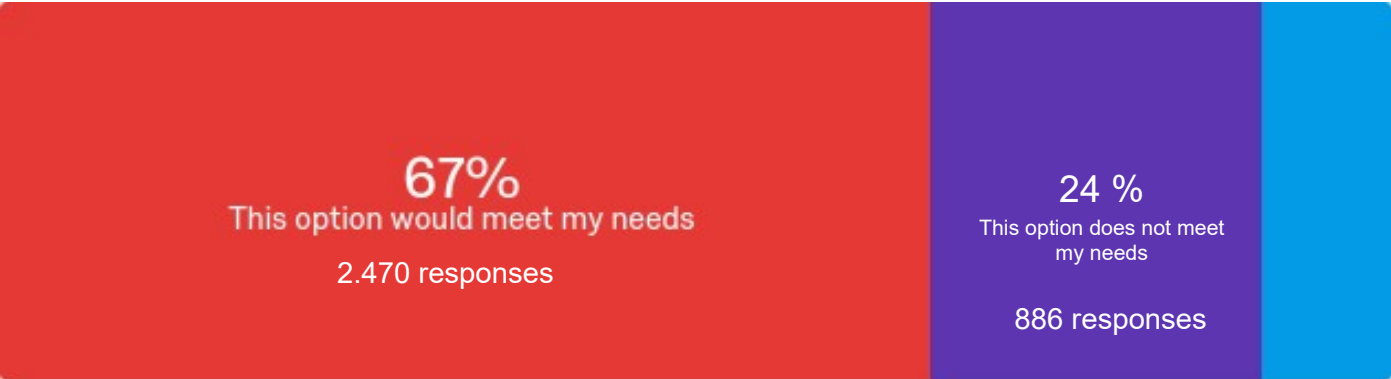


# NCU Public Report

2017 - Neighborhood Cleanup Changes

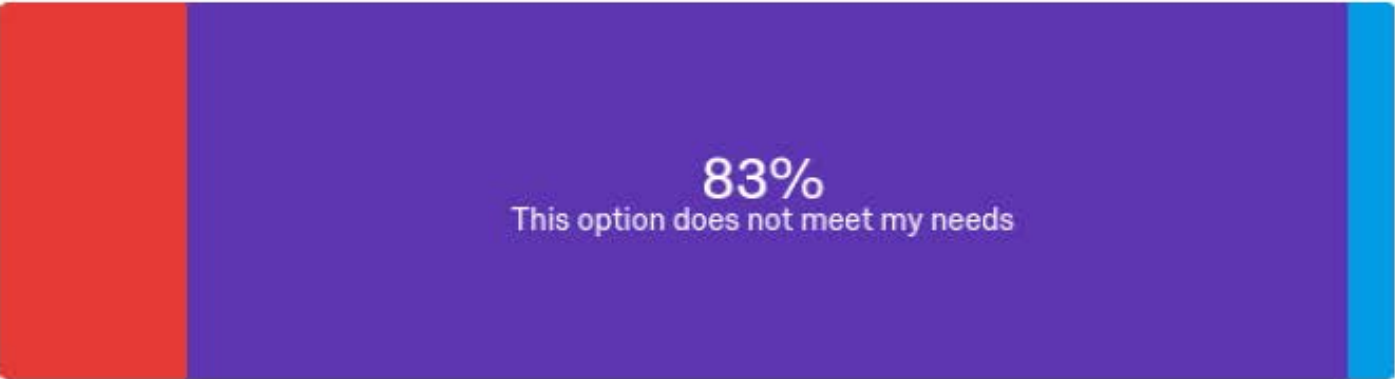
September 29th 2017, 12:10 pm MDT

How do you feel about the Call-2-Haul option?



☒ This option would meet my needs    ☐ This option does not meet my needs    ☐ No opinion

How do you feel about the Dumpster Program option?



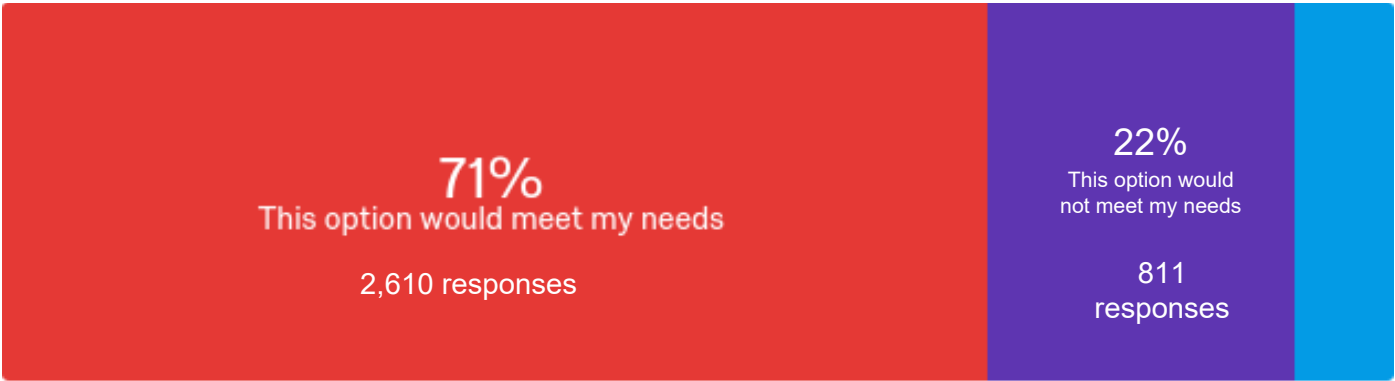
■ This option would meet my needs    ■ This option does not meet my needs    ■ No opinion

How do you feel about the Landfill Voucher option?



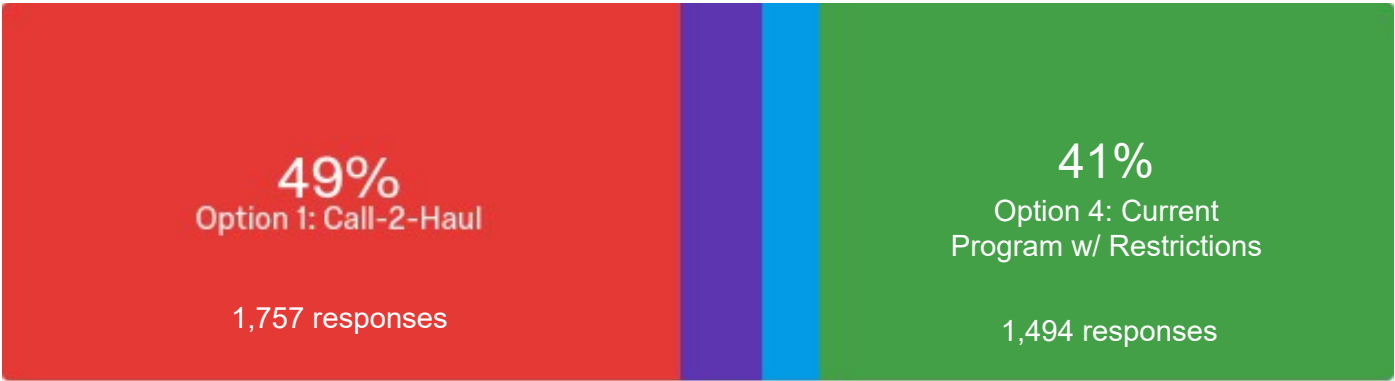
☐ This option would meet my needs    ☒ This option does not meet my needs    ☐ No opinion

How do you feel about the current program option?



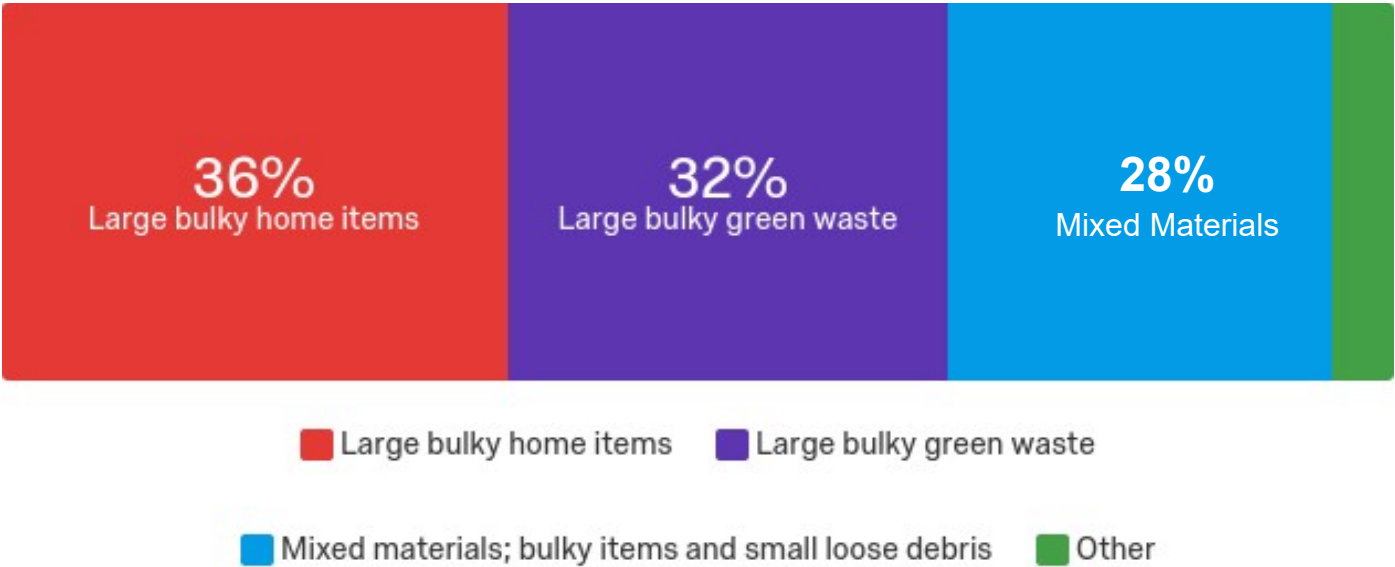
☒ This option would meet my needs    ☐ This option does not meet my needs    ☐ No opinion

Please select the service option you most prefer

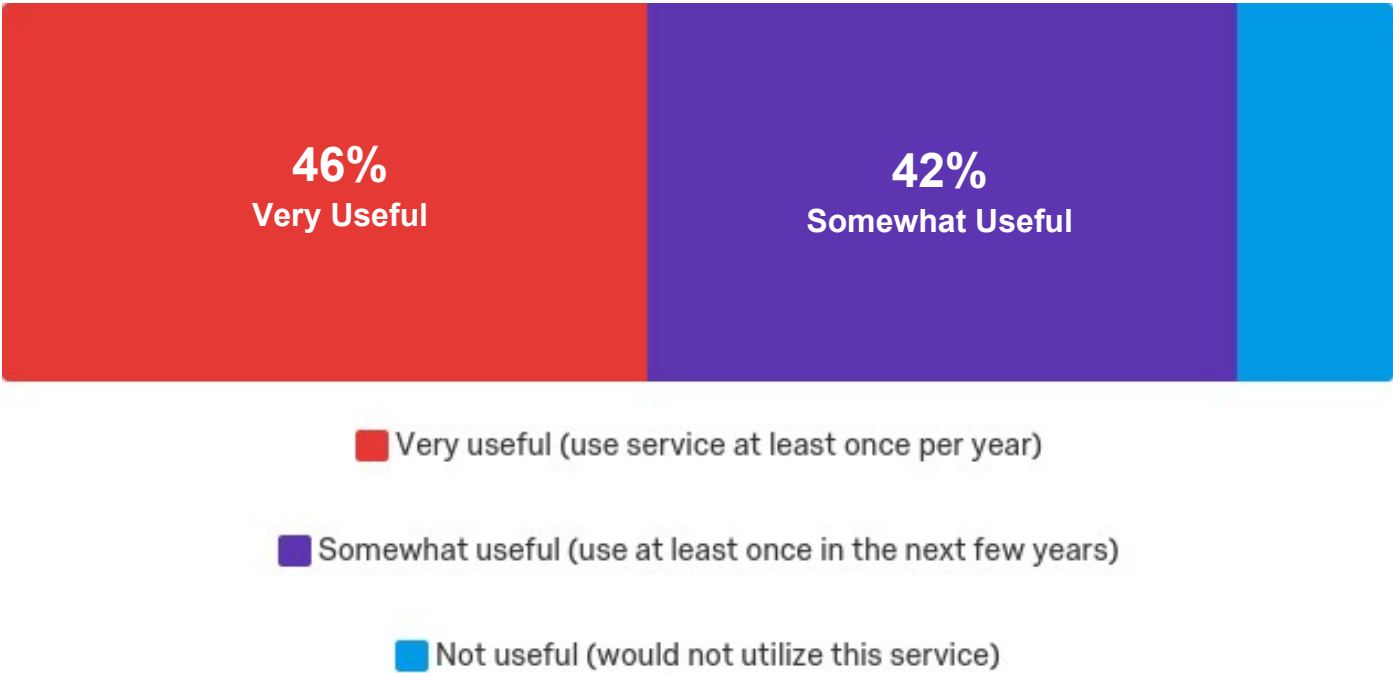


- Option 1: Call-2-Haul
- Option 2: Dumpster Program
- Option 3: Landfill Vouchers
- Option 4: Current Program w/ Restrictions

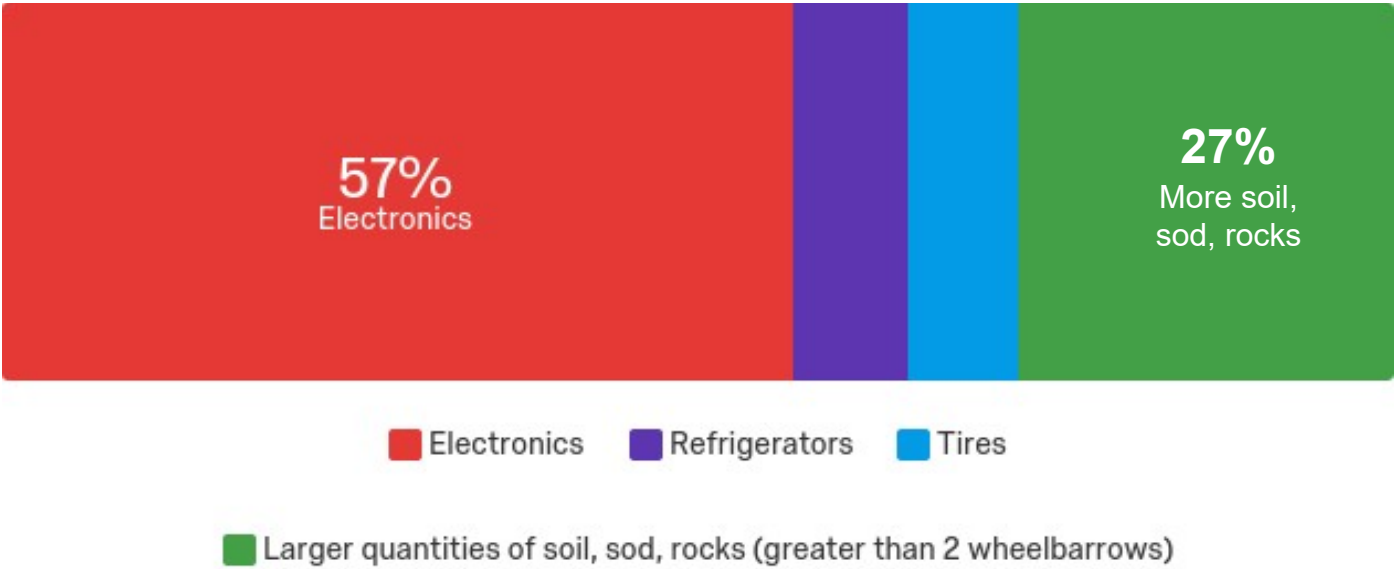
How do you currently use the Neighborhood Cleanup Programs?



How useful would you find an expanded bulky waste collection service that accepts hard-to-recycle materials such as electronics, refrigerators, or tires?

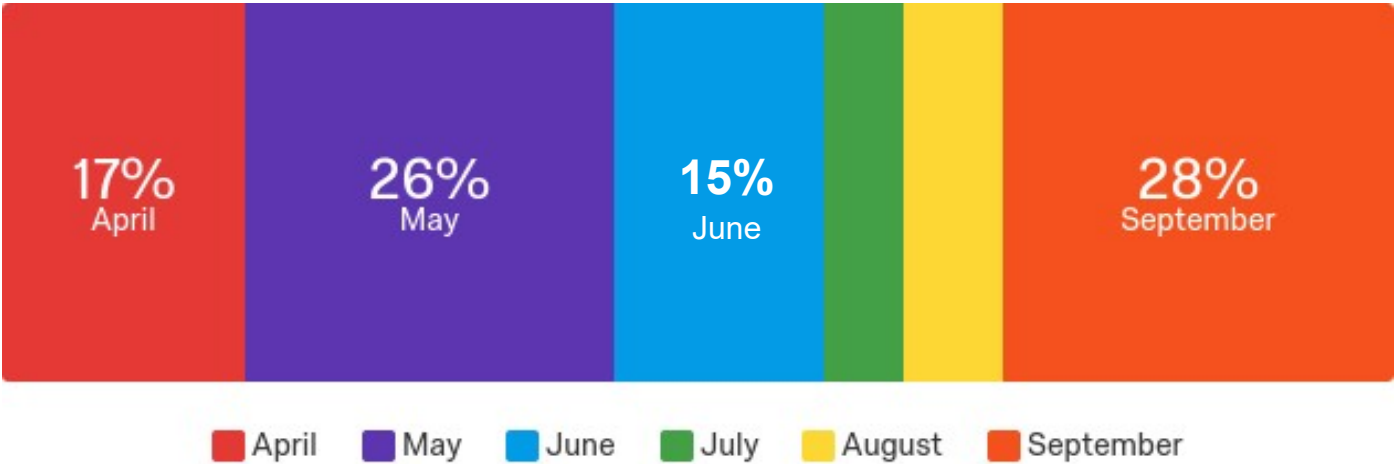


Q31 - Which hard-to-recycle material pick-up would be most beneficial to you?





If a separate collection for large limbs and bulky green waste were offered, which month(s) would be most convenient for you?



[illegible]

Do you rent or own your current living space?



■ Rent ■ Own

Q24 - Topics



No results to show

Answer	%	Count
Total	100%	0

## Additional Survey Comments

The full comment record of 1,093 comments received from Qualtrics, social media, and phone [is available here](#).

The comments covered a wide range of topics, which include the following (some comments had multiple topics).

TOPIC	COUNT
Accessibility	130
Anti-Scavenging	49
Change is needed	113
Change is not needed	126
Cost/use of resources	55
Don't like any option	8
Environmental impacts	69
Expand recycling options	181
Illegal dumping	92
Longer notice period	45
Misc	10
Parking	16
Pro- Scavenging	181
Pro-Recycling	111
Scheduling convenience	90
Unsightliness	112

A small sample of representative comments in each category is included here:

### ACCESSIBILITY

*Many people were concerned with keeping the program accessible to use for elderly residents, or others whose physical limitations would prevent them from either self-hauling waste to the landfill; putting it into a dumpster; or otherwise bringing it further than their curb.*

- I always use this service that is provided. It helps me get rid of large yard waste and bulky items from my home. I am a single mom and work full time, so it is not convenient to go to the landfill. I am not bothered by the bulky waste on the streets, it is always cleaned up very efficiently and quickly. Maybe it is worse in other parts of the city. I am very grateful for this service!
- Most of us don't have a way to transport big stuff or we'd do it. It's not the \$20 cost. It's the fact that we can't fit an old couch in our car.
- I am elderly and can't haul things much further than the curb in front of my house.
- I am a huge proponent of abolishing the current program and replacing with something that better serves low income citizens who cannot get to the landfill.

## **ANTI-SCAVENGING**

*Some people do not like the scavenging of items from their piles, or the increased number of visitors to their neighborhoods that Neighborhood Cleanup brings.*

- I do not like the trolling that happens with cars riding through the neighborhood and picking off piles. Feels like the houses are being surveyed/watched as well at times....feels unsafe
- It is uncomfortable to have strangers driving slowly through the neighborhood, especially for those with young children, and I have also heard stories about people being harassed regarding items they have placed in their pile.
- People often go through other peoples trash looking for metal or other items of interest. This often results in glass, nails or other sharp materials in the street that can damage tires.

## **COST/USE OF RESOURCES**

*A minority of respondents are concerned with rising fees and do not believe the City should provide this service to residents; instead suggesting that homeowners work with private haulers to take care of their waste needs.*

- End the program and let me keep my own money to use for my personal disposal needs. No place for the State to be involved with on a taxpayer subsidized basis.
- I think people are way too spoiled by the current model of service. The city looks like a third world country half the time. Let people take their stuff to the landfill, then maybe they'll be more thoughtful about what they throw away. I've lived all over the country and have never seen another program like this.
- I would rather not have a program and pay less each month. When I do have stuff I can haul to the dump myself.
- Residents should be responsible for disposing of their own trash.

## **ENVIRONMENTAL IMPACTS**

*The survey briefly described the stormwater impacts the City is seeking to mitigate through a change to the current NCU program. Many residents let us know they care about the environment in broad terms.*

- The current program is convenient for residents that would otherwise pile up large items. But the system is abused by many, unsightly and environmental concerns abound.
- We are so happy that you are re-evaluating the current plan. This does not exist in other cities and is very expensive and bad for the environment. We have lived here for 10 years and never used it; however, it is a huge problem for cyclists, runners, a health hazard and all issues that you have brought up. Thank you!
- The county dumpster program works well and solves the waste water contamination issue and unsightly and untimely piles in the street.
- I think SLC has been a leader in the past with its NCU. I'm glad you are working on making the program better and more environmentally responsive.

## **EXPAND RECYCLING OPTIONS and PRO-RECYCLING**

*A large number of respondents favored our question of expanding the types of material that is collected—such as electronic waste—and want to support the City in recycling more of the material collected through Neighborhood Cleanup.*

- I would also like more hard to recycle events on Saturday- paint, computers, TV's.
- Green waste is the majority of what I put out for NCU. It would be better to have a more frequent separate green waste pick up and a much smaller bulky waste pick up. Electronics etc should not be in either plan.
- Earlier in the spring and later in the fall pickups would be best, especially for large bulky green items

## **ILLEGAL DUMPING**

*Many residents, particularly in west side areas, are concerned with the illegal dumping which increases during Neighborhood Cleanup weeks.*

- This has been such a problem for the last 20 years. It's good to know that others feel this way and my city Administrators are looking for a solution. We have a beautiful city and for a large part of the summer months we have piles of garbage in our streets. Resident are abusing the system leaving unsightly piles such as toilets, mattresses, electronics, etc. It needs to be addressed and alternative solution found. Thank you
- Can the Westside of the city have NCU start earlier? Tons of dumping happens on the Westside. So illegal dumping can go to the eastside because the illegal dumpers won't know where to go. The police don't do anything about illegal dumping, even if there is a license plate number.
- I enjoy the annual clean-up, especially for large yard trimmings. I use it occasionally for large household items. I do be frustrated with the illegal dumping that always seem to occur.
- The biggest problem with the program is the unwillingness or ignorance of residents to follow instructions. It clearly states on the mailer not to include electronics and that yard waste and mattresses should be separate. However, as soon as someone starts a pile, surrounding neighbors add whatever suits them, yard waste, furniture, smaller trash that could go in their bin, mattresses, and junk.

## **LONGER NOTICE PERIOD**

*Some respondents were frustrated by the short notice they have for the current program, as well as general confusion as to when their cleanup date is:*

- I think if we knew further than three weeks in advance we could plan projects for the summer better and be able to make better use of the pick up. I am not always able to plan my projects around the pick up time with such short notice.

- Clear notification of when the bulky waste pick-up dates are would be helpful. Somehow, we never seem to know until we see a neighbor's trash out and that often doesn't give time to plan ahead. I suspect this information is easily findable--but I haven't found it!
- I understand that you are trying to reduce illegal dumping, but it is difficult to plan ahead when the notice doesn't come very far in advance. I'm thinking mostly about large yard waste. There is not a good way to cut trees in advance and then haul them out to the street once the cleanup starts.

## **PARKING**

*A small number of respondents were most concerned about parking challenges related to Neighborhood Cleanup or the proposed options:*

- I live in the avenues and we do not have enough parking for there to be so many garbage piles. I absolutely agree it needs to be updated. Even one pile for every two blocks or something, just more coordinated.
- Current system is also a traffic hazard as it is difficult to see around the piles when backing out of a driveway.
- I always find loose screws and nails and other objects harmful to tires when driving around during and after the neighborhood pickup.

## **PRO-SCAVENGING**

*This comment was one of the most common responses to the survey. Many people—particularly in east side areas—appreciate the informal scavenging that occurs as a result of Neighborhood Cleanup. They question whether the City could better distribute resources and urged us to recognize the recycling this informal (though technically illegal) scavenging supports:*

- I think that there needs to be greater enforcement of the rules and penalties to those who just dump recyclable materials (boxes, cardboard), clothing, and general trash on the street. Much of that stuff can be recycled, or put into the regular garbage bins. Most scavengers are looking for metal. If residents were more careful in dividing up their trash piles, it would make easier for the scavengers to assist in recycling items from the pile. I think it might just come down to education and enforcement. This is a great benefit to the community and it's usually a few residents who ruin it for the rest of us. Ideally I'd like it if those who break/abuse the rules are punished, while keeping the program the same.
- The majority of the pickers are people of color. I wish we would legitimize that process for the pickers and move forward by keeping things as they are now: annual pickup with mixed waste but make it ok for the pickers to do their thing to.
- I know this isn't exactly legal, but one of the best things about this program is the informal recycling that happens--through the people who cruise for useful stuff, and valuable recyclables. (e.g. this year I set out a decrepit adult tricycle that I don't use--it was immediately swooped up by someone who'll fix and resell it; I have no way to get something like that someplace to donate it)



- Thanks for offering the service. Finding stuff from other homes is part of the fun
- I love the current system. Pile season is my favorite time of year, almost like Christmas. Way better, I hate Christmas. I've found several useful items during the seven years I've lived in the fair park neighborhood; large tree stumps, lumber, a vintage wool blanket, a kiddie pool, planters, just to name a few. I love how much "garbage" is kept out of the landfill.

## **SCHEDULING CONVENIENCE**

*A sizeable number of respondents were interested in the idea of having more scheduling flexibility with a City-provided bulky waste collection service. This was particularly the case for areas where their Neighborhood Cleanup comes at an inconvenient time for yard pruning, or falls in the middle of summer when many people are out of town:*

- We have had the week following July 4th for 2 years. It is much harder to gather green waste or do clean up in extreme heat. My understanding was that there was a rotation with a spring period and then a fall collection. I recommend not even scheduling cleanup for July. I feel like certain areas are given preferential treatment.
- The convenience of scheduling a pickup date would help us out tremendously with our busy schedules.
- Our collection month is always in the middle of Summer. If no other changes are implemented, I would like a rotating schedule for each neighborhood. The east side neighborhoods seem to always have their collection in the Spring time, while we get stuck with collection dates around Pioneer Day.
- Calling on our own schedule up to twice per year would be awesome for our needs, but I do wonder if other people will make use of it.
- I absolutely love the idea of being able to call twice a year!!
- I seem to always be out of town during the yearly pick up and haven't been able to utilize this service I pay for in years. I would very much prefer scheduling pick myself.
- I like the call 2 haul option. The unsightly piles on the curb for weeks at a time were disturbing to a new resident. I also like the idea of a pick up option more than one time per year - right now, I have to strategically plan projects that may have debris not fit for the normal weekly trash collection. Thanks for considering options.

## **UNSIGHTLINESS**

*This category included two types of respondents: those who dislike the current program and the unsightly piles on their streets, as well as those who believe the current program helps keep their neighborhood clean.*

- The collection is not healthy, blocks my small street, debris all over, contaminates the environment. Many items can fit in the barrels. I'm in favor of just getting rid of this service. Period.

- I'm very concerned that on-demand pickup would mean that any street is likely to have one or more large piles of trash at any time. This would be very unsightly.
- I'm always amazed at the amount of waste left at curbside to be picked up and I'm glad that the neighborhood takes advantage of the program to clean up their homes and yards.
- All the garbage on our streets makes our neighborhood and community look disgusting. I have had visitors for work the last 2 years and they said they wouldn't come back because they feel dirty by looking at all the garbage on the sides of the road
- I think a cleanup program like this is a good idea, in principle, but goodness people seem to take unfair advantage of it, don't they? The streets often end up looking quite horrible for days before the crew comes around. And with all that, it used to be much much worse, lordy, it used to be worse! Is taking a load to the dump so expensive that it's worth having piles of mattresses and broken furniture cluttering up the property for up to a year?
- Please keep the city cleanup just like it is...This is one of the biggest reasons we have a clean city that does not have excessive amounts of trash filled lots. Do NOT screw this up, otherwise we will look like Detroit in 20 years.
- Thank you for attempting a major overhaul of this program. I am embarrassed for people to visit our neighborhood within several weeks of the Cleanup, due to the large unsightly piles that appear too early or are placed too late. Even with improved education, this year has been a mess. I've reported multiple piles (sorry... Had to do it). I am a huge proponent of abolishing the current program and replacing with something that better serves low income citizens who cannot get to the landfill.

## **CHANGE IS NEEDED**

*Ultimately, almost equal numbers of comments indicated that Change is Needed and Change is Not Needed. Views seem to vary based on location of residence.*

- The current on street dumping is ugly, unhealthy and demoralizing for the neighborhood. I hate driving through my neighborhood looking like a war zone for six weeks in the summer...when people are out and about the most. Other parts of the city don't have this mess and neither should we.
- This has been such a problem for the last 20 years. It's good to know that others feel this way and my city Administrators are looking for a solution. We have a beautiful city and for a large part of the summer months we have piles of garbage in our streets. Resident are abusing the system leaving unsightly piles such as toilets, mattresses, electronics, etc. It needs to be addressed and alternative solution found. Thank you
- Thank you for offering this opportunity to comment. I personally feel strongly that the current program should be abolished. It is widely abused on the Westside, creates hazards for the environment and public health/safety, and is quite costly (\$860k+ annually). There is little empirical data to show that the program reduces illegal dumping. I also think it's important for people to bear

the cost of properly disposing of their waste. Let's put that money to better use!  
Thanks for the survey, SLC!

- Our street (Navajo & 200 S) sees a lot of illegal dumping, non-resident dumping and scavenging, and it becomes a major eyesore during our scheduled week. We've also noticed piles of trash collecting in abandoned lots and street corners. If we were able to schedule our pickups individually, I think it would result in a cleaner overall neighborhood and reduced illegal dumping and scavenging/non-resident dumping.

## **CHANGE IS NOT NEEDED**

*Ultimately, almost equal numbers of comments indicated that Change is Needed and Change is Not Needed. Views seem to vary based on location of residence.*

- This program helps people keep their yards and property free of waste that craps up yards in other cities without such a program. Do what you can to eliminate the environmental/stormwater runoff issue, and keep the program as close to as-is as possible. Run the street sweeping schedule to hit right after cleanup if dirty streets are an issue. People can deal with their block looking trashy for ONE WEEK of the year for the benefit of this program. It's convenient and I appreciate this service.
- This is one of the best programs the city offers. It gives neighborhoods a chance to clean up the neighborhood and hopefully take pride in their neighborhood!
- Don't change what is working.
- The current program contributes greatly to the overall appearance of the neighborhood and helps to prevent accumulations of trash and waste in yards. Please continue the program.
- The purpose of the "bulky" clean-up is to provide an incentive for residents to keep their yards and home free and clear of debris--it's purpose was founded on health and safety reasons. We need to keep it simple and easy. The crews clean up the piles quickly and the piles provide an incentive to start my clean-up. I also like the randomness of the scheduling--sometimes in spring sometimes in fall. I have no issues with the current program.

# Neighborhood Cleanup Survey Results

