



# MUNICIPAL UTILITIES FRIDAY PACKET

October 25, 2019

## **Residents support changes in proposed Solid Waste Rate Study**

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The Solid Waste Rate Study was presented to City Council on Sept. 16, 2019. It highlighted several factors affecting solid waste services' cost of operations including recycling market changes, deferred asset replacement and delayed rate adjustments.

After careful analysis and internal budget adjustments, staff determined a proposed rate increase for both residential and commercial customers to maintain current levels of service, continue the city's recycling and reuse programs and advance the city's goals for diverting waste from landfills.

The new proposed rates came with other measures to increase efficiencies and stabilize long-term costs. They were to formalize the green organics container program in select neighborhoods where collections have been heavy, sell high quality compost commercially and change trash collection days to Monday through Thursday to make better use of resources.

Solid Waste Services collaborated with Neighborhood Services to develop an effective public outreach plan that involved public meetings, presentations to city commissions and the business community and an online survey at Tempe Forum.

Attached are copies of the "Solid Waste Public Involvement Plan" and the Tempe Forum Solid Waste online survey results. Overall, residents are supportive of the rate increases, maintaining the city's commitment to recycling and trash collection day changes.

## **1. PROJECT DESCRIPTION/BACKGROUND**

The Solid Waste team is responsible for several important city functions including waste and recycling collection and reuse, bulk trash, improving alley conditions, and managing the city's Green Organics program. These services work to provide a better quality of life and long-term cost savings for residents. Every two years, Solid Waste Services works with a third party to conduct a rate adjustment study to help determine if changes are needed to balance the operational investments of these services and to maximize ratepayer value.

The City Council will be considering a Solid Waste rate adjustment to begin in January 2020. Changes in the Solid Waste Industry over the past few years have contributed to rising costs associated with recycling. These market realities resulted in the city's Solid Waste Management Team taking a proactive approach to finding ways to reducing costs and creating value for residents. The SMART program, (Save Money and Recycle Tempe) is an example of a program that has been designed to give you choices on managing your household waste to save money. We would like your input in determining what programs and services are the most important as we work towards making additional operational improvements and efficiencies as they relate to the rates you pay for those services.

Tempe is committed to remaining operationally efficient and managing costs while keeping the city's commitment to delivering superior services. Since city sales and property taxes do not fund Solid Waste Services, the costs must be balanced through monthly user service fees.

## **2. PUBLIC INVOLVEMENT OBJECTIVES**

The City of Tempe values public input and believes that community members should be informed about decisions that affect them. The purpose of the Public Involvement Plan (PIP) is to create an open and transparent process to inform residents as to how utility rates are determined.

The scope of the PIP is to:

1. Provide objective information to assist the public in understanding the process for determining solid waste rates.
2. Provide solid waste customers with the opportunity to share input with staff regarding how to structure rate adjustments.
3. Provide timely information as to the process for how rate adjustments will be implemented.
4. Seek and encourage the involvement of all community members.
5. Provide a variety of opportunities for the public to contribute ideas and provide feedback through all phases of the process.
6. Make the process accessible and engaging to interested community members.

### 3. STAKEHOLDER ANALYSIS

An early step in the Public Involvement Program is to identify the internal and external community members that have an interest in the process.

#### Internal

Mayor and Council  
City Departments  
Neighborhood Advisory Commission  
Sustainability Commission  
Mayor's Disability Commission

#### External

Residents  
Property Owners  
Businesses  
Neighborhood and Homeowners Association Chairs  
Past participants in rate study  
Commercial solid waste customers

### 4. INVOLVEMENT TECHNIQUES & COMMUNICATION APPROACH

Public involvement and communication techniques will vary depending on the phase of the rate study effort. The approach will be to facilitate working directly with the public and stakeholders throughout the process to ensure that public issues and concerns are consistently noted, understood and considered.

While traditional methods (meetings, presentations, etc.) still play an important role in public engagement, new participation and communication tools will also be extensively used to disseminate information and broaden outreach.

The following dedicated websites and online URLs will be used to share information and to collect feedback throughout the process:

Website	<a href="http://www.tempe.gov/solidwasteratestudy">http://www.tempe.gov/solidwasteratestudy</a>
E-mail	<a href="mailto:neighborhoods@tempe.gov">neighborhoods@tempe.gov</a>
Facebook	<a href="http://www.facebook.com/Cityoftempe">http://www.facebook.com/Cityoftempe</a>
Twitter	@tempegov
Nextdoor	www.nextdoor.com
Newsroom	<a href="http://www.tempe.gov/newsroom">http://www.tempe.gov/newsroom</a>
Comments	<a href="http://www.tempe.gov/forum">www.tempe.gov/forum</a>

The following methods will also be used to achieve broad and continuous public participation:

1. Public meetings will be held to inform residents and existing Solid Waste commercial businesses about the overall intent of the process, scope and timing.
2. Documents will be posted on the project website.
3. Information will be distributed at meetings.
4. Presentations to stakeholder Boards and Commissions.
5. Handouts will be directly distributed at city centers

The communication methods used will include:

1. Direct email to city staff contacts for boards and commissions to forward to members with meeting and public input information
2. Direct email to past participants in previous public meetings and top commercial solid waste customers with meeting and public input information
3. Direct email to all Neighborhood and Homeowners' Associations with meeting and public input information
4. Press releases
5. E-news distribution
6. Water bill insert
7. Social media posts on city's Twitter, Facebook, Instagram and Nextdoor accounts
8. Tempe Today article
9. Tempe 11 slides with meeting and public input information
10. Digital screens at city community centers
11. Public meeting dates posted on City online calendar
12. Project website regularly updated
13. Handouts at other city events and meetings
14. Handouts at neighborhood meetings
15. Handouts at city centers
16. Posters at city centers
17. Brief articles/ads in local media and online - Warner Wrangler, My Local News
18. Project web site

## 5. PROJECT TIMELINE

The following information provides an overview of the public engagement time line.

August 21, 2019	State of Recycling Workshop Valley cities and Tucson
August 27, 2019	Council Work Study Session
September 4, 2019	Neighborhood Advisory Commission Meeting

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September 16, 2019	Tempe Sustainability Commission Meeting
September 19, 2019	Council Work Study Session presentation
Sept. 23-Oct. 7, 2019	Public Comment Period
September 27, 2019	Targeted outreach to Green Organics 3 <sup>rd</sup> Container Pilot program users
Sept. 27, 2019	Outreach to business community
Sept. 30, 2019	Outreach at Escalante Community Center
October 1, 2019	Outreach at Kiwanis Community Center
October 1, 2019	Outreach at Selleh Arts in Park
October 1, 2019	Presentation at University Park's Neighborhood Meeting
October 3, 2019	Outreach at Hudson Arts in Park
October 3, 2019	Presentation at Victory Acres Neighborhood Meeting
October 3, 2019	Public meeting to present rate study results and proposed adjustments
October 5, 2019	Public meeting to present rate study results and proposed adjustments
October 6, 2019	Mayor's Disability Commission Meeting
October 11, 2019	Publish notice for rate adjustments
October 14, 2019	Presentation at NTNA Meeting
October 16, 2019	Presentation at Victory Acres Neighborhood Meeting
November 27, 2019	Post Notice of Intent on website. Distribute via social media.
December 12, 2019	City Council Meeting - <b>Adopt Rate Adjustments</b>
January 1, 2020	Effective date of rate adjustments (at least 30 days after the rate resolution is adopted)

## **6. PUBLIC and STAKEHOLDER MEETING SCHEDULING, LOCATION & ACCESS**

There will be two public meetings held to present the results of the rate study and what adjustments are proposed.

Public meetings will be scheduled at times that help maximize attendance. Meetings will be held in locations accessible to persons with disabilities and will be held as near as possible to transit routes when possible. With 48 hours advance notice, special assistance will be provided for persons with sight and/or hearing impairments; a Spanish translator was made available for the meeting. The meeting materials were translated into Easy English and Spanish.

Public meetings include:

1. Thursday, Oct. 3, 2019 at 5:30 p.m. at the Tempe History Museum, 809 E. Southern Avenue
2. Saturday, Oct. 5, 2019 at 9:30 a.m. at the Tempe Public Library, 3500 S. Rural Road

Board and Commission meetings include:

- Neighborhood Advisory Commission: September 4, 2019
- Sustainability Commission: September 16, 2019
- Mayor's Disability Commission: October 3, 2019

Council meetings include:

1. Thursday, Aug. 27, 2019 at 4 p.m.  
City Council Work Study Session, Tempe History Museum, 809 E. Southern Avenue
2. Thursday, Sept. 19, 2019 at 4 p.m.  
City Council Work Study Session, Tempe History Museum, 809 E. Southern Avenue
3. Thursday, Dec. 12, 2019 at 6 p.m.  
City Council Meeting, Tempe History Museum, 809 E. Southern Avenue

## **7. RESPONSIBLE DOCUMENTATION**

Documentation of all phases of the process will occur for future use and understanding of how the program worked, what comments were received and how the results of the public involvement were used in the Solid Waste Rate Study Project.

Documentation will include:

- The Public Involvement Plan
- List and samples of outreach and communication documents
- Database of participant contact information
- All public comments made

## **8. PROCESS EVALUATION & CONCLUSION**

The City of Tempe seeks continual improvement of all of its activities. An evaluation will be performed throughout the public involvement process to ensure the PIP is meeting participation requirements mandated by state law. Feedback opportunities related to public involvement techniques will be provided through the website and meetings and continuously reviewed.

This Public Involvement Plan may change as conditions change or additional resources become available. The most current information about upcoming meetings and comment opportunities will be available on the dedicated website.

For further information about the process, please contact the following City of Tempe staff:

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Solid Waste Manager  
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tony\_miano@tempe.gov

Brenda Clark  
Neighborhood Services Specialist  
Insert phone number  
brenda\_clark@tempe.gov



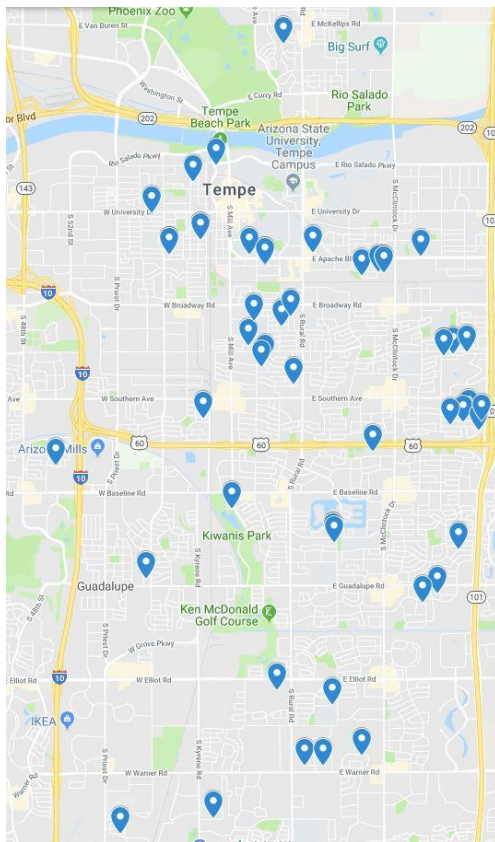


## Public Input Summary October 2019

### OVERVIEW

Feedback was collected on the city’s biannual Solid Waste Rate Study. Public meetings were held on Thursday, October 3, 2019 and Saturday, October 5, 2019. There were 24 attendees at the October 3 meeting and 30 attendees at the October 5 meeting. The survey to provide feedback on the rate study was posted online from Sept. 23, 2019 to Oct. 7, 2019 on Tempe Forum. A total of 160 survey responses were received, with 10 coming from the October 3rd meeting, 5 from the October 5th meeting, 3 coming from in-person events and 142 online Tempe Forum responses.

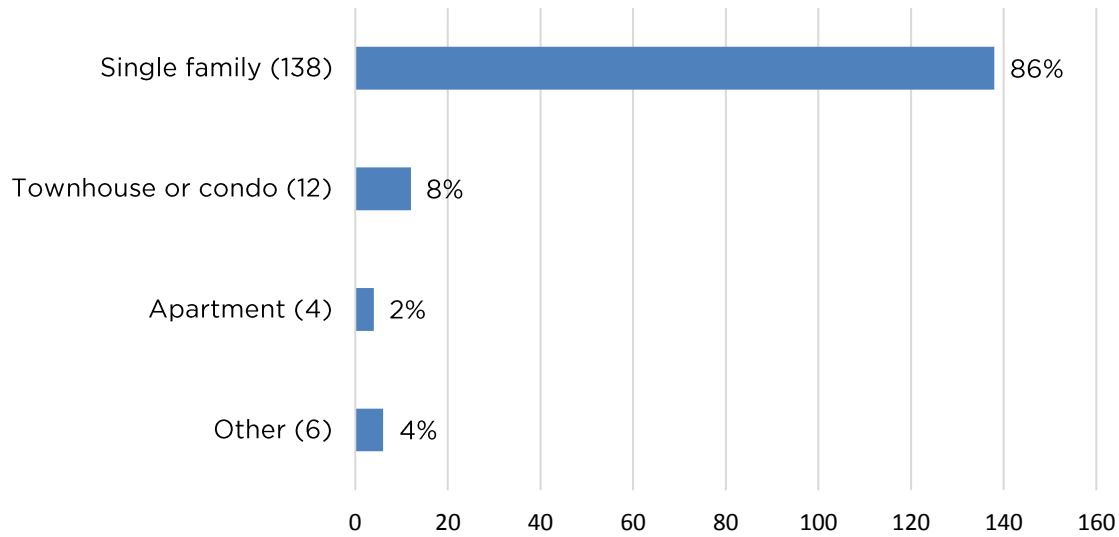
### Map of Survey Respondents



Responses: 160

## Survey Results

### 1. Which best describes your home?

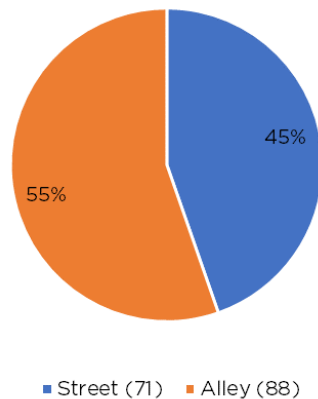


#### Other:

- Other - 1 acre parcel
- Other - 1/2 acre single family with both alley and street pick-up
- Other - Commercial building
- Other - Cooperative housing multi family
- Other - Duplex
- Other - Single Family House within Multi-Family Zoning no Alleys

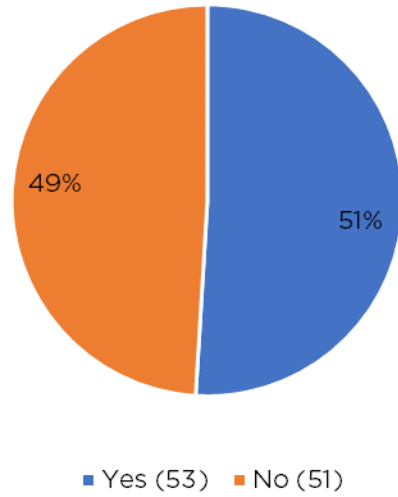
Responses: 160

### 2. Do you have street or alley pick-up?



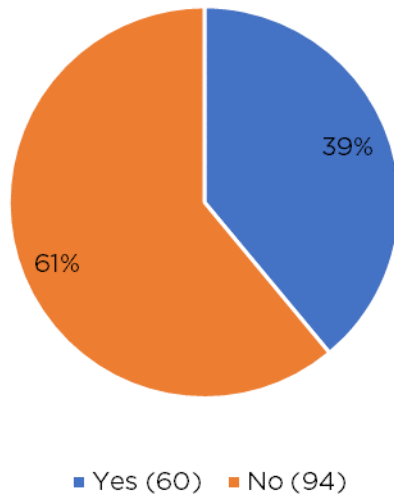
Responses: 159

3. If street pick-up, do you participate in the SMART (Save Money and Recycle Tempe) program?



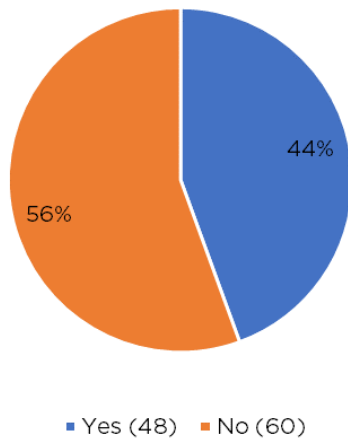
Responses: 104

4. Do you participate in the 3<sup>rd</sup> Green Container Pilot Program?



Responses: 154

5. If yes, would you be willing to pay a fee to continue this service?



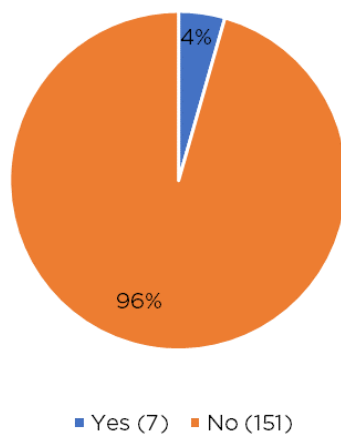
Responses: 108

6. What are the top priorities you would like to see Solid Waste Services focus on over the next year? Rank the list below with 1 (one) holding the most value.

1. Recycling Program
2. 3rd Container Green Organics Program
3. Alley Maintenance Program
4. SMART program (Save Money and Recycle Tempe)
5. Compost and Inert Program
6. Other

Ranked average responses: 143

7. The city is proposing to change trash collection schedules (see map above) to gain greater efficiency, reduce costs and carbon footprint. Would a change of pick-up day for trash and/or recycling negatively impact your household?

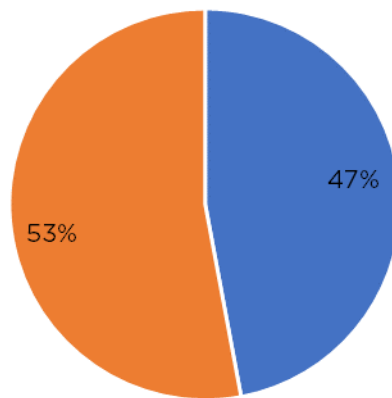


Responses: 158

8. If yes, how?

1. Just checking on this shielded I think it won't matter though no or wants me!
2. For curbside pickup, I want same day. Where I'm traveling on pickup day, I have to get a neighbor to put out bin. Different day pickups double my inconvenience.
3. We have horses and like the twice a week almost bi weekly pick up by using green & black barrels for fly control
4. Why would changing the pick-up days be more efficient? What is a Solid Waste Citizens Academy?
5. You trucks are in the neighborhood before 7am. Stop allowing trash trucks before 7 am.
6. I need my trash picked up on Thursdays because it is already overflowing before the weekend. Not sure there will be room if I have to wait until after the weekend.
7. Having only one trash pickup causes an over flow of trash in the alley that I have to clean up from neighbors and have to look at from neighbors. The neighbors do not use the appropriate bins which cause this over flow. And will not leave my handicapped bin where it is acceptable to me. So 2 pick ups is a must.

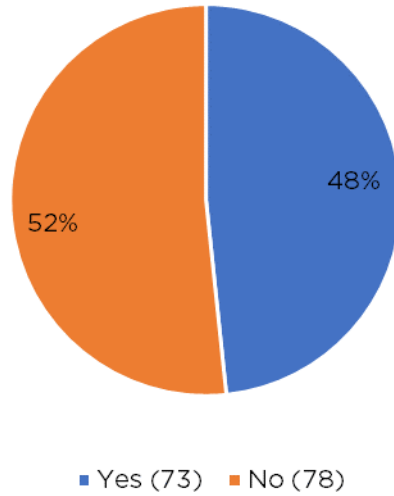
9. Would you be interested in attending a Solid Waste Citizens Academy if one were to be offered in the future?



■ Yes (72) ■ No (81)

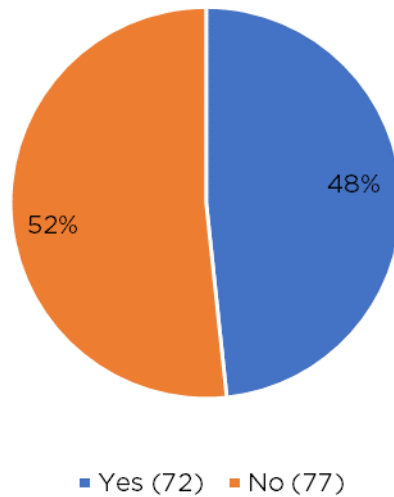
Responses: 153

10. Would you be willing to help Tempe keep trash from going to the landfill (i.e., emails to neighbors, hosting informational meeting)?



Responses: 151

11. Do you want more information about Solid Waste rates or programs?



Responses: 149

## Additional Comments:

1. The rate of almost 4 dollars/month over two years seems very excessive. It seems that we get less and less services and more cost. We used to have green/bulk pick up monthly, and it has gone to a miss-matched random shuffle of months.
2. My wife and I are both retired and the costs keep going up. We are very concerned with where this is going. We missed the public forum on the rate study, we would have liked to be given advance notice of this . We understand there should be a charge for the service you provide. But the rate hike is rising to high of a level to accept on a fixed income.
3. Some cities in the valley have discontinued recycling or are considering it, due to there not being much of a market for many of the items. I hope Tempe will continue residential recycling. I would like to see clearer recycling guidelines. For instance, it is not widely known that paper towel rolls and TP rolls are accepted, or that food cans and glass jars are to be free of residue. Does that mean thoroughly washed, or is a good rinse enough? It is not widely known that clear plastic clamshells are accepted. There was a recent Tempe survey asking if we want to continue recycling. If discontinuing it is looking like a possibility, then why are the smaller black trash cans still being pushed? People will need a full sized regular trash can if the recycling market doesn't rebound.
4. I believe the rate increase slated for 2021 should be looked at closer to that year, evaluated and approved by Council, if appropriate, at that time.
5. keep the bi monthly curbside pickup service for bulk green/trash the same as it has been this year this service is essential
6. Need a class on who's alleys qualify as driveway business entries etc
7. Great information - Great work
8. Would like green containers in a neighborhood - large rather than individual to be picked up with bulk trash. Would like more trash/recycle cans at major intersections in Tempe. Would like PUT campaign - Pick Up Tempe to clean streets and not litter. Litter O campaign.
9. I am president of a community garden. We would like a green bin. We would also like to receive Grade A compost for free. We are similar to a city park.
10. Deeply appreciate and value recycling.

11. I love Tempe's compost program. Tempe should tax plastic bags dispensed by stove.
12. Website needs update. It indicates a switch from alley pickup to curb pickup is coming before 2019 ends. Apparently that is not correct.
13. We compost and recycle. Is there a way we can get on the compost bin plan? Our trash is about 1 bag a week. We were also curious about street pick-up programs.
14. We pay enough in taxes that Tempe should be able to figure out how to manage a basic service like solid waste without a hike. Do not feel that we should have different rates for different size barrels. Sometimes our barrel is 1/3 full and other times completely full. It is not efficient to change the barrels out by time of year and it doesn't reduce the number of trips/stops the truck takes so the cost is the same regardless. Also I don't see the blue barrels on here, but do feel that the change to eliminate shredded paper from the blue barrel is a bad decision if you are wanting to keep paper out of landfills. Your police say shred everything and then you say don't recycle shredded paper!
15. I live in a multi family zoned area. Refuse pickup is twice weekly. Recycling is not available to the many apt complexes and few in the newer complexes. Recycling is often contaminated either from the apartment complexes or the individual containers. There are also a few persons that are scavenging the aluminum cans from the recycling bins. The bulk recycling dumpsters at the library or recreational centers are always contaminated mostly with soiled containers and non recyclable plastics. This is causing an additional expense for the city. Individual Containers should be pulled from any households who habitually contaminate their containers. Alley pickup should be abandoned altogether with recycled and landfill containers placed for street pickup, with cul de sac properties one designated area for pickup to reduce any paving damage from the weight of the compactor trucks every 4-5 days. The department should also be diligent on fly breeding prevention in the summer months and replace every container with a missing or broken lid, especially with grass clippings.
16. The current schedule of alley clean up does not work very well. What is a home owner suppose to do with branches and limbs from trimming and pruning or other items too large to fit in the alley bin if the collection for these items is more than a week out?



17. I attended the forum tonight and felt it was very well structured. Questions were answered very well.
18. We would REALLY like the option of controlling our own trash bin, vice a shared alley bin. Near ASU, alley bins are frequently vandalized and/or filled with non-residents' trash. Also, would like a clearly-established way to report landscapers who use these bins for refuse or just dumping thier clippings, etc, in our alley instead of taking it to the landfill as they are supposed to do.
19. Tempe should bring back monthly bulk trash pickup. Glendale and Scottsdale have this. Gilbert does bulk trash pickup every five weeks. What about Tempe?
20. I would like to see higher rates for trash pickup with the additional money being used to fix alleyways. I currently compost at home but would love to participate in a compost container program. Having a compost delivery service, even at a cost, would be appreciated.
21. Sadly, this forum is geared towards homeowners in single family homes... but this isn't everyone in Tempe. I live in a Condo complex and there is no recycling. My understanding is that it is up to property owners/managers in multi family units to decide if they even want recycling. The city should make it mandatory that ALL multi-family apartments and condos have recycling, especially given the huge proportion of housing that falls into this category in Tempe. Additionally, I was discouraged moving here to see that the green organics/composting is only for yard waste. This should also include food waste.
22. Encourage feedback and hosting meetings, emails,etc. by offering a discount to those that volunteer.
23. Adding a surcharge to the optional green organics program is a quick way to kill it. If you want residents to use a program, you have to incentivize them to do so, as you do with the SMART program. Either add a much smaller surcharge to everyone's bill or make it free and optional. Instead, by making it an optional program WITH a fee, all but the dedicated will drop it, utilization will plummet, and your costs will increase as you are servicing fewer residents spread farther apart. Those costs will be passed on to that smaller pool of residents until more drop it, service areas get cut, and you enter the death spiral. Charging for the green organics program would be akin to charging residents more for smaller waste containers--who in their right mind would go along with that? Do you or do you not want us to take advantage of this program?

24. There is no recycling option at my apartment. I have to drive my recycling to the library. I just want single-stream recycling everywhere, including my apartment. I don't care about a slight increase in taxes if that's needed.
25. I really like Tempe's forward status on recycling. I would like that to continue. If it would cost a bit more to maintain or enhance it, I would be willing to pay for it.
26. Rate changes seem reasonable.
27. I fully support the city's waste management/recycling programs. In particular, I'm an avid user of the "green barrel" program and hope it continues. If you have to limit or drop the program, please provide some option to drop off green waste at a city facility. I don't want to put it in with solid waste, or be pushed into hiring a landscape company. Thanks.
28. Recommendations:
1. Outlaw take out food containers that cannot be recycled
  2. Require retailers to take back materials that the product was sold in that cannot be recycled
  3. Outlaw merchants from using plastic bags
29. I am addressing minimal use participants ONLY: Although I have used the 3rd container once, I DO like the program and would not want to be removed from participating in it. My lawn service takes away most of my green waste, but on occasion, I did some trimming on my own and used the can. It was a great help to have it, and hope to use it more when I am physically able to. Every little bit helps the environment and the citizens, and I would likely use the can at least twice a year. So, I propose staying in the program on an individual basis, automatically charging \$1 per month for 2 annual uses of the 3rd can (whether used or not), and \$5.55 per use after that if not in a high use area. If a call to the City is required for a scheduled pick up, that's okay, too. Again, this proposal is for minimal use participants only.
30. Thank you to Tempe for thinking strategically about our recycling and compost programs - please keep up the good work. Compost collection is a great program and should be continued - but it could be adjusted to every two weeks instead of weekly. Also, the City compost yard could offer late (currently closes at 3pm) residential drop-off one day per week to let residents drop off material after their work days. Finally, the City might consider an audit of the number of bins in alley ways - we have more bins than needed and they are never full.

31. I would gladly walk my recycle and green bin across the street to be picked up in order to keep the green bin free.
32. By charging households to pay for green recycling, you are guaranteed to have trimmings left in regular trash dumpsters again, defeating the original intent. We already pay enough for our services and shouldn't be charged additional to have a green recycle bin. Due to your cutbacks, we are now limited to once every two months to put green in the alley's and it can't be put it out until the designated day or shortly before. I don't disagree with the rule, however it negatively impacts the ability to routinely maintain trees, bushes, etc. If I can't put my green in a bin or in the alley for green pick up -- it will be put in the trash dumpsters. Not my choice, but the city will be forcing households to revert to old ways.
33. The 3rd green waste container would be a key program to expand. Right now I have two containers specifically to dispose of yard waste. I'd happily pay for multiple green containers.
34. I would love to get rid of my alley service. Maybe convert it to a trail/walking path. I would love to participate in the SMART program and I already have two recycling containers (I even make sure my plastics are clean). It's so frustrating the crap that ends up in the large alley trashes or just dumped in the alleys.
35. It would be helpful if you added more detail to the recycling website. 'Top 10 in the Bin' really does not cover many items. Thanks. Also, since you are asking about alleys, are you ever going to pave them? Given the valley's air quality problems, having an alley regularly adding clouds of dust to the neighborhood is very disturbing.
36. Proposed additional fees (less than \$10) seem very reasonable in order to better take care of the planet. I use the compost bins and have appreciated that service being offered. I hope that the recycling and compost program continues to grow.
37. It comes on Friday and the best day would be Monday so you have the weekend and if not fridays then Thursday. For recycle when you give dates between the certain week it always seems that if it's Mon- Friday it's like Tuesday and more time would be nice
38. What your calling a Green Organics Program will keep waste that can be turned into compost from ending up in a landfill. Putting grass clippings, leaves, small woody trimmings into the garbage should be discontinued and a program

created to make it easy to properly dispose of these materials on a regular weekly basis.

39. We are excluded from the SMART program and we aggressively recycle and use the green bin. Paying for the green bin will drive residents to place the green waste into the alley bin, for which they already pay top dollar because they have no choice. Let's strive to find a more equitable solution to incentivize residents to use the green bin.
40. Our alley was just redone (near Selleh park) and the neighborhood trash containers were placed across the alley and we have to cross weeds and mulch to get there. It does not feel particularly safe. Ideally I wish we could just have individual cans, but if that can't happen, it would be nice if someone would consider the layout of the alley trash bins for equality and safety for both sides of the alley. I have almost twisted my ankle taking the trash across the mulch, and I can only imagine how my older neighbors might feel crossing it. As said before, my preference would be to have our own trash can, and would be willing to pay for that change. Otherwise, anything that can be done to increase recycling and composting, and to minimize landfill waste, is very important to my family.
41. As a lifetime resident, I appreciate the City for its practice of soliciting input and assuring the process is open, transparent and as collaborative as possible, within reason given budget, staffing, legal and operational limitations. Thank you to all the City staff who work hard keeping operations as efficient and cost-effective as possible for residents - and for making Tempe safe, sustainable, healthy, and clean for us and future generations.
42. Do not increase the compost bin charge. This should be free. Maybe reduce pickup to every 2nd week instead. Also, we have a MASSIVE alley trash bin, we do not need that large of a bin. Why can't we do a smaller bin and reduce our cost? We recycle and compost a large portion of our garbage.
43. I would like the alleys closed/gated off. Too many break-ins and trash/landscaping debris being dumped in our alley. Move the trash pick-up and bulk pick-up to the front of the property.
44. 2/3 of my waste goes into my recycling can. I have researched and memorized the recycling rules so I am careful what I put in my blue bin. I think there is a lot of ignorance concerning the recycling cans. I see pet food bags, whole cardboard boxes and take out food containers. When the recycling program first started,

everyone received an 8 X 11 magnet stating the recycling rules. I still have mine although it is outdated. Maybe it is time to do that again. I also use the Household Recycling Center often.

45. I am concerned about the recycling program, blue bucket. It is not clear to me that this program is really working considering changes in the value of various waste streams. I am an engineer and I see all kinds of things going into the recycle buckets that do not look to be economically recyclable.
46. I am a single person, that shares a trash bin, with 3 other homes. I think that it is unfair, that I have to pay for a large receptacle even though I use so little solid waste. I pay for my trees and gardening, to be hauled away, yet my neighbors fill up the trash bin, days before pickup with their yard cuttings, with no where for my trash to go. Why can't rates be adjusted by how many people live in the home, I surely don't use the same as a family with 4 kids and 3 dogs.
47. If you are saving money by changing trash collection days, why do we need a rate increase? Evidently resident isn't benefiting from the saving.
48. I was unable to rank the items above because I don't know enough about them.
49. I would like bulk pick up go back to monthly instead of quarterly to keep alleys clean. Other cities do this
50. Why won't you except shredded docs anymore?
51. Since you want to increase population density by increasing the amount of condo's and apartment maybe you should just raise the rates on high density residence and leave the medium single house holds at where they are. We bought into Tempe because we wanted the cost of our houses to go up, not for he government to figure out how to stick more people into it. This is starting to look a lot like Compton in California. Quite trying to over saturate the populace of Tempe.
52. Look into allowing Tempe residents more weight (currently 1 ton a month which isn't much) and times to go to the bulk transfer stations. This will alleviate some of the bulk trash in the alleys and possibly stop contractors from dumping waste in our alleys.
53. The City of Tempe should focus its efforts on reducing costs not on increasing expenditures on additional programs of dubious value. Of all the things that can go into a landfill, compostable organic waste is the least damaging to the

environment. If The City of Tempe wants to try to divert compostable waste from landfills the entity receiving the compost as a valuable product (organic farmers perhaps?) should be bearing the additional costs of collection, not the ratepayers. If the value of the compost is not sufficient to cover the additional costs of collection then the idea for diverting compostable organic waste from landfills should be shelved or reworked until the economics are more favorable.

54. So many of the alleys look like landfills with garbage everywhere. We need more enforcement on the alley violations! Raise the fines for the property owners and that will get them to think before dumping in the alley before the time limit. Many of the dumpsters are overflowing before pick up, so there needs to be some monitoring by the inspectors or the trash truck drivers to determine if that alley needs another trash bin. Very easy solutions to keep our city looking clean and not turning into Mesa or Phoenix.
55. More information is needed on how to sort plastics for zero waste days. Also, I have heard on the news that many plastic are no longer efficiently recycled but I have not heard anything about changes to Tempe's programs. This survey is poorly structured. It asks questions about things that are not defined (such as Solid Waste Citizens Academy) and does not give sufficient choices (such as Alley or Street trash pick-up -- I have both).
56. What is the SMART program? I would like Green organics pickups to be more frequent.
57. I understand that costs increase but why are the rates increasing 4x's the inflation rate?
58. An online academy or online videos are preferable.
59. It seems efficiency always means more cost less service to the detriment of neighborhoods by promoting blight. Wouldn't it make more sense to have a system that maintained or lower costs while ensuring pickups were done frequently enough to prevent overflowing trash and recycle bins? For example a rotating schedule where trash/cycle may not always be the same day of the week but on a every six day cycle where Saturdays/Sundays simply move to the nearest week day. This may mean more districts (5 instead of four) but our city would stay cleaner, decrease stray animals as a result, and ensure smell from trash is kept to a minimum.

60. We here at Shalimar E. have had days in the past where there was no pick-up done on our normal Thursday and when we would call to report it were told it would be picked up the next day! Never happened until the next regular pick up day ... Thursday! You know we used to have 2 pick up days a week and now only one and you want to raise our rates again! Also it seems that when you get a new driver that the garbage containers facing Fairfield Dr. never get dumped until we repeatedly call and say that the garbage was not picked up for several weeks in a row! If that is the case then you need to send a supervisor out with the new driver and show him the route!!! I am not in favor of a rate hike!!!
61. Start following the noise ordinance. Stop allowing trash trucks to pick up trash before 7am.
62. Have trash and recycle pickup on the same day. We had great success in Phoenix with that model.
63. We have used the green waste bin & encouraged & allowed our neighbors to use ours so we fill it up and avoid use of alley trash bin. We are two elders and pay max for alley trash which we barely use, as we recycle most everything and compost our own green waste when possible. We do NOT want to continue the green bin program if we have to pay additional fee.
64. I am not efficiently using my Green Organic container. How can I have it picked up and opt out of the program
65. You might consider meeting with HOA board members to discuss issues and to enlist help in finding solutions.
66. I am happy with Tempe's efforts to encourage sustainability through the SMART bin program. I'd love to see this expanded to include a city-wide composting program.
67. I have no idea what the SMART program is, and it sounds interesting...Didn't know the city did composting and organics for citizens...I try to recycle as much as possible. I also feel that the bulk pickup (and green organic pickup) is important in maintaining the health, safety, and aesthetics of our city...
68. As a Tempe resident for the last 40+ years I would give high marks for the evolution of our solid waste disposal systems. Comparing Tempe's ways of addressing these important issues with what I know about surrounding cities I would have to say that we are leading the pack.

69. I have had my water/trash bill go up 2 times in the past 4 years. What is going on with those departments? Are they being operated correctly? Or are you just throwing more money at a problem and not correcting it? No rate increase!
70. The city needs to keep track of alley trash collection costs. There is no summary of alley trash collection costs, therefore there is not accounting for how much that service is being subsidized. At a minimum, the average cost per household of alley collection should be compared to street service during \*each\* rate study. The city should consider charging some or all of that additional expense to those alley collection customers. There is a benefit to alley collection to customers, but the additional cost should also be reflected to those customers. I would also be interested in how solid waste plans to reduce recycling bin contamination. Do we plan on taking recycling bins away from customers whose bins have high rates of contamination?
71. Wish the monthly bulk pickup would come back! My green waste goes into landfill because schedule is too few.
72. Return Tempe streets to their original purpose, moving vehicles. Stop the silly, wasteful and now deadly exercise by crooks on Tempe Council and the ignorant leadership of wasteful inefficient bike lanes no one uses. Perhaps money saved in paying for paint, planning and maintenance could reduce the outflow of cash into cronies' pockets and save taxpayers money, time and their lives.
73. By making so many items that were recyclable previously not recyclable now, the City is causing more material to go to the landfill.
74. How is this a rate study? You haven't shared any information about how these choices may affect rates for residents, nor what the proposed rate changes may be. I'm also not sure what the solid waste programs even are that we're asked to rank in terms of priority. Definitions would be helpful, thank you.
75. Would like to know the reasons for changing the trash and recycle pickup days and clear communication about the effect of holidays on the schedule (which days will be changed due to holidays and what will they change to)? Also, the link that brought me here said it was to comment on the rate study. I see no information on proposed rates, so HOW can I comment? The rate study draft isn't even due out until Oct 3, and I'm not sure how soon it will be made available to the public for comment. Something here isn't aligning correctly... We need more information on the recycling program. What is actually being recycled now,



with China no longer taking so many recyclables? Do we need to make changes to what we can put in the bins? More detail on what's allowed and not allowed would be helpful. Metal jar lids? Are plastics 3, 4, 6, 7 going to be excluded in the future (my understanding is that only 1,2, and 5 are actually being recycled reliably these days, and that even if a plastic has the correct number, some forms of that plastic still may not be acceptable).

76. Plastic is making me crazy. Help me make it stop!