2021 Solid Waste Rate Study



Public Involvement Summary, Phase 1 August 12, 2021

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For the 2021 Solid Waste Rate Study, Municipal Utilities, Neighborhood Services, Communication and Media Relations and Strategic Management and Diversity collaborated to conduct an initial public outreach campaign to collect input to be considered in the rate study process, in addition to the traditional campaign to gather feedback on the recommendations of the rate study. This is a summary of all public input received throughout the initial outreach campaign for items to consider in the rate study from April 8, 2021, to date. Summaries and transcripts may not be word for word. Available recordings are posted on the rate study webpage at tempe.gov/UtilityRateStudy.

The second public outreach campaign to gather feedback on the recommendations of the rate study officially begins August 12, 2021, with the presentation to Mayor and Council at the Work Study Session. All public input received during this second campaign will be provided in advance of the October 14, 2021, City Council Meeting where Council will vote to adopt the recommended rates.

Virtual Meetings

Sustainability Commission Meeting - April 19, 2021

Gretchen Reinhardt:

Yeah, I very much appreciate that you've got a way to encourage reducing use by households and understand that that, you know, can't be done until all households, you know, so those without alleys are not included. But I didn't hear mention of what happens in multi-use situations. I assume they've got similar challenges to the alleys where the size of the bin requires the sharing. I guess I'd like, I'm concerned about the equity piece on the ability to reduce the cost if one is taking care of one's trash, and I wonder if you could speak to that.

Terry Piekarz (Municipal Utilities):

Thank you for that question, Commissioner. I'm not certain the exact question, except I can say that in terms of a multi-unit complex for example, that would be considered a commercial customer from our perspective so, we would work, we may be the provider for that commercial service or it might be provided by one of the independent service providers doing business in the state. In our commercial operations, these commercial customers do have the opportunity to provide recycling services and the full suite of services that we have for our normal residential customers. In terms of equity or cost, there's certainly, from a unit by unit or customer by customer if you were to break down the multifamily customer as a version of residential, it's a much lower cost per unit. But of course, that cost is part of their rent, or their lease or whatever it is that is contractually obligated per their owner of their complex, so that's paid through that. So, I'm not sure if I answered the question, but I could try again if you give me a little more detail on what you're asking me.

Gretchen Reinhardt:

That answers quite a few. It maybe doesn't answer some of the, in my neighborhood there are apartment complexes that are much smaller, I believe, are on the city. You know, say three units that have a large bin outside.

Kendon Jung:

As a build off of that, I would personally like to see a list of all of the multi-family complexes that do or do not have recycling services through the city and if they're being serviced elsewhere. And the reason for this is in my role at Arizona State University, with the 60,000 students that attend the Tempe location, specifically, this has been a comment that has been brought up by the student government for the last four years in a row; of gaining access, of students living in apartment and multi-family complexes and not having access to recycling. Now I know that's not an issue that you have created, but it is a state of Tempe that I would be very curious on how the city can deploy a strategy to meet that. Now I do want to recognize, so that's just a comment. I know that Steven, you had your hand up.

Steven Russell:

Yeah, sorry, I actually dropped my question into the chat as well but, basically, I just wanted to know when you get to the point of evaluating the cost verse benefit of these various services, are you going to be considering, obviously monetary costs are one thing, but what are some of the other criteria that you will be looking at? Specifically, like reduction of waste, particularly targeting areas that need higher levels of service, the sustainability, etc.

Terry Piekarz (Municipal Utilities):

Thank you for that question. Yes, when we evaluate the cost, really what we're doing is, we're looking at the full cost of service we need to recover for the utility to maintain financial viability. But of course, when we take those recommendations before the Council and say, here's what we're coming up with in terms of the numbers, here's what it looks like in terms of our rate structure and our programs. And maybe, for example, some programs may not be fully recovering costs. Some may be fully recovered, but as you know, if the others aren't, then it's being recovered through rates and fees. Really it comes back to a question of, you know, we've got certain objectives that are mission oriented and we're basing our business and other things are based on the objectives of the Council and the things that have already been established in terms of what the Council community's priorities are. So, we try to put it in a somewhat, in the context of here's what the actual cost of doing business is, here's how Council might consider making these adjustments. Or we might say that, you know, there's a feasibility component to this that maybe there's a better, more cost-effective way to do this as to not unnecessarily burden another component of what we do. But as we mentioned earlier, or maybe in a previous presentation possibly, but, you know, the nature of our service is such that we really don't compare well to anyone. We have a variety of services that many communities do not have. So, our comparison is really against our own costs, and then of course, based on our values system. So really, we try to present it in that context without in any way trying to influence the way Council would look at it. That decision is theirs to make in terms of how to prioritize things, but we do want to give them the full picture of what things cost, what the cost to do business is and also where there are opportunities for us to be more efficient possibly, that sort of thing; and say, you know maybe if we did this. But also not putting it in the context of, you know, it's purely here is the cost and there is no offset; for example, as you mentioned, by landfill diversion we're also going to be saving money by doing that. So, we want to give them the full picture, if you will. I hope I answered your question.

Kendon Jung:

Terry, I do have a follow up on that. Compost is a great example of a benefit to one side and a cost to another. So can you in a thirty second overview cover the status of compost as an operated service?

Terry Piekarz (Municipal Utilities):

Yes, I can do that very briefly and quickly. Although composting has been around in Tempe for quite a long time, the official pilot that was declared or I guess named in terms of with Council approval, has really only been going on for the last 18 months or so. In this rate study, we plan to do the comprehensive review of the costs of the compost and inert yard operation. We want to present that to Council. We also want to give recommendations in terms of what types of fees we would need to charge to have cost recovery, what that might look like and then make some decisions about ending the pilot, if you will, and have it be a normal part of the operation. There's some other considerations that Council will have to make about that in terms of the feasibility and what other options and we'll present all of that, comprehensively, so that Council can make a very informed decision. So, in terms of the operation itself, it continues to operate, you know, at the capacity that it's, you know, we're kind of based on the amount of land we have and what we have for equipment. But it continues to operate as it has for the last several years. This will be just a sort of formalizing of the compost/inert yard operations, here's the cost, here's the cost recovery requirement and here's what type of rate that would look like.

Kendon Jung:

I'm glad to hear that the intention is to operationalize compost as a service in the long term.

John Kane:

Yeah, I think for the most part, I think he answered Steve's question. It was just the idea that we'd be really interested in seeing kind of the, all of the different paths of diversion, as well as what goes to landfill and making sure everybody understands what those costs are, even going to landfill, because I think the ultimate goal here is to obviously divert as much as we can away from it. But I didn't see that story in here and kind of what it takes, and what that true cost is of our landfill itself so the public, our leaders understand that path I guess, that our refuse goes. I don't know if that's helpful or not, but it seems like that's the biggest goal here is to try to divert that.

Kendon Jung:

There are two things I want to add to this. One is, first of all, singing your kudos for keeping recycling operations at their level, sustaining at their level, during the beginning and continuation of the pandemic. This was not something that was done in our neighboring cities and so for that, you have our gratitude. As many people try to live in alignment with their zero waste values, that enabled them to do that. And so for that, especially in a time of uncertainty, created some stability for folks. So, if I'm the first person to thank you for that, consider that a great appreciation. The second is if you would navigate back to the alleys slide very quickly. I appreciate that the city has a strategy in order to take, to maintain some level of right-of-way and proactive maintenance of alleys. I do think that this is a particularly interesting intersection that we as a Commission have spoken about previously. And that, bulk; there is a culture in the city that an individual has a fundamental right to throw out whatever they want, wherever they want in the alley; which from a psychological standpoint is in cognitive dissonance. Alleys, because they're not traversed like main streets, give the opportunity for people to throw things away that they know are not socially acceptable. And so, it is worth noting from our opinion, or at least my opinion, that alleys create a loophole for people to throw whatever they want, without being observed from others and perpetuates a disposal culture. And unfortunately, I've seen so many of those alleys around the city which I think is absolutely ridiculous. Again, not a slight at you, but rather reinforcing the value in closing alleys in how it shifts the way that people throw waste away in a positive light so that we don't have this mass dumping in alleys that just causes additional problems for you and your services. Which, I believe, three years ago when we had a presentation, maybe four years, from Solid Waste, bulk pick-up was 80 percent of the cost in running the department. I'm not sure if that number is accurate, but it was something astronomical. In shifting bulk waste pick-up to once a month saved the department millions of dollars. So, in that sense, I'd be very curious what it would take to, obviously not in the super near future but working towards this, how do we get rid of these spaces, like alleys, that create opportunities for people to throw whatever they want away? How do we get rid of that space so that we can bring waste into the light, if you will? And I know that's like a wicked guestion and not something we can ever answer on this call, or let alone in the time we have remaining, but I would be curious in future presentations at some point to address that.

Public Meeting - April 20, 2021, noon

There were no comments or questions from the public at this meeting.

Public Meeting - April 20, 2021, 6:00 p.m.

There were no comments or questions from the public at this meeting.

Neighborhood Advisory Commission Meeting - May 5, 2021

Diane Hardin:

Why don't the other cities provide that? I mean I think they're pretty, you know, I think they're fabulous, the collections. But I was surprised. I kind of assumed that was why the

rates were so low. Why is it they're electing to not do that, or is that maybe just a pay per a side or private provider?

Terry Piekarz (Municipal Utilities):

Well, I can say that some of them are private haulers. They use, they outsource their solid waste services. But also, a lot of communities don't necessarily have the sustainability and environmental priorities that Tempe does. And so, a lot of those costs as we kind of move through these slides you'll see are associated with that. Well that's why we kind of bring a light to it because it is important that the community understand that these additional services we provide come at a cost. It's kind of a community values versus strictly dollars and cents. But a lot of the other communities don't provide that, and I'll show a little bit about that on the next slide. I hope I answered your question.

Diane Hardin:

When you gather all this feedback, are you going, is it going to help you weigh the distribution of where the funds go for those prioritized items or tasks that you guys provide? And then secondly, is, where is the gap for you? Is there a really huge gap in the funds that you need? I just was curious to know where help needed is other than, you know, just feedback.

Terry Piekarz (Municipal Utilities):

Thank you very much for that question. And the answer to the first question is it does help to inform Council decisions in terms of prioritization. So, what we'll do throughout the study is determine the true cost of providing these services as we talked about. So, that will inform what it cost to provide the services but then we need to know, what is the relative priority in services so that Council can make a decision. For example, if we said the community is very interested in doing this, this or this, or the community is under the impression that maybe we're not doing as well as we should in one part of our service and we need to ramp up our efforts in that regard. But those efforts come at a cost and that could come as an adjustment to the rates. So, the City Council would have to decide are you comfortable adding, you know, some cents or dollars to the rate for customers in order to achieve that or is it something that, you know, we need to forego for the time being because of other conditions. So, it's all of those things. And then as far as the gap, that's what the rate study, all of the financial analysis that's taking place now, all the meetings that are occurring between our staff and the financial consultants, are what they're building to identify exactly what that is, if there's a gap. So, I can't really answer that question directly until we conclude the actual financial analysis of the rate study.

Jenna Lyn Granillo:

Yes, so one of the questions was partially answered just now. The \$29.57 for Tempe that is the 'as is now' and you just now stated what the anticipated cost is; is still to be determined. Do you have any kind of range of what you expect, like two percent, one percent?

Terry Piekarz (Municipal Utilities):

Well, I don't have a range necessarily because there's so many factors that we have to look at as part of the study. But I can say that, you know, we know that in other parts of the operation as well, water/wastewater being an example, these industries do experience inflation somewhat like what we see in our own day-to-day lives with the cost of providing services, the cost of commodities, of manpower and other things due tend to rise. So, typically there is at least some incremental increase in these types of cost to providing services just associated with our regular cost of doing business. So, I don't know what the number looks like, but usually you don't see significant rate increases unless a community chooses to implement a new program or they experience some sort of an unanticipated cost and did not have sufficient reserve fund to be able to absorb that impact. Fortunately, we're in a fairly good financial position, so we're not anticipating having massive rate spikes like you may have heard about in other neighboring cities in the recent years, but we do know that there probably will be some need for at least a nominal increase to keep up with inflation.

Jenna Lyn Granillo:

Okay, I did have a Part B, or another question. Recycle was part of the formula and there's been a lot of, you know, changes in that. Can you speak of little bit to that, the recycle?

Terry Piekarz (Municipal Utilities):

Yes, and if what you're referring to is sort of the worldwide recycling market and some of the changes we've seen and we've definitely as a country, as a nation, we've seen that downturn across the nation but also worldwide. Tempe and the city made a decision some time ago when that started happening to continue our recycling program. We realize that program was going from sort of an offsetting program that was sort of paying for itself covering costs that sort of thing, to a program that was being basically paid for through other parts of the program. We've continued that because again, it goes to the values of the community and the City Council. Some other cities around us chose to discontinue collecting recycling or others just discontinued processing recycling. So, we've continued that. We're going to, that's one of our major focal points of this rate study is to really get a good handle on where we believe the recycling market is so that we can inform Council about what's happening. what we're kind of anticipating happening and what it looks like as a program because you're right, there's a cost to recycling as well, especially when the recycling market is down. If the market is very strong, then it's one of those that tends to supplement other things that we do which is great, but that's not necessarily the condition we're in today. So, I hope I answered your question.

Nicholas Weller:

I had a question regarding the city's goals for waste reduction. You mentioned that some alleyway customers aren't able to use the smaller bin program. Did I hear that correctly, first of all?

Terry Piekarz (Municipal Utilities):

Yes, the reduced cost or the SMART program is only for curbside collection because in the alleyways, we use one size of container, so it's distributed among how many residential customers are utilizing that. It's a 300-gallon container, so we don't have that option in that particular part of our, within the residential collection program but we do offer that for curbside collection.

Nicholas Weller:

Got it. Would that somehow factor into what rates and costs look like if that was available to alleyway customers?

Terry Piekarz (Municipal Utilities):

Well, it would but that would be a wholesale change to how we execute the collection of residential garbage. There would be a lot of different things that would be involved in that type of a change because as you can imagine, if you had to do collection of, for example, curbside containers in an alley, it becomes very much less efficient, let me put it that way. So that would have to be a decision that would kind of change the operation as a whole that, you know, Council would have to consider. But, it would be difficult to make a business case for that because then even at that we would be seeing probably an increase in other costs that would drive that rate potentially higher which may not offset the benefit of potentially lowering that cost on the other end.

Matt Heil:

I just had a quick question. It's more for my own curiosity but where does Tempe's trash go? Does it go to that landfill up the Beeline?

Terry Piekarz (Municipal Utilities):

It goes to actually the Waste Management Transfer Station over by the airport. And then they transport it to landfills for ultimate disposal. So, I would have to follow up. I'm assuming that it can go to wherever they deem is the location they want to, probably from a cost basis, where they can get the best costing in terms of tipping fees, but I'd have to follow up on that

one. I couldn't tell you unequivocally that it all goes to the one on Beeline or to the one out west.

Hannah Moulton Belec:

For my part, I've knocked on a lot of doors in Tempe and everyone's concerned about bulk trash. So, I think anything we can do to increase the number of bulk trash collection I feel like that would be popular. I love Zero Waste Days. I hope those are more frequent as well. I have a pile in my closet that I just wait for Zero Waste Day. I'm sure I'm not the only one.

Outreach

In-person Outreach

Municipal Utilities and Neighborhood Services conducted a number of in-person, socially distanced outreach events. This included:

- Tempe Public Library April 9, 2021
- Tempe Housing April 13, 2021
- Escalante Community Center April 15, 2021
- Habitat for Humanity April 21, 2021
- Kiwanis Recreation Center April 22, 2021
- Zero Waste Day April 24, 2021
- North Tempe Multi-Generational Community Center April 29, 2021
- Presentation to the Escalante Neighborhood Association May 15, 2021

Digital Outreach

- Facebook
 - Reach: 4,924Engagement: 127
 - o Shares: 5
- Twitter:
 - Impressions: 2,480Engagement: 17
- Youtube:
 - o Views: 272
- Nextdoor:
 - Impressions: 2,381Comments: 6
- eNewsletter:
 - o Emails: 22,683
 - o Average open rate: 28.9 percent

Printed Outreach

- March 2021 Utility Bill Insert
- May Tempe Today: 45,000 households
- August 2021 Utility Bill Insert
- August Tempe Today: 45,000 househoulds

Public Comment Survey

The first of two public comment surveys for the 2021 Solid Waste Rate Study was available from April 8, 2021, through May 8, 2021. The public comment survey could be accessed from the Utility Rate Study webpage at tempe.gov/UtilityRateStudy or by accessing the Tempe Forum webpage at tempe.gov/forum.

Over the period that the survey was open, there were 307 visitors to the survey and 238 responses. Assuming three minutes per response, the survey accounted for a total of 11.9 hours of public comment. A summary of responses is provided below.

Question 1: What type of customer best describes you?

	%	Count
Residential home	92.0%	218
Commercial – multifamily (apartment, townhome, condominium) – TENANT/LESSEE	4.2%	10
Commercial – multifamily (apartment, townhome, condominium) – OWNER/LESSOR	3.4%	8
Potential commercial customer	0.4%	1

Question 2: What solid waste services or programs do you currently use? (Check all that apply)

	%	Count
Residential garbage collection	95.8%	228
Residential recycling collection	92.0%	219
Volume-based container size program (you have a 48-gallon or 65-gallon garbage container instead of the 96-gallon) (Previously known as SMART program)	16.0%	38
Green organics collection	31.5%	75
Uncontained "bulk" garbage and green organics collection	60.5%	144
Self-haul to transfer station	14.3%	34
Household Products Collection Center	42.9%	102
Zero Waste Day Events (at least once in the past 12 months)	34.9%	83
Compost/Inert Yard compost pick up or purchase	12.2%	29
Commercial garbage collection	4.6%	11
Commercial recycling collection	3.4%	8
Commercial roll-off service	0.4%	1
Commercial special events	0.4%	1

Question 3: Only for residential customers. Rank these additional services on how important they are to you. (1 = least important; 5 = very important)

Volume-based container size program (you have a 48-gallon or 65-gallon garbage container instead of the 96-gallon) (Previously known as SMART program)

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n/a		% 30.6%	Count 70
1		8.7%	20
2	Ī	3.5%	8
3		11.8%	27
4		10.9%	25
5		30.1%	69
Green organics collection			
n/a		% 11.8%	Count 27
1		8.3%	19
2		8.3%	19
3		10.9%	25
4		17.0%	39
5		41.0%	94
Uncontained "bulk" garbage and gree	n organics collecti		
n/a		% 5.7%	Count 13
1		4.4%	10
2		3.9%	9
3		5.7%	13
4		20.1%	46
5		59.0%	135

Self-haul to transfer station

	%	Count
n/a	23.1%	53
1	20.5%	47
2	13.1%	30
3	16.2%	37
4	7.9%	18
5	11.8%	27

Household Products Collection Center

	%	Count
n/a	7.4%	17
1	6.6%	15
2	7.9%	18
3	18.3%	42
4	17.0%	39
5	41.0%	94

Zero Waste Day Events

	%	Count
n/a	11.8%	27
1	16.6%	38
2	5.7%	13
3	15.7%	36
4	13.5%	31
5	32.3%	74

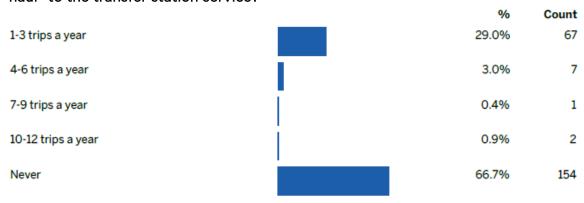
Question 4: How important is the City's Compost/Inert Pilot Program to you; including factors such as accessibility to compost, diversion efforts, etc.? (1 = least important; 5 - most important)

Average	3.24
Total	736.00
Count	227
Skipped	11

Question 5: Knowing there is an associated cost, how supportive are you of the City's focus on landfill diversion, by way of recycling, and collection, processing and reuse of green organic and inert materials (ex. rock, asphalt, glass)? (1 = least supportive; 5 = most supportive)

Average	4.23
Total	985.00
Count	233
Skipped	5

Question 6: Only of residential customers. How often do you use the once-a-month "self-haul" to the transfer station service?



Question 7: Only for commercial customers. As a potential or existing commercial customer, what factors do you value in solid waste services. Rank in order of importance.

- 1. Cost
- 2. Diversion efforts
- 3. Days/hours of service
- 4. No hidden fees
- 5. Local partner
- Customer service
- 7. Flexible contracts
- 8. Other

Question 8: Please share any additional feedback.

- 1. We're on the fourth Monday bulk pick up but the last couple of times you didn't show up until the following week leaving our neighborhood looking trashy.
- 2. Less taxes, please. It's just trash.

- 3. The problem with using your green waste facility, and collecting compost, is the difficulty in figuring out when drop off and pick up is. Currently I use a private service to collect my compost, because green pick up is no longer available to us in Tempe. Also, there are many things that can, and should be recycled but if those drops offs are available I do not know where they are. I think the communication is not very transparent, and reaching out to share that information is difficult to find.
- 4. Stop the mask mandate
- 5. start cleaning alleys correctly. not the current failed method.
- 6. There are a lot of times that I forget to put out my garbage, so special green days and all these special programs are useless for me. I just want to put out my garbage and have it picked up.
- 7. Please continue to invest in the compost yard to improve the quality of the product.
- 8. Please maintain the drop-off center it is a valuable resource for the Tempe community.
- 9. My family and I deeply appreciate the City of Tempe's recycling program, the Household Products Collection Center, and the Zero Waste Days. We appreciate the City of Tempe's focus on sustainability. It is one of the reasons we are glad to live in Tempe.
- 10. Appreciative of the City's effort towards zero waste. Would like more info/access on composting.
- 11. We do not have a smart option for garbage container because we share an alley with multifamily condo development. We pay for a commercial enterprise (Recycled City) to pick up our compost food and materials twice a month. I would love it (and pay for it) if the city offered the service. When I must get rid of construction materials, I take it to the transfer station. Wouldn't know what to do with it otherwise.
- 12. Please continue to pubicly promote the importance of reducing waste, especially plastics, as well as recycling, and only putting recyclables in the blue bins. The public needs to be part of reducing waste.
- 13. need recycling for multifamily; need places to bring compost/organics
- 14. I would love if the green organic compost program expanded beyond specific neighborhoods
- 15. I would welcome the ability for residents with alleys and large shared trash shared to also participate in the SMART collection program.
- 16. We could benefit from added focus on proper recycling through education and alternative collection programs that reduces the cost of sorting and reduces the trash being placed in the recycle bins.
- 17. I wish we could limit the use of the alley refuse to residents only. More often than I would like, the alley trash barrel has been filled up by people who don't live here or workmen.
- 18. We have been pleased with the services that we use.
- 19. 30 year resident who lives in a neighborhood with single family AND multi residential units, including duplexes to large complexes condos and apartments.

 Many development projects in progress and as active in the NA., we have a real problem with the designation from the city as to designation based on classification from the developers/owner as "condo" complexes (esp. new builds) and designation as "apartments" to determine the trash services. It' a mess and waste of space and trash collectors time and container costs, replacement when allowing/requiring each unit individual barrels (lunit = 2-3 X each) rather than being required to provide space and designated large bins for size and density of the property. Create another billing category if needed for shared trash recycle services if individual water metered and billed. It's ridiculous not to move in this direction.
- 20. If the City offered a barrel for green organics in my neighborhood (Alta Mira), I wouldn't need the largest trash barrel and could offset the price of the organics pick up with the lower price of the smaller barrel. Monthly bulk/green pick up, like we used to have, would also alleviate my need for a large trash barrel. Also, I miss the container for recyclable clothing, shoes, purses, stuffed animals, etc. that used to be at the library. If the City still offers this service, it needs to improve the service's visibility and encourage residents to use it by increasing marketing. In addition, I don't know where street

- sweeping fits into the price structure, but it makes no sense to sweep our street on trash day, like the City has been doing ever since it moved our trash day from Friday to Thursday. My neighborhood's streets never get fully cleaned, but I'm sure we pay for them to be.
- 21. I live where 4 families share 1 big black container. I am single, live alone recycle and use very little of big container but neighbors fill it up the same day trash is picked up. Why can't we have individual containers. Why should I pay for other people wasteful ways. La Colina has individual containers now even though they have alleys throughout the development. Have called city before they said couldn't do anything!
- 22. Eligibility for the "smart" program is arbitrary & unfair. Residents with alley trash pick up must share are billed for 96oz trash cans & are ineligible. Residents without alleys & alley trash pick up but with front curb trash pick up are eligible for smaller trash cans (48 or 65 gallon instead of 96) and pay only for what they use. The "smart" option should be open to everyone.
- 23. The alleyways are an eyesore and I'd rather use the SMART or small trash cans. I wish we would reconsider removing alleyways.
- 24. You might try to get some PSA's or build boards out on what you do. I have never heard of zero waste day, or compost day.
- 25. The cost if the large alley barrels is not fairly divided between the 2-4 families using them. This needs to be examined. alley pick up of bulk waste is not enough it is only every two months i would propose once a month and i would be glad to pay an extra fee to make our alleys look better thank you
- 26. With the increased fees for garbage/waste, it is time that all residents have access to "Smart" containers. The increased fees have an impact on those of us on fixed incomes. It is time we all have equal opportunity to save a few dollars.
- 27. It does not seem right that I am charged more for the large alley service trash container. I do not produce any more trash than I would with a normal container. There are also multiple houses using the same large alley trash container instead of each house having their own 96-gallon container. Yet each house is charged more for having access to the alley-sized container.
- 28. I love that most everywhere I have lived we have alleys in Tempe. It has kept our neighborhood clean. It is the one thing I am not looking forward to if we move
- 29. DO NOT RAISE THE PRICES
- 30. Understanding markets change in the circular economy and the city needs to take finances into consideration, I encourage the city to be on the forefront of sustainable waste management. I am pleased to have a place to dispose of items that should not just go to the landfill. There still seems to be a need for education as to what goes where.
- 31. We love the many recycling programs the city provides us. We try to cut down on buying wasteful containers and are grateful the City helps recycle whatever it can.
- 32. I am not familiar w/ the compost program, the zero waste days, land fill diversion (program and cost to home owners), self-haul, and will be visiting your website now.
- 33. How can Gilbert do it for 1/2 the cost??!
- 34. I had no idea I could do a garbage haul to the transfer station this is good to know but otherwise the costs seem affordable I would like to see more info on recycling, maybe some video messages going out via email on the importance of recycling and how to do it right
- 35. I am proud and a regular participant of Tempe's Household Collection service. Bravo Tempe for providing this service and reducing landfill content. I am disappointed in my neighbors who put recyclable items in the dumpster, and I often pull the items out and put them in my recycling container. They also dump large trash items in the alley. I don't know what it would be, but too bad there is not a better incentive for people to recycle.
- 36. I support any effort to help the environment
- 37. If an additional rate allowed for more regular alley cleanups, I would gladly pay to not have my alley littered from wall to wall with trash.

- 38. It's not a good time for an increase with being in the pandemic. Many people have lost their jobs and are having a hard time affording these services already. It doesn't make sense to have an increase in cost which would cause an increase in people needing help.
- 39. stop wasting tax dollars on ignorant vanity projects.
- 40. If each of the larger Phx MSA cities invested in a processing facility for one type of recyclable, we may be able to create the sustainability infrastructure to convert recyclables into valued building/construction/street maintenance materials. AND/OR consider implementing commercial guidelines to replace bulk non-recyclables like mailing plastics and Styrofoam.
- 41. We need more bulk alley pickups like before Mark Mitchell. He was terrible.
- 42. I support the efforts of the city's focus on landfill diversion, and all of those methods mentioned, but how effective is the recycling program? I read about how electronics are supposedly recycled, sent to a third-world country where maybe most of it ends up in a landfill. Makes me think of the movie WALL-E! God help us!
- 43. Do not raise our rates, all ready so HIGH
- 44. I want to be eligible for what was called the "Smart Program," now called the Volume based trash container program in which I am issued a 48 or 65 gallon instead of the 96 gallon shared container in my alley. I want it to be picked up just like the recycle container in front of my house once a week. I'm part of a 2-person senior residence and produce a very small amount of garbage and recycle 6 months of the year and am away for 6 months of the year and produce NO garbage and NO recycle. Eligibility for the Volume based program is arbitrarily unfair because it excludes residents who have alley pick up. I want to pay for the garbage services I use, not for the services of my neighbors.
- 45. We need a system that requires manufacturer to produce zero waste products that are truly recycleable or compostable. Plastic is one such product that is not.
- 46. we are aging (in our late 70's & early 80's) in place ---- anything the city can do to help us with household upkeep, & helping with weighty objects, will keep us in our home longer. We could use a smaller size of recycle container --- as it is now, we put the blue barrel out about every 3 weeks. If that helps the city to schedule fewer recycle pickups, then the larger barrel is fine with us.
- 47. Reduced pricing for non-alley smaller container refuse pick-up disenfranchised those of us with alley pick-up large container billing even though we may have less household trash than most. Also, recycling pickup is only needed by most of us once a month or less.
- 48. The city should join with other municipalities in state to get the state legislature to approve banning: 1) the use of plastic bags being given to customers for various purchases, e.g. grocery stores, retailers, etc.; and 2) food vendors such as fast-food, food trucks, restaurants, etc. using non-recyclable carry-out containers and plastic straws.
- 49. Service seems expensive, but all are run very well and probably worth the cost. Keep up the good work.
- 50. We really appreciate the bulk pickup process. Keeping this program in place ensures neighbors keep up their yards.
- 51. The bulk pick up program is very important however because there is no supervision of what is a city service versus a commercial responsibility the program is continuing to be misused at higher cost to service. I live in the 85284 zip code and continue to see more and more homeowners that use commercial services that leave the debris out for city pick up. Since there is no consequence the problem is only getting worse. Yes pandemic clean ups are contributing to higher volumes but by not addressing the commercial issue the problem and cost will continue to present other serice/cost challenges. The abuse needs to be addressed it is getting to the point that so many violations occur people are starting to feel stupid to pay for the commercial service hauling it away.
- 52. I have been mortified after spending hours upon hours carefully following the instructions in the full-color brochures, pamphlets, magnets, and the like that Tempe continues to produce, only to see the crew come and throw everything into the truck headed for the landfill, or inadvertently dump it all over my lawn or driveway through no fault of their own, but due to the ill-advised containment methods described in the brochures.

- 53. I was very disappointed when you started charging for compost. I think it should continue to be free for Tempe residents since we contribute the green organics.
- 54. Please consider a program for Green Organics Weekly Pickup similar to the one I had in Vernon Hills, Lake County Illinois. Option for yearly signup that was billed monthly or "pay by the bag". "Pay by the bag" required homowner to purchase a large heavy duty paper bag and a Tag that was purchased from a retailer like Lowes, Home Depot, Garden Center, Etc.
- 55. If the monthly bulk pickup is delayed, it would be nice to be informed. That way we can minimize trash in our streets up to 3 weeks ahead of time. Thanks. We do like the smaller trash can to save some money. Love the Zero Waste Days!
- 56. Pickup from twice weekly to 1 time a week and 1 time a week for recycles seemed to contribute to more flies during the summer, especially with the containers with missing lids. The 300 gallon containers in alley pickup needs to be eliminated entirely and changed to street pickup with individual smaller containers. This is a main contributor to street litter.
- 57. I am an alley customer and I am forced to pay a higher rate for one bag of trash per week. Non residential people dump garbage in our alley trash cans.
- 58. Thank you for this opportunity to respond to our city's concerns. 1) I would use the compost/ wood chip program more if it were accessible on weekend afternoons or for self-service pickup at any time. I've stopped using it because it's mainly open during times I'm working. 2) I would prefer to switch to a volume-based container size program. In my neighborhood, the shared 96-gallon containers are often filled with furniture or other inappropriate items, and sometimes have dangerous construction waste sticking out and excess garbage dumped next to the containers.
- 59. Would love an expanded green organics pickup in my neighborhood. have been watching for that pilot program in other neighborhoods
- 60. I am willing to pay more to continue good service, please don't cut bulk trash days.
- 61. Why do you want to know my race?
- 62. I do not think the "volume-based container program" limits what people put in the landfill. I also do not think we should have to pay for the green containers. They keep huge amounts of material out of the landfill.
- 63. The alley waste bins are always overflowing in my area. Not only is this inconvenient but unsanitary. The weekly pickup results in rotting household waste sitting in the heat for 6 or seven days at a time. When overfilled the garbage tends to spill out during pickup and the alleyways are starting to look like a landfill.
- 64. Depending upon how much of a rate increase it would be, I would like to see the bulk trash pick-up become monthly.
- 65. Would rather have an individual garbage can than alley cans in my neighborhood. Would help keep feral cats and the homeless from accessing trash.
- 66. I use Recycled City to compost. I am glad we have a program to collect landscaping waster for composting. And thank you so much for availability at the Zero Waste Events and the HPCC! If at all possible, I would love to hear more about the landfill diversion statistics...such as what is the percentage of recycling (steel, plastic, paper) that is actually recycled? How much of the 'recycled' plastic is actually sent to the landfill?
- 67. I would like to understand why Tempe has the 3rd highest rate, and what can be done to be more in alignment with the lower cost cities, rather than planning to automatically increase rates. Green pickup is no longer covered by the city, and the customers responsibility. If you're encouraging recycling, it should also be funded. Most people aren't subscribing because of the cost, and it's ending up in our once weekly trash alley pickups Reduction to every other month for bulk alley pickup is not helpful. Tempe expects yards to be kept tidy, but you only do pickup every other month and we are not allowed to keep bulk in the alley until the actual pickup. With the need to trim palm trees, what is a person to do? We either don't cut, or risk putting the debris in the alley too soon (I don't want to see cruddy alley's either), but we're stuck between a rock and hard spot. Not everyone has lawn maintenance equipment to haul to another

- location. Perhaps in the summer months, you could increase alley pickup of green items to help facilitate your own mandates. We pay enough for the services, some consideration should be given.
- 68. I don't mind increasing costs but I want assurances that the recycling rate is increasing
- 69. With what we pay in property taxes and how uncompetitive our tax rates are with the surrounding cities, we should be able to afford the services we get without an increase. You have increased the rates on water, and everything else to the point where Tempe is getting more and more unaffordable. All of these things are factored in when qualifying for a home. Your platform was to have affordable housing. These are all factors. We don't use all three of our green bins all the time, but it is more of a hassle to get them when we need them so we keep them. If you could make that easier it would probably encourage more folks to use them and then you could charge people outside of our city for the compost materials. Increase the fees there, not to our own residents.
- 70. We would prefer more often and more convenient access for household hazardous waste collection (paint, solvents, batteries) and prescription drugs. What happened to recycling of bagged, shredded paper?
- 71. With the recent increase on water charges an increase on waste would have a very negative impact on the community especially during and post covid as people are trying to rebuild loss from work etc.
- 72. Waste and garbage collection services provided by Tempe are outstanding and I appreciate the conscientious work of all involved. Based on my experience with neighbors, it seems that Tempe might use its monthly newsletter to remind residents to be sure that recycling bins are full or nearly full before placing them out by the curb. Obviously, needlessly subjecting garbage trucks to wear and tear is ultimately an expensive proposition. (I have neighbors that put their bins out nearly every week, even if they are only 10 percent full.) Perhaps, mentioning the purchase price of these trucks, as well as repair costs, would motivate a change in behavior.
- 73. While I understand gasoline costs are high and keeping mileage down to bimonthly helps that, we need more bulk waste removal. Not everyone has a truck. Not everyone can pick up and load big items and so our alleys are always full of stuff. Just doesn't work. Also, we all need to have cans for greens, not just some neighborhoods.
- 74. I love the green organics program. I'd pick up compost if I needed it, but so far its not been that important.
- 75. Bulk trash periods being 10 days on streets without alley room for it are a nuisance. Our neighborhood streets are lined with disgusting-looking piles for too long, and the trash blows around creating serious trash issues for our whole area beyond just on bulk trash days. 10 days is too long.
- 76. City efforts to recycle, reuse, dispose of safely as many materials as possible is appreciated by us. Thank you, your services are excellent.
- 77. The previous survey by independent consultants didn't factor in any new subscribers in their calculations. With Tempe growing this was a huge omission. Please insure this material factor is added or included in the upcoming consultant review. Or if any net new users are not expected what methodology do they use to support that conclusion. Also, I'd like to see a review and proposals for cost cutting or operations efficiency ideas and what material impacts those efforts may have to keeping costs and rates down. Specifically it seems like a public campaign to encourage only 3/4 full containers are brought out to the street (and less than 3/4 full containers are not pulled out for collection and instead wait for the following week) could reduce costs. Just one idea from me as a non-expert:)
- 78. I compost all my organic material as well as use live worm bins, so nothing goes to landfill: believe that a rebate should be offered
- 79. Main roads notice now has random liter from all commercial & construction vehicles as well as sides of the highways terrible, plus noticed garbage overflowing at rental properties.

- 80. Please find more ways for residents to recycle building products (lumber, sheetrock, etc.). I think the city needs to require multifamily and commercial to recycle; may need to provide program and charge for pickup. Keep educating on recycling, composting, gardening, etc.
- 81. Solid waste staff are the best! They answer questions, are knowledgeable, make great Recommendations!
- 82. Would love options for smaller bins for alleyway customers, more bulk pick up options, wider green-pickup/composting availability.
- 83. I see some neighbors putting non recyclable items in the recycle containers for pick up. I want to advise them but I don't want to seem like a Karen. Can you start up the process again of checking people's recycling bins and letting them know through flyers if they are doing it correctly. Also, I take my Styrofoam to EPS recycling in Tempe, but I am reluctant now to do so because I got 2 flat tires (nails) in that industrial neighborhood. Can you maybe include Styrofoam drop off somewhere in Tempe to be upcycled into building materials.
- 84. since tempe has the bulk pickup, do we need to have the self haul? would be nice to reduce costs of residential waste if possible.
- 85. I feel very pleased with the service as it exists. Our employees do a great job!
- 86. I would like Tempe to transition residential customers to green barrels. My yard generates too much green waste to fully utilize the very infrequent green/bulk pickups because I have nowhere to store it until pickup (10 days prior to pickup). With Tempe's current program, most of my yard waste goes to the landfill. Having a green barrel at my home, even if pickup is infrequent, would at least provide me with a means of storing my yard waste until pickup. It would also be make collection logistics more automated and efficient for the city.
- 87. I live in a multifamily condo complex and find it absurd that while there is recycling available to all single family home residents, that there is no mandatory recycling program for multi-family complexes. The only way for them to get recycling is to take the initiative themselves and contact the city. Many will not take the initiative to do this and this is something the city should be doing and make it required. Composting at multi-family would also be great. And the existing composting program should be expanded to include ALL compostable materials. That is if the city if really serious about diverting waste from landfills.
- 88. I don't know why but my apartment complex, Tempe Park apartments, stopped their recycling program. I was very disappointed to see that but I still take some things up to the library. It is very inconvenient for me to do that and I'm not as avid a recycler as I was when it was more convenient. I would like to see you make some arrangements with the bars and restaurants about their glass and plastic recycles. I read an article the other day about how in southern Louisiana they are using sandblasted glass to help shore up the coastline there so there are a lot of uses for glass and plastics right here in the United States. The glass they are using in Louisiana comes from the local bars and restaurants. I did hear the reason why we weren't recycling any longer was because China doesn't buy it any longer. But somehow somewhere plastic bottles should be able to be made into fabrics that are not outlandishly expensive. And sandblasted glass is very smooth; it could be used for a number of residential treatments be it gardening, for flooring or counters, or decorative. I think it would be a positive note for the city to show their intent on keeping Tempe a clean and beautiful city.
- 89. Happy with pickup at our townhouse community. Wish we had more recycle containers. They always fill up the same day they are emptied.
- 90. I'd like for there to be information posted about how to get more recycle bins for commercial customers. I would also love there to be some sort of outreach to the community about what goes into the recycling bin--I see many items get discarded into recycling when they shouldn't be. Thank you!
- 91. Because HOAs are considered commercial, we as residents are denied services non-HOA residents receive. Form of discrimination.

- 92. Would like to see organics and composting options available as a resident at a commercial site (condominium, townhome, apartment). I really like the composting program and diversion efforts, and hope that continues to grow. Having used the compost before, I would note that there's quite a bit of plastic material in it and don't know if that's something that could be improved or not.
- 93. I would like mandatory recycling to be introduced to commercial multi-family homes (like apartments, condos, townhomes), at least. I do know that expanding it to other commercial establishments may face backlash from costs, but it could be considered at a later date.
- 94. Please find as many ways as possible to recycle plastics--ban plastic bags, and charge people a dime for every soda pop bottle. (Look at Mchigan's bottle recycling program. It has almost totally eliminated trash on the side of the road.)
- 95. The city has done a great job to place recycle bins near public trash cans the same needs to be done for compost as well