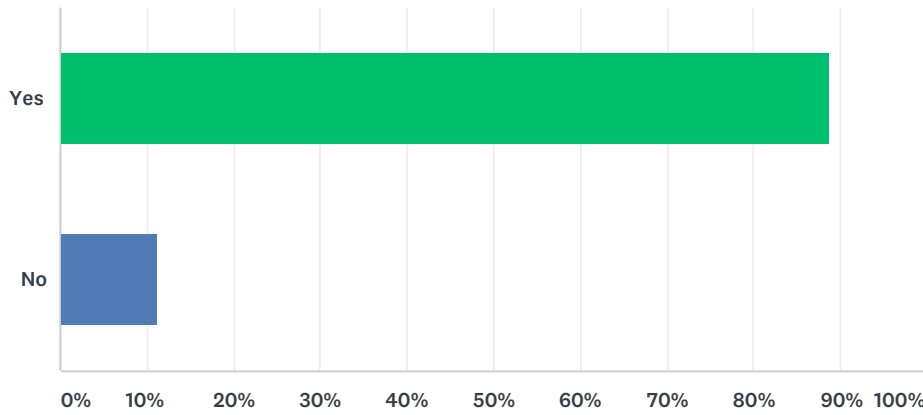


Q1 Were you aware that there was no regularly scheduled pickup of bulk items between April and December of this year and that one had to call in for a pickup?

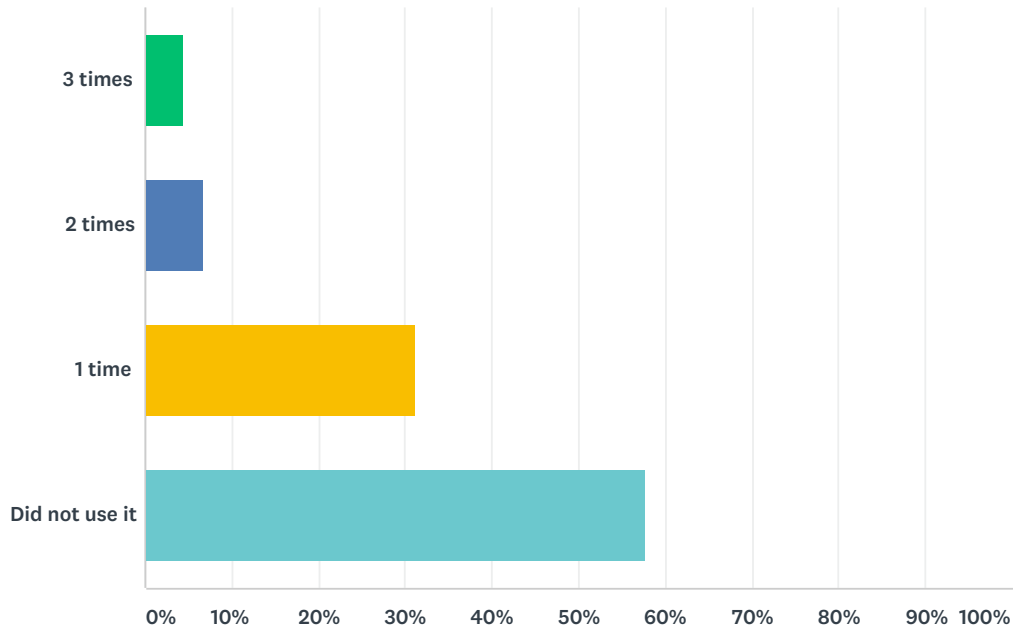
Answered: 44 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.64%	39
No	11.36%	5
TOTAL		44

Q2 How many times did you use the call in program?

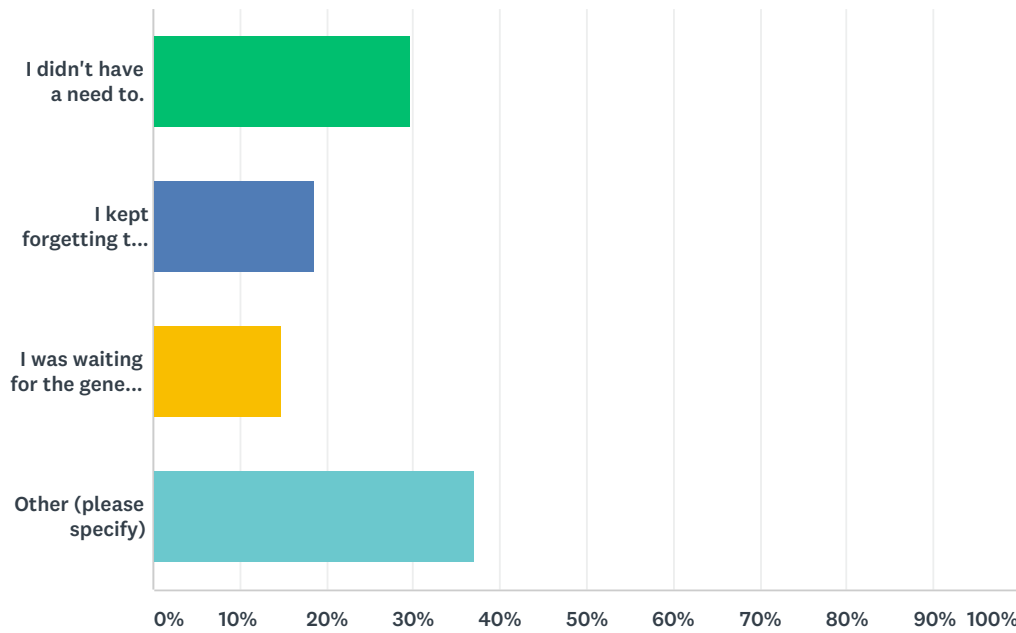
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
3 times	4.44%	2
2 times	6.67%	3
1 time	31.11%	14
Did not use it	57.78%	26
TOTAL		45

Q3 (If you indicated you used you used the pilot program on question #2, you can skip this question.) Why did you not use the program?

Answered: 27 Skipped: 18

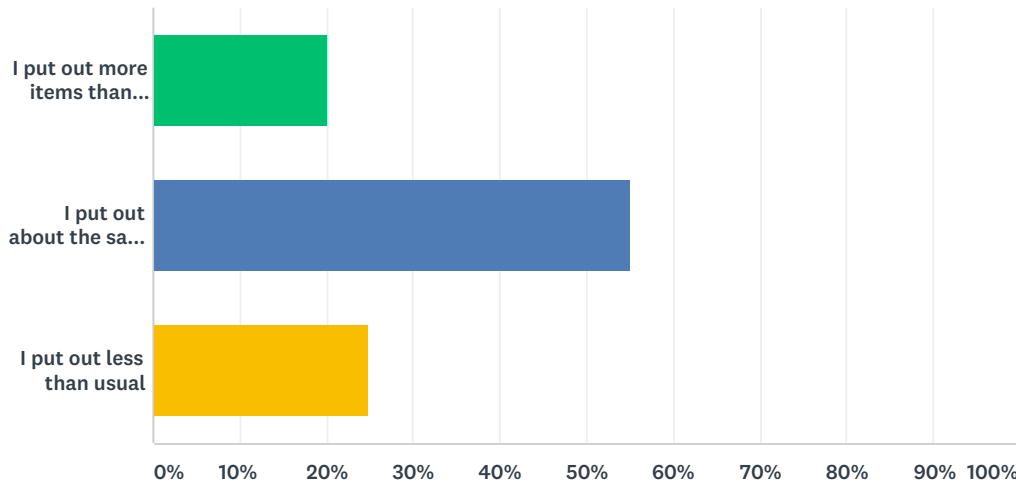


ANSWER CHOICES	RESPONSES
I didn't have a need to.	29.63% 8
I kept forgetting to call.	18.52% 5
I was waiting for the general neighborhood collection.	14.81% 4
Other (please specify)	37.04% 10
TOTAL	27

#	OTHER (PLEASE SPECIFY)	DATE
1	Not really sure how it would work and didn't want to be the only one on my block	1/1/2019 6:08 PM
2	You need to have 3 items. We only have 2.	12/6/2018 7:13 AM
3	I shared a pickup with my neighbor. she called.	12/4/2018 8:30 PM
4	Didn't know. Duh.	12/4/2018 11:48 AM
5	Just a hassle to call in. The two set dates seem to work better because there is more of an incentive/deadline to clean out items and put out.	12/3/2018 3:01 PM
6	I didn't know it was an option. I really could have used it.	12/3/2018 11:47 AM
7	I was waiting for the usual flier to herald a bulk trash day. I love bulk trash day.	12/2/2018 8:56 PM
8	I did use it	12/2/2018 11:09 AM
9	I used the program	11/30/2018 3:34 PM
10	Never got around to it!	11/29/2018 10:24 AM

Q4 (If you indicated you did not use the program #2, you can skip #4 through 8.) How did your usage during the pilot compare to your typical usage?

Answered: 20 Skipped: 25



ANSWER CHOICES	RESPONSES
I put out more items than usual.	20.00% 4
I put out about the same amount.	55.00% 11
I put out less than usual	25.00% 5
TOTAL	20

#	WHY?	DATE
1	Because I had the same amount?	12/11/2018 4:29 PM
2	Usually only have a few items for Bulk pickup.	12/9/2018 5:19 PM
3	I just didn't have much	12/4/2018 8:30 PM
4	I didn't know I had to call.	12/4/2018 6:19 PM
5	they didn't specify if you had a limit to be picked up.	12/4/2018 1:54 PM
6	I knew I could call again later and wouldn't need to wait 6 months.	12/2/2018 10:25 AM

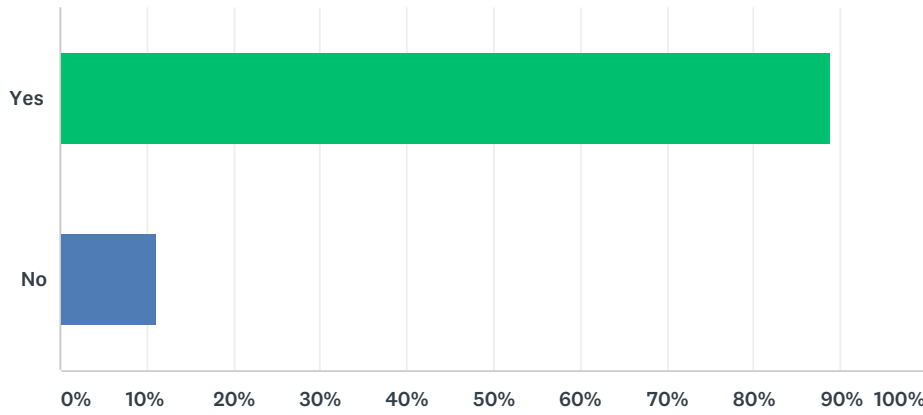
Q5 How long did you have to wait for a scheduled pickup after you called in?

Answered: 17 Skipped: 28

#	RESPONSES	DATE
1	I deliberately asked for items to be picked up on Thursday of the week so I had a few days to add more to the pile. I was told no pick ups are done on Fridays.	1/2/2019 4:35 PM
2	I had to call the program two times. The second time I called they expedited my call and picked up the next week.	1/2/2019 4:20 PM
3	1 WEEK	12/26/2018 1:26 PM
4	10 days from the initial call, 5 days after my follow-up call to them since I never heard back from the first call.	12/11/2018 4:29 PM
5	3 days.	12/9/2018 5:19 PM
6	I waited a 4 days, I had the option for sooner, but it was my choice because I wanted the weekend to get my items together.	12/6/2018 5:59 PM
7	?	12/4/2018 8:30 PM
8	1-2 weeks	12/4/2018 2:56 PM
9	I never saw them come pick it up...after 4 days, the public passing thru my street picked it up instead.	12/4/2018 1:54 PM
10	A couple of days	12/4/2018 12:39 PM
11	a day or two	12/4/2018 10:05 AM
12	ONE DAY	12/3/2018 10:30 AM
13	2-3 days	12/2/2018 10:08 PM
14	Couple of days some times and two weeks others	12/2/2018 11:09 AM
15	2days	12/2/2018 10:53 AM
16	About a week	12/2/2018 10:25 AM
17	2 days	11/30/2018 3:34 PM

Q6 Did the truck(s) arrive when they said they would

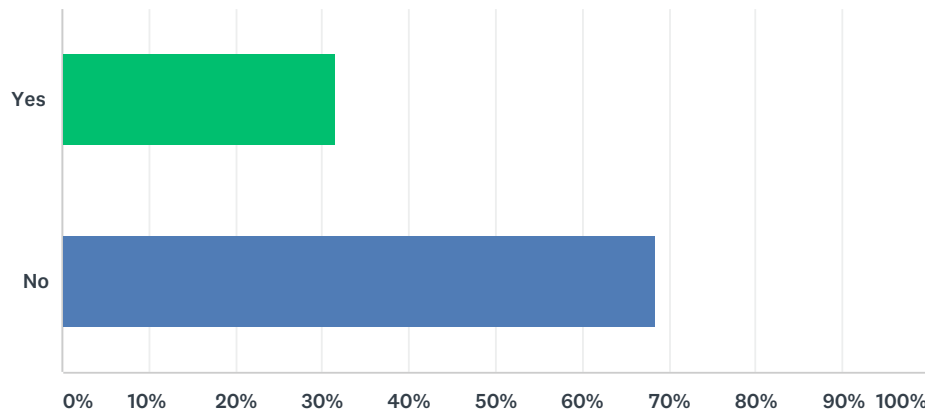
Answered: 18 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	88.89%	16
No	11.11%	2
TOTAL		18

Q7 Did you have any difficulties in arranging a pickup? If so, what were they?

Answered: 19 Skipped: 26

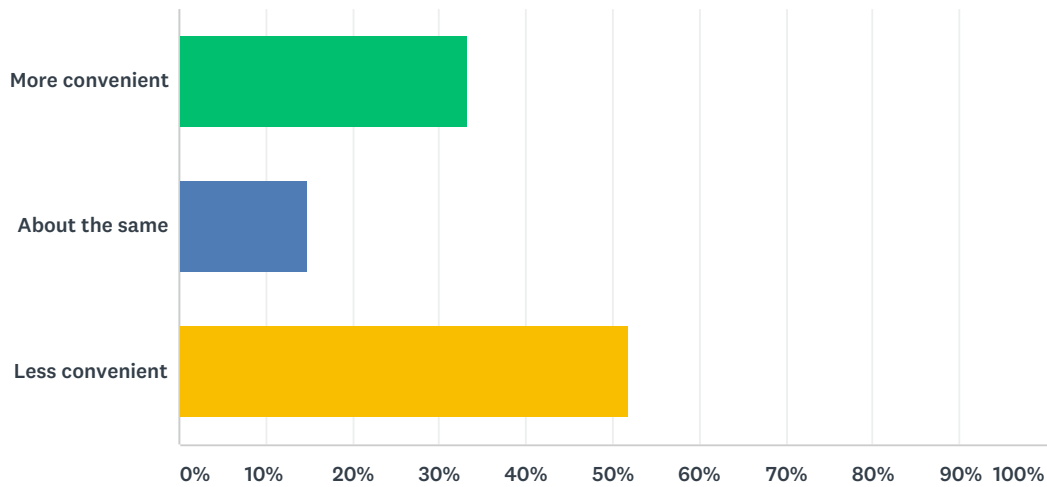


ANSWER CHOICES	RESPONSES
Yes	31.58% 6
No	68.42% 13
TOTAL	19

#	COMMENTS	DATE
1	The first time I called they did not follow up with me. I waited three weeks and called again. The second time they were very prompt.	1/2/2019 4:20 PM
2	had to call twice; items picked up the 2nd time as scheduled	12/26/2018 1:26 PM
3	I called 3-1-1 on Saturday, Dec. 1 to schedule pickup. They said SWS would call me within two business days. By Thursday I still hadn't heard from them, so I called 3-1-1 back and they escalated the ticket. SWS called me back later that day and scheduled pickup for the following Tuesday.	12/11/2018 4:29 PM
4	Although the mailout about the on-call service directed us to call 311, the 311 operator could not actually schedule anything -- they took our contact info and passed it on to someone at Austin Resource Recovery, and it took some phone tag to schedule a pick-up. Also, they require two item minimum, and someone removed one of my two items before the truck came, so I had to worry about whether Austin Resource Recovery would somehow "ding" me for doing it wrong. The process took more of my time and energy than the old twice-a-year system.	12/9/2018 5:19 PM
5	I left a message to schedule a pick up and no one called me back, had to call again.	12/4/2018 2:56 PM
6	But my stuff was picked up after waiting several days for pick up. I won't use it again.	12/4/2018 1:54 PM
7	Minimum quantities and the required specificity of what items I was putting out.	12/4/2018 12:34 PM

Q8 How convenient was the call in program as compared to the general neighborhood pickups? Why do you feel that way?

Answered: 27 Skipped: 18



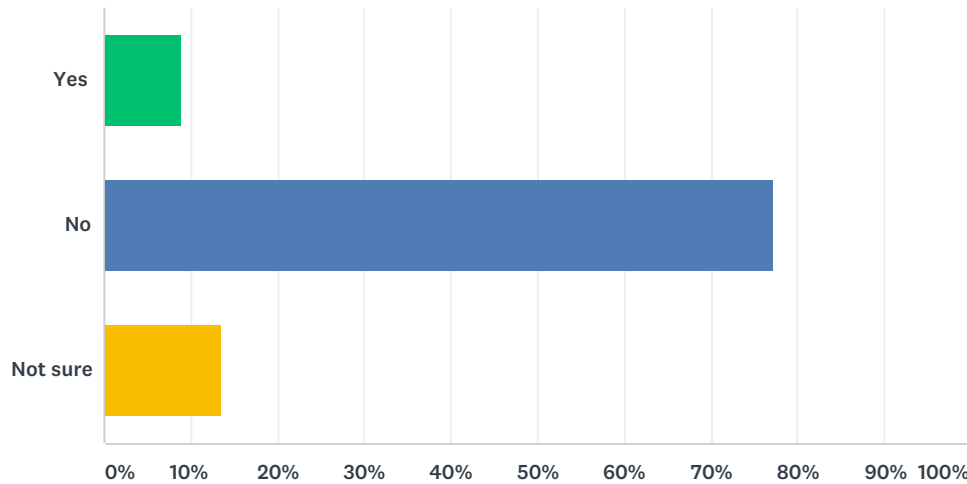
ANSWER CHOICES	RESPONSES
More convenient	33.33% 9
About the same	14.81% 4
Less convenient	51.85% 14
TOTAL	27

#	WHY?	DATE
1	The general neighborhood pickup occurs twice a year - mostly in June and Dec. In June, it might be too hot for people to clean out their garage, attic, basement. In Dec., most people busy with Christmas preparations. With 3 chances, I can have more time to get things ready.	1/2/2019 4:35 PM
2	Had to call twice to get a pick up.	1/2/2019 4:20 PM
3	had to call in to arrange; but 311 handled the call efficiently	12/26/2018 1:26 PM
4	Points for more convenient: I didn't have to have piles of junk just hanging around my house for as long as usual Less convenient: Dealing with calling, waiting for a callback, calling again, finally getting the callback. It's the year 2018. Why can't I just click on something in the 3-1-1 app and get a response telling me when my pickup will occur?	12/11/2018 4:29 PM
5	As stated above, the scheduling took more time, attention, and energy than neighborhood pickups.	12/9/2018 5:19 PM
6	I loved it! It was very convenient, and I almost wished I had more stuff in order to have a 2nd pickup.	12/6/2018 5:59 PM
7	because it was when we were ready	12/4/2018 8:30 PM
8	I like having the mailer and it would be stuck on my fridge until day of.	12/4/2018 6:19 PM
9	I was told i would be given a call back with 48 hours. 4 days later no call. So I called again and was told "48 hours means 48 business hours" --up to 2 weeks if the holidays fall right. It was down right stupid.	12/4/2018 4:40 PM
10	can get rid of stuff whenever I want and not have to wait 6 months	12/4/2018 2:56 PM
11	First you have to call, then wait and somehow it never happens instead the public picks it up. It was real inconvenient for me since I am 80yrs old.	12/4/2018 1:54 PM

12	General neighborhood pickup is a chance to do a general cleanup and find things to get rid of. Having to schedule with enough items and identify what would be on the curb isn't as flexible.	12/4/2018 12:34 PM
13	CALLING IN WAS CONVENIENT. BEFORE, WE KEPT THE NOTICE ON THE FRIG.	12/3/2018 10:30 AM
14	I had to call about 4 times. My pick up was scheduled but the junk sat on the curb for over a week. No one seemed to have an answer for why.	12/3/2018 8:07 AM
15	Call was always answered and informative.	12/2/2018 11:09 AM
16	When I had stuff to pickup didn't have to wait months	12/2/2018 10:53 AM
17	Regularly scheduled deliveries are difficult to remember, with the on call service, it could be picked up when you needed it to.	11/30/2018 3:34 PM
18	I would prefer to know ahead of time when they are coming so that I am motivated to set things out instead of storing them in my garage interminably!	11/29/2018 10:24 AM
19	Before there was a specific date. Either you did or didn't .	11/28/2018 10:13 AM

Q9 Do you feel the call in program gives the recyclers who drive the neighborhood during regularly scheduled pickups the same opportunity to recycle/reuse items before they go into the landfill?

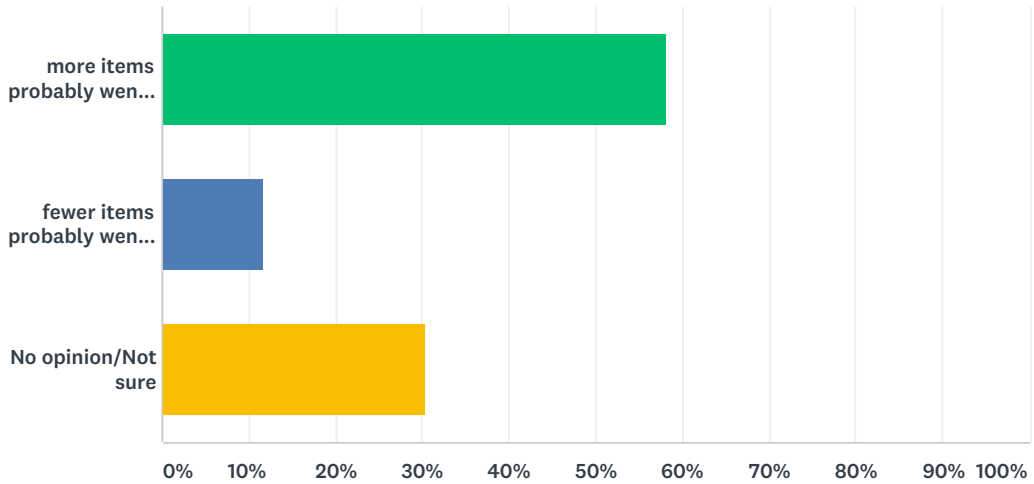
Answered: 44 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	9.09%	4
No	77.27%	34
Not sure	13.64%	6
TOTAL		44

Q10 Which of the following best reflects your opinion to complete this sentence : Without a regular pickup time when local recyclers can drive the neighborhood _____. (The URL for Part 2 is <https://www.surveymonkey.com/r/XMVW895>. Please be sure to take Part 2 as it includes some important questions including an opportunity for you to describe your ideal program and make comments.)

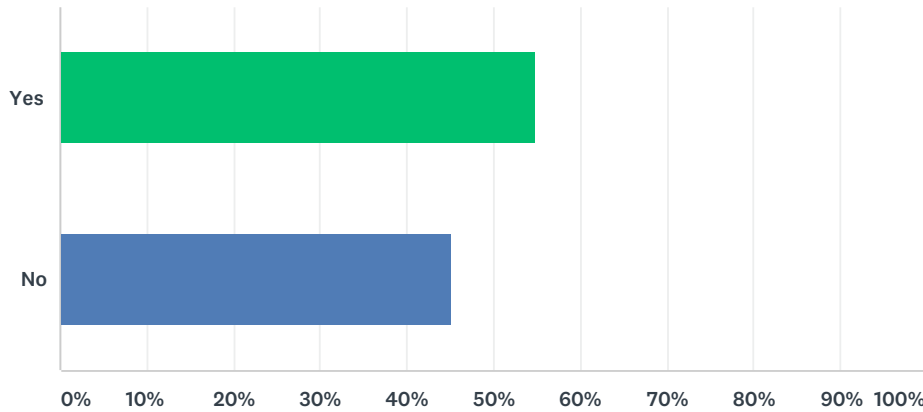
Answered: 43 Skipped: 2



ANSWER CHOICES	RESPONSES	
more items probably went into the landfill.	58.14%	25
fewer items probably went into the landfill.	11.63%	5
No opinion/Not sure	30.23%	13
TOTAL		43

Q1 Do you sometimes put out items during the regularly scheduled neighborhood collections that are not technically items the city picks up in the hopes that recyclers will collect them and put them to use? (In other words, things that might fit into your trash can, but you hope someone might put them to use if they are on the curb when the recyclers are cruising the neighborhood. For example books, small appliances, toys, etc.)

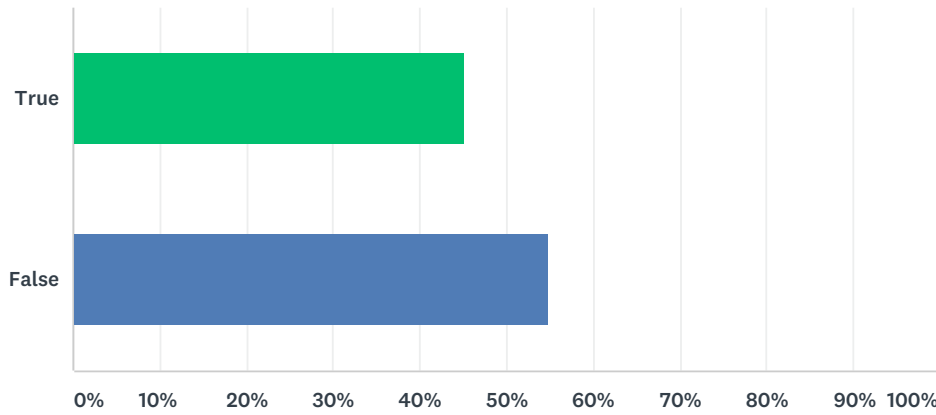
Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	54.84% 17
No	45.16% 14
TOTAL	31

Q2 In your opinion, is this statement true or false: During the pilot more items seemed to sit at the curb for longer periods of time without being picked up.

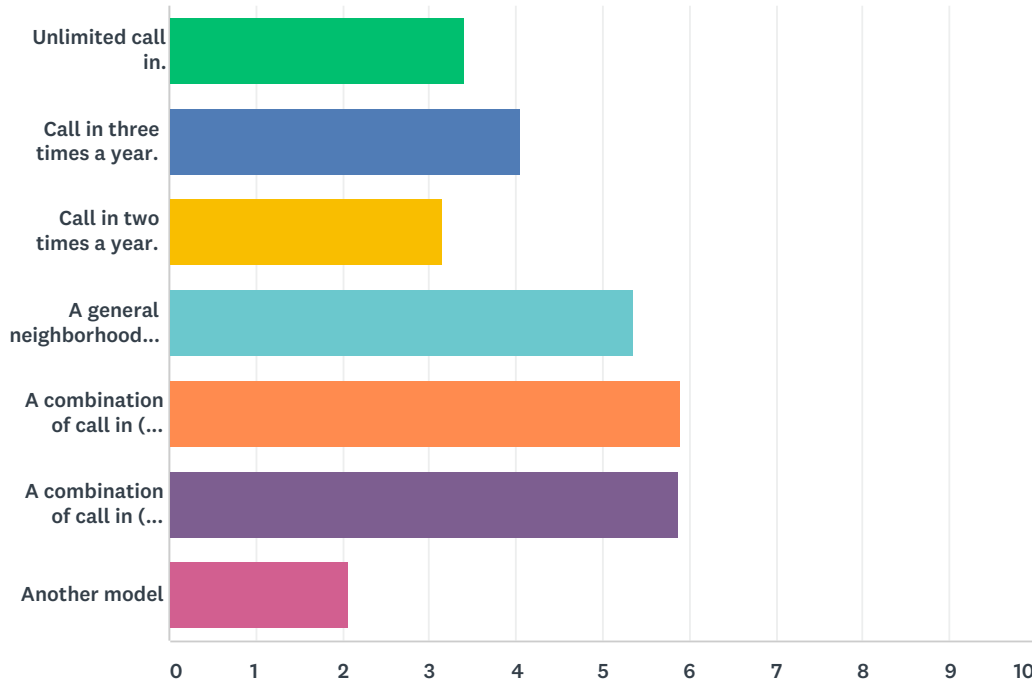
Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
True	45.16%	14
False	54.84%	17
TOTAL		31

Q3 If it were up to you, how would you set up the city's bulk collection program? Please rank the following choices. If you feel any of the choices are not acceptable to you, you can choose N/A.

Answered: 30 Skipped: 1



	1	2	3	4	5	6	7	N/A	TOTAL	SCORE
Unlimited call in.	7.69% 2	3.85% 1	7.69% 2	15.38% 4	0.00% 0	34.62% 9	3.85% 1	26.92% 7	26	3.42
Call in three times a year.	3.70% 1	3.70% 1	18.52% 5	18.52% 5	22.22% 6	0.00% 0	3.70% 1	29.63% 8	27	4.05
Call in two times a year.	0.00% 0	0.00% 0	0.00% 0	30.77% 8	26.92% 7	19.23% 5	0.00% 0	23.08% 6	26	3.15
A general neighborhood pick up twice a year.	33.33% 9	11.11% 3	25.93% 7	7.41% 2	18.52% 5	0.00% 0	0.00% 0	3.70% 1	27	5.35
A combination of call in (1 - 2 times a year) and general neighborhood collections (once a year)	34.48% 10	24.14% 7	27.59% 8	3.45% 1	3.45% 1	0.00% 0	0.00% 0	6.90% 2	29	5.89
A combination of call in (1 a year) and general neighborhood collections (twice a year)	25.93% 7	51.85% 14	7.41% 2	0.00% 0	0.00% 0	7.41% 2	0.00% 0	7.41% 2	27	5.88
Another model	3.70% 1	3.70% 1	0.00% 0	3.70% 1	0.00% 0	3.70% 1	37.04% 10	48.15% 13	27	2.07

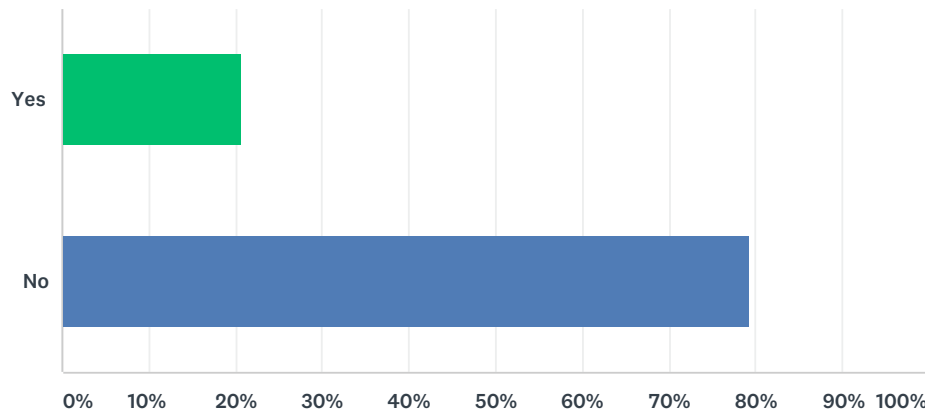
Q4 If you had "another model" in mind on question #3, what would your model look like?

Answered: 5 Skipped: 26

#	RESPONSES	DATE
1	I didn't really have another model in mind but I'm sure there are several. i. e. allow blocks or streets or blocks of streets to pick a block pickup sort of like a coordinated garage sale, or a block garage sale with block pick up afterwards	1/1/2019 6:17 PM
2	The existing 2 times per yr general PU was and is still the best mode. It was not broken and did not need fixing.	12/12/2018 2:20 PM
3	No ideas	12/7/2018 9:51 AM
4	I would do Unlimited calls, and City pickup twice a year. In reality people will most likely call only 1-2 times a year, but there will be years where you move, or there's a death, and you may need more pickups than normal. Unlimited calls will give people the feeling that they have options, that the City is working for them. If people call within a month of the pre-scheduled pickups encourage them to wait. Two City pickups will also give recyclers a chance to acquire things. It will be easier for City employees as well, instead of one massive amount of stuff once a year, most likely in 100 degree heat, it can be split into fall/spring.	12/6/2018 6:35 PM
5	General neighborhood pick-up 3 or 4 times a year. OR if it's on-demand pickup, I want to be able to do it online. I don't have time to call for a pickup.	12/2/2018 10:13 AM

Q5 Do you prefer the pilot call in program to the general neighborhood collections we have had in the past?

Answered: 29 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	20.69%	6
No	79.31%	23
TOTAL		29

Q6 What other comments, thoughts or suggestions do you have regarding the city's bulk collection program?

Answered: 22 Skipped: 9

#	RESPONSES	DATE
1	I inform my neighbors a truck will be coming for pickup. I invite them to put their items if they wish. this way if they have only 1 or 2 items, they can get rid of them instead of waiting for a lot more to be collected for their pickup. Recyclers have the same opportunity for pickups because people put out items to pick up all year long regardless of regular pick up time or not. I do put out smaller items because with so many people (artists) living in Austin, you never know what might be able to be recycled into arts and crafts, or some type of artistic item(s). Items did not sit on the curb longer because people still stopped to look and sometimes picked up 1 or 2 items. I believe that the call in program for bulk collect should be continued and be expanded to more areas.	1/2/2019 4:46 PM
2	After I put out a fridge, washer, dryer, lawn furniture, an Austin neighbor took them away before the city could.	1/2/2019 4:28 PM
3	Unnecessary to have several different trucks to pick up items for every person. When bulk pick up is done twice yearly everyone knows when to put items out. Also why is Crestview always picked as the pilot test program. Some other areas should serve as the test project. We also served the garbage project.	1/2/2019 4:11 PM
4	This is an interesting question. I heard a city presentation on the pilot bulk collection program. I get the sense that there is an us vs. them (or city staff vs. the people of the neighborhood) attitude under the surface of this program and many other city services. It doesn't seem like the city services are designed and implemented by or for the residents. It would be nice to have city services be more or neighborhood services.	1/1/2019 6:17 PM
5	I didn't have anything to call in for a pickup but I usually have something for the scheduled general pickup. I like the reminders I get by seeing neighbors put out their stuff for the general pickup. I also like seeing the recyclers and helping them. I do like the option of an on demand call in program. If we switch to that permanently it's okay with me. Thank you.	12/26/2018 2:48 PM
6	Discontinue the pilot program.	12/12/2018 2:20 PM
7	I like the idea of having an on-demand pick-up program, but I do think it reduces reuse because the individual collectors can't come around and pick stuff up as easily. I really wonder how it modifies the environmental & financial impact due to fewer or less lengthy truck runs; it would be interesting to see some study results on that. Also, I'd really rather schedule it on website or app instead of calling.	12/11/2018 4:33 PM
8	Call in seems less efficient to me, and would seem to make it less likely for informal recyclers to keep things out of landfill.	12/9/2018 5:30 PM
9	The 2 x / year pickup was working well and I don't think it needed to be changed. The recyclers came, but I think less went to the landfill. Please bring back the 2x / year pickup! Thank you!	12/7/2018 9:51 AM
10	I would like the call in to include tricky items that I don't have time to bring in to ARR for proper recycling, but I won't throw them away; for example, fluorescent bulbs and cans of paint. I feel with call in these specialty recyclables could be properly picked up alongside the bulk items. Also I think the City should sell items in a store for very cheap that they pickup, and are in working order. It could benefit the needy, and give the City some profit, all while keeping items out of the landfill, which looks good on paper for "Green City" P.R. type stuff.	12/6/2018 6:35 PM
11	There should not be a minimum number of items for pickup.	12/6/2018 7:17 AM
12	Its pretty clear that whomever wrote this survey does not like the fact that "Recyclers" are loosing out.	12/4/2018 4:41 PM
13	On-Call for free 1-3 times a year is a great additional service; but cannot replace the 2x general neighborhood collection.	12/4/2018 12:37 PM
14	I really preferred the previous, curbside pickup as the recyclers were able to collect items that were put to good use, resulting in less items ending up in the landfills.	12/4/2018 10:32 AM

15	It's nice to have the option of being able to call the city to pick up something that needs to be hauled off ASAP and would otherwise require a trip out to the city landfill. But the traditional program results in more reuse, because the private recyclers know when to come through the neighborhood. I think a hybrid program would be ideal.	12/4/2018 10:12 AM
16	I know you tried to make it better and we appreciate that. But, I believe more stuff went to the landfill and fewer people got rid of junk.	12/3/2018 10:45 AM
17	I really like a general bulk trash day. It feels like a community event.	12/2/2018 8:59 PM
18	The call in program seems like it might more expensive for the city. Would like info about the comparative costs.	12/2/2018 10:58 AM
19	On-demand didn't work for me. I usually only have 1 item and I didn't like calling in for a pick-up. Please have an online system or make the general neighborhood pickup to 4x a year.	12/2/2018 10:13 AM
20	The scheduled pick-up causes me to set things out.	11/29/2018 10:27 AM
21	The yellow postcards get the job done very well.the call method costs \$\$\$\$ and time these guys spend on this could be used to clean up common areas and overhanging branches on the sidewalk	11/28/2018 10:19 AM
22	The call in program does not allow the recyclers the opportunity to know when to collect items causing more waste of materials.	11/26/2018 7:11 PM