



Issue Review Session Agenda

**Tempe City Council
Issue Review Session
Harry E. Mitchell Government Center
Tempe City Hall - City Council Chambers
31 East 5th Street, Tempe, Arizona
Thursday, June 26, 2014
6:00 PM**

Members of the City Council may attend either in person or by telephone conference call.

AGENDA

Legal Advice: If necessary, the City Council may vote to adjourn to executive session for the purpose of obtaining legal advice from the Council's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

1. Call to the Audience

The City Council welcomes public comment at this time only for items listed on this Issue Review Session agenda. There is a three-minute time limit per citizen.

2. Bulk and Brush Collection Program Update*

3. City Facility Naming Request for Don Hull*

4. Regular Council Meeting Agenda Items

The City Council reserves this time to discuss any item(s) appearing on the 7:30 p.m. Regular Council Meeting agenda.

6A6. Motion to reconsider the award of towing contracts.

5. Future Agenda Items*

6. Mayor's Announcements/City Manager's Announcements

The Mayor and/or City Manager may make announcements regarding current events that are not on the agenda. No discussion or legal action will be taken regarding these announcements.

*Background material included

According to the Arizona Open Meeting Law, the City Council may only discuss matters listed on the City Council agenda. Members of the City Council may attend either in person or by telephone conference call. The City of Tempe endeavors to make all public meetings accessible to persons with disabilities. With 72 hours advance notice, special assistance is available at public meetings for sight and/or hearing-impaired persons. Please call 350-2905 (voice) or 350-2750 (TDD) to request an accommodation to participate in the City Council meeting.

**Watch this meeting live on Cox cable channel 11 or www.tempe.gov/tempe11.
Video replay of this meeting is available the next day at www.tempe.gov/tempe11.**

*Background material included

Memorandum

Public Works Department



To: Mayor and City Council

From: John Osgood, Deputy PW Director – Field Operations (480-350-8949)
Shauna Warner, Neighborhood Services Director (480-350-8883)

Date: June 10, 2014

Subject: Issue Review Session – Bulk and Brush Collection Program Update #2

At the March 20, 2014 Issue Review Session, staff provided Council with a program update that included the following elements:

- Key operational data collected from the first cycle of the new collection schedule – July-December, 2013.
- Summary of communication and outreach efforts to date.
- Next steps in terms of expanding public outreach and education in the form of two community forums.

In the subsequent discussion, Council directed staff to conduct the two community forums, listen to residents' concerns and suggestions, collect information and develop potential program modifications based on both council and community feedback. This memo and presentation represents program update #2, with specific focus on the results from the community forums held on April 26th and May 5th and from the on-line Tempe Forum that was conducted through May 20th, options for service enhancements, and collection schedule modifications going forward.

Summary of community forums/on-line survey results

Staff conducted a public involvement process in April and May 2014 to gather input from residents regarding the city's solid waste services. Public forums were held on April 26 and May 5 with more than 100 Tempe residents participating in conversations about solid waste services. In addition an online comment period was available from April 25 through May 20, 2014. Social media and press releases were also part of the public outreach process.

The public forums were structured as an Open House/Workshop format and included an overview of Tempe's solid waste program followed by four specific breakout stations, titled:

- Solid Waste by the Numbers (budget)
- Working with the Schedule
- Green Organics to Compost (sustainable services)
- My Alley/Street is a Mess

All participants rotated between the four stations, engaging in dialogue, asking questions and providing suggestions. Common themes from the residents' suggestions included:

- Adjusting the collection schedule to better match growth/trimming seasons
- Consider more mixed opportunities
- Misunderstandings about the difference between tax supported and fee based services
- Tougher enforcement for illegal dumpers and program violators
- Ensuring people pay their fair share
- Quicker and consistent response to illegal dumping
- Work with landlords regarding bulk trash collection
- Increasing communication about green waste and bulk trash alternatives
 - Use of transfer stations
 - Other opportunities to pay for throw
 - Vouchers to support hauling to transfer stations
- Supporting and enhancing the green organics diversion strategy
 - Going to a green barrel program
 - Providing locations for residents to drop off green organics and get compost

Forum notes and all of the public comments received are included in Attachment A.

Overview of enterprise fund and fee-based philosophy

As discussed previously with Mayor and Council, the strategic reasons for recommending changes to the bulk and brush collection service include:

- Social - Collection service data indicates that most Tempe residents use the service quarterly or less; and monthly set out rates averaged about 25% prior to the changes and remain in that range even now in some areas with the current schedule. Enterprise services are fee based programs and fundamentally prescribe that people pay their proportional fair share.
- Financial - The modification of the collection schedule from monthly to every other month conservatively reduces costs for this particular service by approximately \$6.5M over ten years and represents the single largest cost opportunity to keep overall solid waste rates as low as possible.
- Environmental - Over the same ten-year period, greenhouse gas emissions can be reduced by approximately 711 metric tons; reduction of 140,000 miles driven and 80,000 gallons of fuel used. In addition, approximately 41,000 tons of green organics can be diverted from the landfill.

During the past year, through nearly one hundred neighborhood meetings; the community forums; the annual community attitude survey; and email, voice and one-on-one interaction with residents, one of the most common discussion points or comments about the service modification revolves around how the revenue required to provide solid waste services is acquired by the city, and the equity issues associated with who actually pays or covers the cost for specific service. Opinions on the subject range from 'the costs of the bulk and brush collection program should be spread evenly throughout the community, regardless of whether the service is used or not, to 'people should pay their fare share –

those who generate the most waste should pay accordingly.’ A corollary to these opinions is that ‘I pay property taxes based on the size of my property, therefore I am already paying my fair share for solid waste service.’

Very briefly, the city’s solid waste service programs operate within the accounting framework of an enterprise fund, where the cost of service is recovered through user charges, much the same as a private business enterprise. Regarding common misunderstandings about the difference between tax supported and fee based services, the following definitions help to illustrate the distinction:

- **Tax** – where the monies are used to support general municipal functions unrelated to the services for which the monies are collected. These functions or services may or may not be used by the residents paying the tax (e.g. Police, Fire, libraries).
- **Fee** – funds are raised directly from those benefiting from a particular service and are used to support and cover the costs of the service (e.g. electric utilities, water and wastewater, solid waste).

As the community continues to discuss longer term strategies for how its sustainable solid waste programs are delivered – for example a pay as you throw (PAYT) system where bulk and brush collection is provided on an on-demand basis where residents call for service as needed and pay varying amounts based on the amount of material they put out for collection – staff provides the following strategy for council consideration going forward:

- Establish a baseline level of service for bulk and brush collection that includes six collections per year. Our city data indicates this is sufficient for most residential customers. Right-sizing the bulk and brush collection program in this manner results in a sensible and sustainable service model.
- Establish a range of service enhancements and options that would be included in the base level service outlined above.
- Establish useful and competitively priced fee-based options for residents to use when their solid waste disposal needs exceed the baseline level of service.
- Establish a comprehensive, integrated and dedicated approach to addressing quality of life issues for residents living adjacent to problem alleys or other areas where public health and safety is impacted.

The action items are discussed in more detail throughout this report.

Discussion of potential solutions and service enhancements

The comments and suggestions received through the outreach process are extremely instructive and will provide meaningful direction as we continue to add value to these important green organic diversion and bulky item disposal services. The following section outlines potential solutions and actions for the key issues and concerns raised by residents and property owners.

Working with the schedule

The comments around this topic covered several issue areas including collection frequency, the inconvenience of having to consult a schedule to determine collection dates, misalignment between

mixed and green collection schedule and growing seasons, and the ASU move in and move out seasons. The following action items are provided for council consideration and discussion:

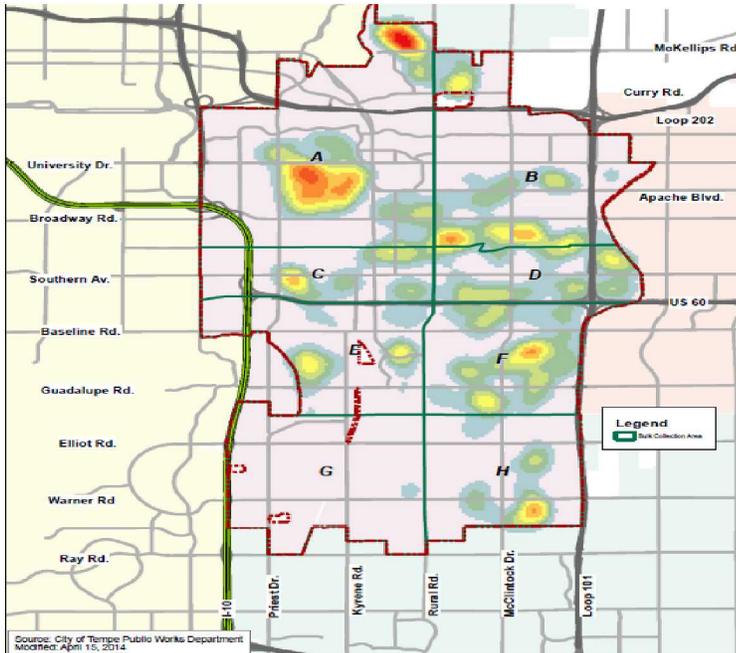
- Modify the existing collection schedule to increase the number of mixed collections. This suggestion will be discussed in more detail later in this report.
- Pilot a curbside green organic barrel collection program – initial size of the pilot area could start at one hundred homes. Staff would track key metrics including set out rate, contamination level, and ease of use by residents.
- Pilot a voucher program. This suggestion was made to address a situation where a resident or property owner had or chose to conduct a major clean-up of their property, outside of the established schedule for mixed and/or green collections, and did not have a way to get the material to a transfer station or collection site. With a limited voucher program in place, the resident could present their contractor with a city-authorized voucher for use at one of the city's contracted transfer stations. Since the voucher is currently valued at \$25.74 (the city's current "gate" rate for disposal), program requirements and restrictions will be developed and communicated clearly. This program should also help address some commercial based illegal dumping.
- Promote vigorously and publish information about best horticultural practices which will help with the alignment with the schedule:
 - Methods for trimming, pruning, and/or cutting down common residential desert plants, shrubs and trees.
 - Guidelines that explain and define the best seasons for major landscape maintenance – March/April, "early spring," "late fall," e.g.
 - "Grasscycling," which creates healthy turf, reduces the need for fertilizers, saves on labor and costs associated with bagging the material, getting the grass into disposal bins, and disposing of it at the landfill. Residents can incorporate the grass clippings into their backyard composting activities as well.

My alley/street is a mess

In this breakout session, residents' primary focus was the condition of certain alleys impacted by misuse of the city's solid waste services, illegal dumping, code violations and residential rental move in/out activity associated with our collection calendar. Specific actions to address these neighborhood quality of life conditions include:

- Immediate deployment of a directed abatement and enforcement team to concentrate on problem alley areas. The team is comprised of one bulk and brush crew and solid waste inspection resources.
- Increase enforcement of code violations and education of residents. Through the city's operating budget and internal reclassification processes, two additional solid waste code inspector positions will be added to assist in these and other solid waste service efforts.
- Develop a comprehensive education and outreach campaign designed for residential rental property owners, landlords, tenants and property managers.

A common concern expressed by residents adjacent to problem alleys (see map below), who are impacted by the continuous misuse of the services by others, particularly in high rental property neighborhoods near ASU, is that while 'we only use the bulk and brush service periodically, we don't want to always have to call in to report the problems.'



Even when the city provided monthly bulk collection, and the monthly set out rate in most alleys was approximately 20-25%, bulk material and debris would begin to collect in the alley immediately after our collection teams serviced the alley. In terms of solving the quality of life problems facing residents living adjacent to problem alleys, deployment of the directed abatement and enforcement team, increased code enforcement, and a comprehensive education campaign for residential rental property owners suggests a strengthened tactical, strategic and proactive approach to solving the quality of life issues in these distressed areas. All three of these services are able to be funded with the operational savings generated by the Bulk Program modifications and redeployment of existing staff.

Green Organics to Compost (sustainable services)

Based on input from residents the green organics to compost element of the service is highly important and diverting that material from the landfill is a high priority. The following actions could provide more options for residents to ensure their green organics are re-purposed.

- Develop in-house green organic drop off site at city location(s). Staff envisions the potential for residents to drop off clean green organics and take a bag of compost home with them.
- Implement curbside green organic barrel pilot. This also addresses schedule issues typically associated with larger lots.
- Develop, as mentioned above, a "grasscycling" campaign.
- Formalize a Re-purpose and Re-use program including strategic partnerships in the community. For example, city staff, residential landlords and ASU could partner with non-profit

organizations on collection events around ASU move in/out seasons. This would keep disposal costs down, preserve landfill space, and put useful “stuff” (furniture, lamps, bicycles, cabinets, e.g.) in the hands of people that can use or re-purpose it.

Discussion of potential collection schedule modifications

As Mayor and Council are aware, for the past several years the Public Works department has worked to ensure that its major programs and services are financially, socially and environmentally sustainable. The following table attempts to compare several common service level modifications as “measured” by their respective triple bottom line qualities. The green, yellow and red designations represent staff’s interpretation of the operational data and comprehensive community feedback collected to date. The modification options listed in the table are not final or exclusive and as always, Mayor and Council may suggest other options for staff follow-up or require more information as necessary.

In developing the table, staff used the following guidelines for the triple bottom line criteria:

- **Financial** – realizes the most significant cost reductions in terms of owning and maintaining a solid waste fleet, fully loaded personnel costs and landfilling costs; makes good business sense.
- **Social** – considers resident satisfaction with service; equity around rate fairness & paying fair share.
- **Environmental** – realizes reductions in greenhouse gas emissions (miles driven and fuel consumption); facilitates collection of green organics for composting; diverts material from landfill.

Collection Service Modifications

Service Level	Triple Bottom Line		
	Financial	Social	Environmental
<u>Current</u> 4 Green; 2 Mixed			
<u>Modification A</u> 2 Green; 4 Mixed			
<u>Modification B</u> 3 Green; 3 Mixed			
<u>Modification C</u> 6 mixed			
<u>Modification D</u> 6 Mixed, separate green and mixed			
<u>Pre-July 2013 Program - 12 Mixed</u>			

	Meets guideline
	Partially meets guideline
	Does not meet guideline

Staff will be prepared to discuss this second program update with Mayor and Council at the June 26th Issue Review Session. If there are questions prior to the meeting, please contact Don Bessler, John Osgood or Shauna Warner.

Bulk & Green Organics

June, 2014 Collection Update #2

Guiding Principles

- Meet the needs of the community
- Deliver sensible and sustainable services
- Be Strategic
- Be Efficient



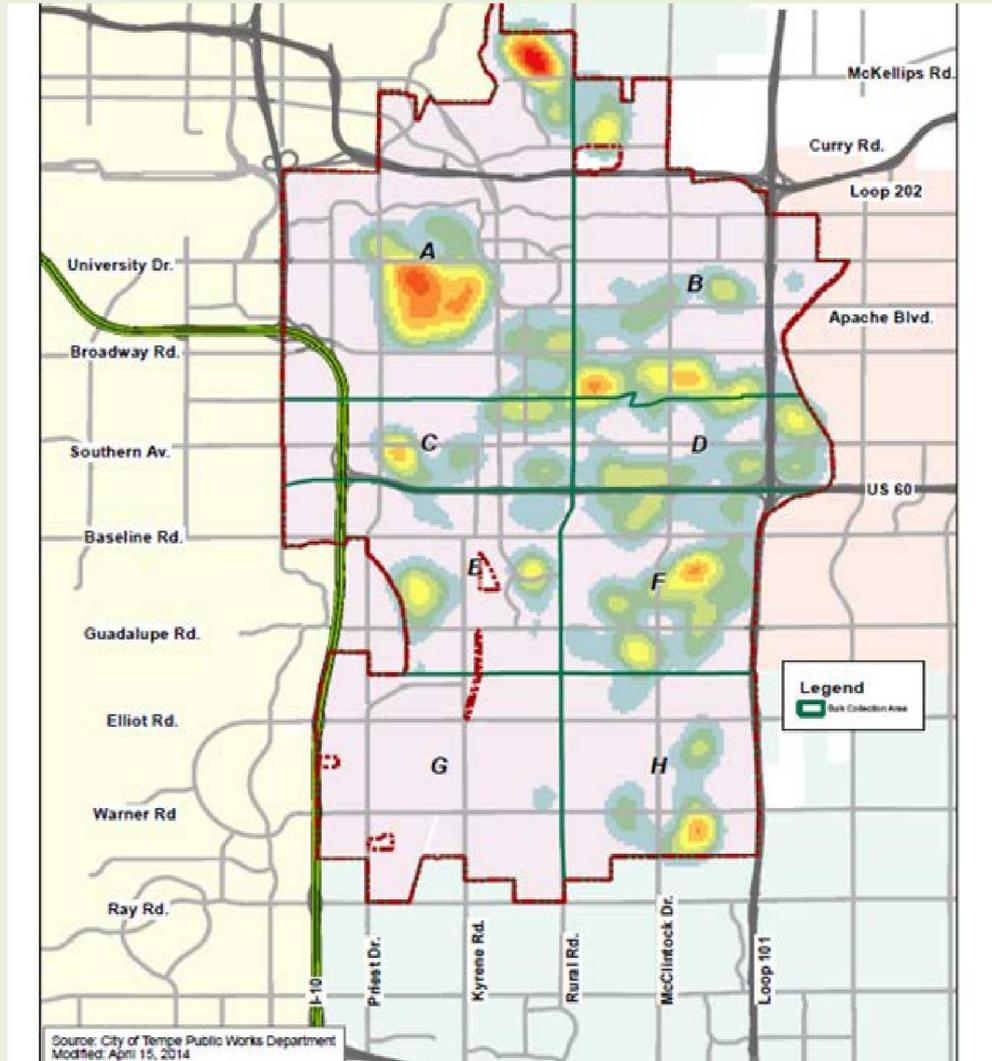
Public Outreach

- Community Forums: April 26 & May 5
- Tempe Forum (online): April 26 – May 19
- Combined responses: 150+
- Majority: frequent users

Summary - Resident Feedback

- Collection Schedule
 - needs adjustment
 - Too complicated
 - more mixed-waste collections
- Condition of Alleys – better enforcement
- Green Organics – keep it up
- Other options – increase multi-media communication

Alley Hot Spots – Calls for Service



Solution-Oriented Responses

Schedule

- **Add additional mixed collections**
- **Implement green barrel collection pilot**
- **Implement voucher pilot**
- **Evaluate On-Demand/Call-in**

Diversion

- **Green barrel pilot**
- **Formalize re-purpose partnerships**
- **Develop green organics to compost drop-off site(s)**

Alley

- **Dedicate directed abatement/enforcement team**
- **Increase enforcement**
- **Increase education to landlords, property managers, and tenants**

Multi-department Initiative

City Hall > Community Development > Code Compliance

RENTING IN TEMPE

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The City of Tempe has several codes affecting rental property within the city. Landlord and tenant responsibilities may be different than in neighboring cities. Failure to comply with these codes may result in civil citations or criminal complaints.

One of the most common concerns is how many people can live together in a home. In Tempe's single family districts, the maximum number of unrelated people that can live together is three (3), regardless of the size of the home or number of bedrooms in the home.

TENANTS

- N
- M
- P
- D
- M
- a

LANDLORDS

- M
- R
- Proactively check their properties for compliance with city codes and terms of their lease
- Comply with the [Rental Housing Code](#) standards which include maintaining the interior and exterior of the property.

RESOURCES

1. Landlord/Tenant dispute hotline 602-256-3517
2. [Arizona Residential Landlord and Tenant Act](#)
3. [Rental Housing Brochure](#)

- Develop landlord/tenant information communication plan
- Update city websites and codes

Green and Mixed Collection – Frequency Modifications

Triple Bottom Line			
Service Level			
Current 4 Green; 2 Mixed			
			
Modification B 2 Green; 4 Mixed			
			
Modification D 6 Mixed, separate green and mixed			
			

	Meets guideline
	Partially meets guideline
	Does not meet guideline

Next Steps

- Council direction on service modifications
- Develop an implementation plan
- Implement modifications to launch Jan 2015

Attachment A

As directed by Mayor and Council at the March 20, 2014 IRS, staff conducted several formal outreach programs in April/May. The following sections represent the complete package of public comment received during that timeframe. Staff will be prepared to discuss and/or answer questions about this information during the June 26th Issue Review Session. If council has questions prior the meeting on the 26th, please contact Shauna or John.

A-1 - Bulk Trash Program Comments (from email and phone calls) as of close of comment period, May 19, 2014

1. April 19, 2014 - Email from Holly Kollar

I cannot attend your Trash Talk forums, however, wanted to comment. My husband and I do not like the new program. Before, we knew we could do our own yard work monthly without having to hire an expensive landscape contractor, and that anything could be picked up if we had it in the proper place timely. Now, we have to wait to do yard work and it's confusing about what can/cannot be picked up. It's very noticeable now that people in the neighborhood, and in others, are not keeping up their yards like they used to do. Most don't have trailers or access to the dump, so the neighborhoods will continue to go downhill and become more blighted. We would like the old program to return to simplify the ability to complete yard work, eliminate expensive landscape work, and ensure our neighborhoods in Tempe look good.

2. April 22, 2014 – Email from David Beals

Received a notification in mail to comment on the new Solid Waste pick up schedule, and would like to comment. Lived in Tempe, since 1977. Great City to live in. I live at 1620 E Citation Lane, Tempe. Neighborhood is great. The neighborhood generates quite a bit of tree branches, tree trimmings, etc., due to size of lots, and maturity of foliage. The old system of picking up monthly was great, as it afforded us the ability to have this picked up monthly. Maintenance by residents is a usual occurrence in the neighborhood. The new schedule is way too long in duration, causing most residents to store this waste in their back yard, until pick up time. Rather cumbersome to store this for 3 months, then drag it out to street side at pickup date. It is also a potential rodent, pest infestation problem, as they have some place to hide out. Some residents simply continue to pile up debris along street for months at a time, causing unsightly eyesore for neighborhood. I would strongly like to see the service revert back to monthly, even if we had to pay more in service fees.

3. April 23, 2014 – Email received from Tempe 311

I will not be able to attend the meeting, but I would like to give some feedback. I applaud your effort to do something about the trash issue. However, I do not like this system. It does not pick up the trash often enough. The color coded map is a work of art, but hard to comprehend (and I have two college degrees). Who looks at a schematic design, before thinking about pruning? May I suggest another waste receptacle for bulk? At this point, it seems as if bulk trash is just sitting around in the alleys. It looks unsightly, and creates rodent problems. Please remedy this problem.

4. April 26, 2014 – Email from Margey Verellen

We were just at the meeting about solid waste pickup and made a few comments there. Just wanted to add a couple of things. First, we are very happy that the city is interested in saving money and more importantly, saving resources by cutting back on fuel and emissions and reducing landfill space. So thank you for that and for working to make it more user friendly and efficient. We are fortunate that the city even provides the service for residents.

5. May 2, 2014 - Email from John Purchase

Last Saturday my wife and I participated in the Tempe forum on "Slash the Trash" at the History Museum. The city did an excellent job of organizing it and the forum was very well attended, the room being full of concerned local residents. There were four subpanels set up around the room and the attendees circulated around them at about 20 minute intervals: Schedule, Budget, My Street / Alley is a mess, Recycle / compost. At the end there was a Q & A session. There will be an official report on the forum and, as suggested by the participants, the city may email it to the participants as well as posting it on the web. The general mood was one of opposition to the changes that have been made to the schedule and you can get a good sense of the feelings and comments from the comment sheets on the web at: http://www.tempe.gov/index.aspx?page=1418#peak_democracy We all filled the same sheets by hand during the forum, but they are not posted here.

Overall comments:

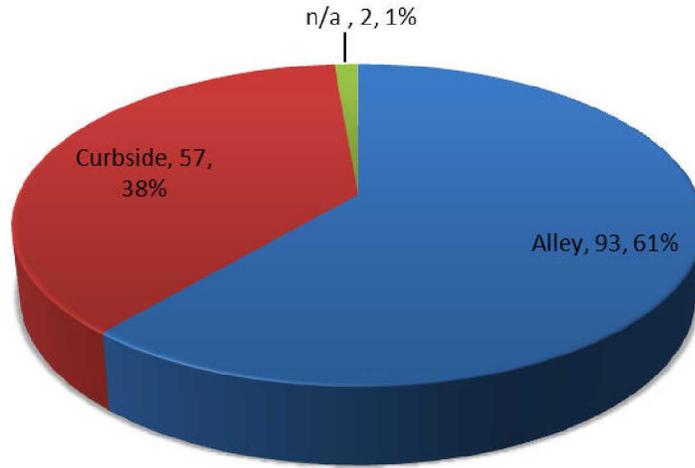
- In the Schedule subpanel I suggested that the schedule should be adjusted for each collection area ("A", "B", etc.) to reflect the priorities in the area. For example, in area A the problem is short term rentals and their habit of dumping mixed waste in the alleys and streets. Other areas have a need for more frequent green waste collections, and so on.
- It was also strongly suggested to the city that the schedule define the DAY the waste would be collected as right now it defines the WEEK and people are unwittingly putting out waste after the collection has actually happened because it is still in the defined week.
- One older lady in the Schedule subpanel was, in her words, "raging" about the changes that had been made and demanded the schedule revert to the previous monthly one; this new one was "designed by bean counters and completely ignored the needs of the residents". She repeated the same themes in the Recycle / compost subpanel and each time enjoyed pretty general support from the other participants.
- In the Budget subpanel we were told the revenue from monthly fees (about \$20 per household) was well below the expenses of collection. So they have converted from diesel trucks to CNG to get cheaper trucks, fuel and better mileage; they have also got rid of four trucks and two positions, and added two code inspectors to enforce regulations. And, of course, changed the schedule for fewer collections. It was suggested it would be better to keep the trucks and positions and to increase the monthly fees if necessary; adding code inspectors was not regarded as a positive step. One participant pointed out here and in the Alley and Recycle subpanels that by halving the number of collections they had effectively doubled the cost for all of us.
- In the Alley subpanel the city admitted that the alleys were a major problem that the city had been grappling with for years without success. They mentioned that the idea of closing the alleys had been considered four or five times (I found that interesting as I had made such a proposal to the mayor and council some years ago: close the alleys to vehicular traffic and convert them to landscaped spaces with walkways, under the parks department. Give each house a waste bin to put on the street). The thrust now was to increase code inspections and go after offenders, especially landlords to get them to control their tenants.
- The Recycle subpanel was generally supported in their mission and they clarified that grass is acceptable for composting as long as it is not in plastic bags; compostable bags are available from Lowes and such. If in plastic bags it has to go into the black bins. As several pointed out, compostable bags would not be of much use if we had to store the grass in them for several months between collections.
- On the question of contractors and landscapers dumping their trash in the alleys and bins, the city said to get the tag plates from any offenders so the city can go after them.
- It was specified that everyone has to pile their waste along their own wall, not a neighbors wall.

6. May 6, 2014 – Email from Matt Korbeck

Karen and I attended the information and problem-solving session last night. Great participation from the community and great information from staff. I'm sure that you and council members will be impressed with the ideas put forth by community members, in coordination with staff, that come out of these community meetings. This was another example of how Tempe leads and again proves to us that our choice of Tempe was so fortunate.

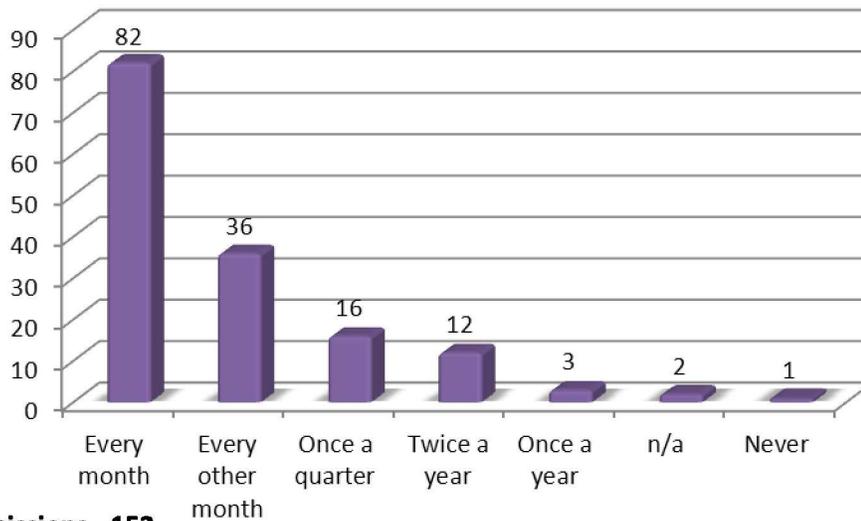
**A-2 - Bulk Trash Program Survey Responses (from online and April 26 and May 5 public meetings)
as of close of comment period, May 19, 2014.**

1. Where is your bulk waste (uncontained trash and green waste) picked up?



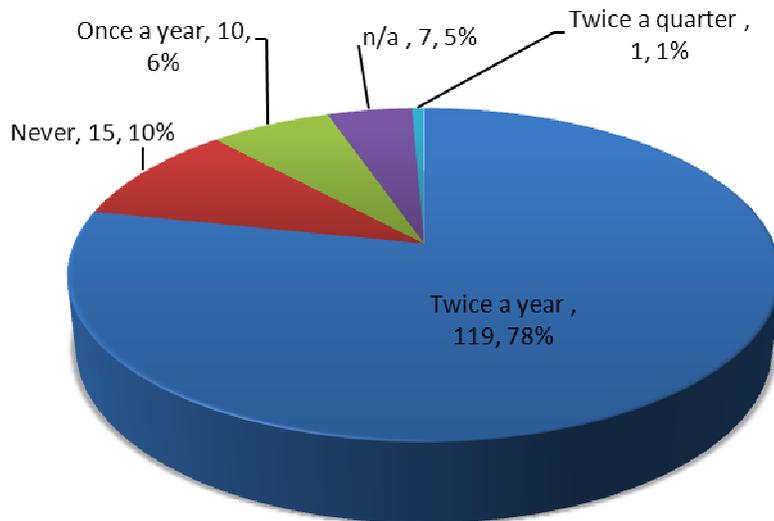
Total # of submissions – 152

2. Prior to the July 2013 service changes, the City of Tempe collected bulk trash monthly, with no distinction between bulk trash and green waste. How often did you put out bulk waste for pick up prior to the service changes?



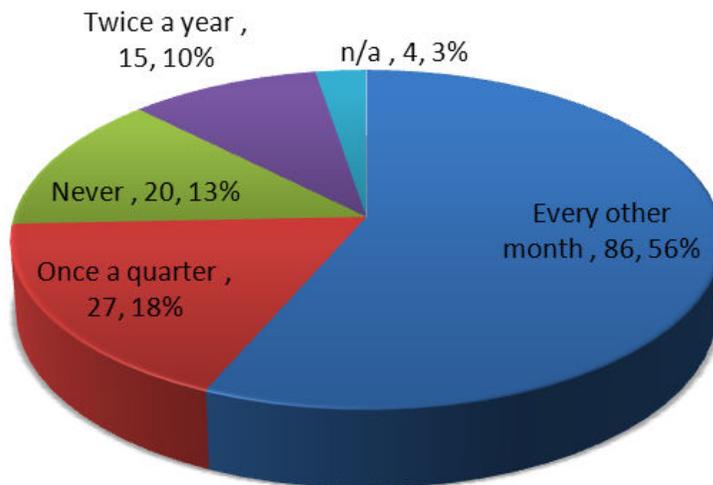
Total # of submissions - 152

3. Since July 2013, the City now collects bulk waste six times per year, with four collections dedicated to green waste only and two collections for mixed waste (bulk trash and green waste). Currently, how often do you put out *mixed waste* for collection?



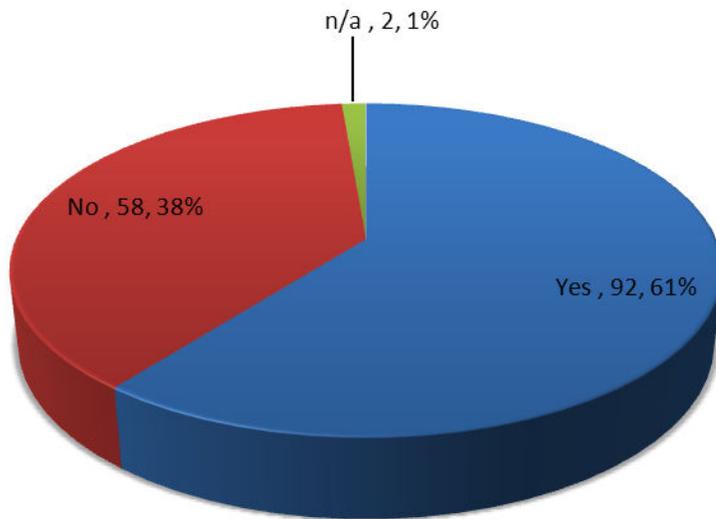
Total # of submissions - 152

4. Currently, how often do you put out *green waste* for collection?



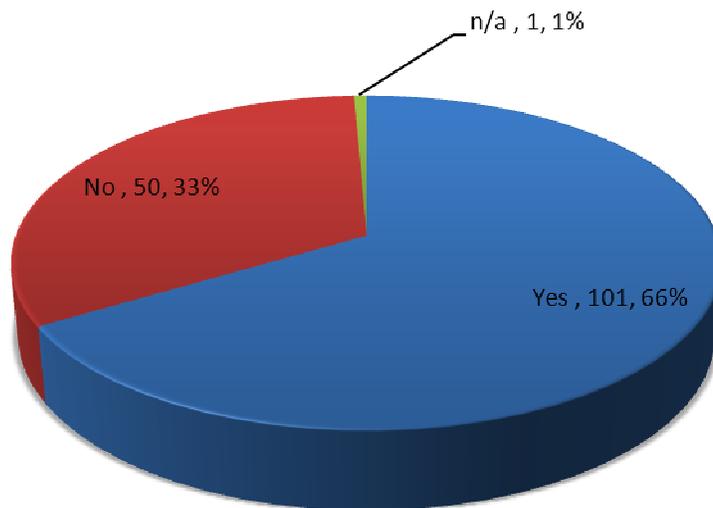
Total # of submissions - 152

5. Do you know which months you can dispose *mixed waste*?



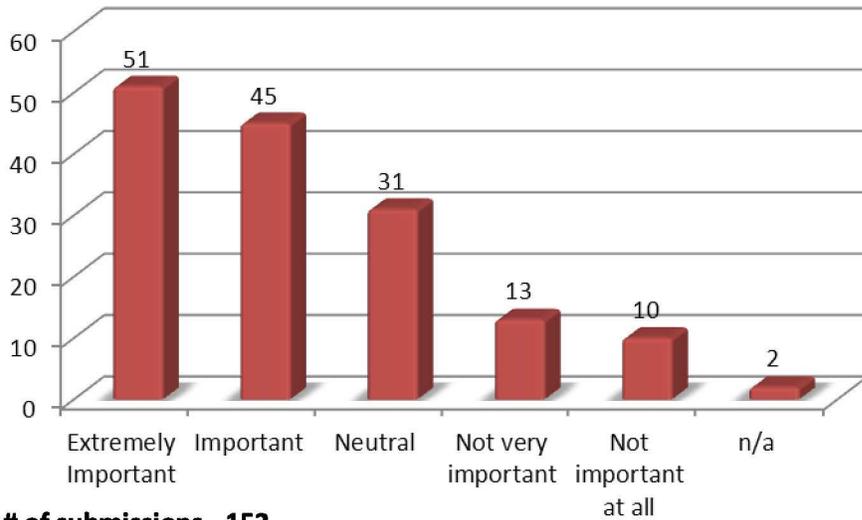
Total # of submissions - 152

6. Have you been confused about which months you are allowed to dispose different types of waste?



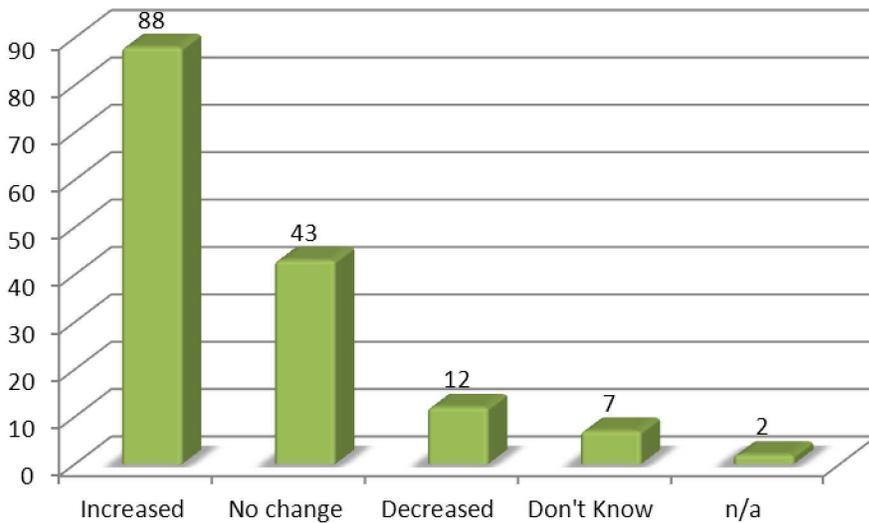
Total # of submissions - 152

7. Tempe’s new collection program includes a green-waste-to-compost component. Green organics that are collected during green waste collections are turned into nutrient-rich compost that goes back into our parks and open spaces. How important is the green-waste-to-compost part of the program to you?



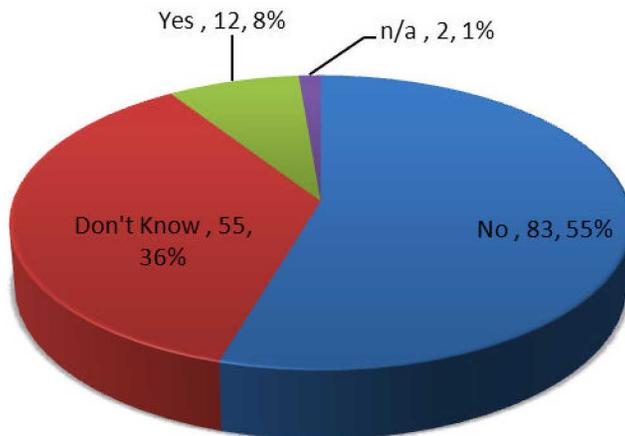
Total # of submissions - 152

8. How do you think the amount of trash/clutter in your neighborhood has changed over the past year?



Total # of submissions - 152

9. Do you think the City is adequately enforcing the proper disposal of bulk waste in your neighborhood?



Total # of submissions - 152

10. What suggestions do you have for changing the way the city collects bulk and green waste?

- I still think once a month pick-up is the only way that I can maintain my yard. My suggestions: using the color coded schedule, have all six be green waste. During the alternate 6 months pickup recyclables and mixed waste.
- Pilot program to have people pay as to go to deposit garbage.
- Call in service for people that is free twice a year. Have a hot shot crew that will do pick-ups and schedule with individuals.
- Better options for green waste. Green barrels at curb every other week with recycle the opposite week.
- Wish we could go back to monthly pick-up. Timing for green waste vs. mixed waste maybe could be every other pickup instead of 2 green/1 mixed waste
- Bulk should be picked up every other month. ASU rental homes around us are often putting out old furniture and junk, and especially in July when students are moving in and out. Recycle bins could be emptied every other week.
- I'd pay for a green waste container to be picked up weekly (like Mesa) in order to handle green waste better.
- Need much better communication with the home owner's in the community. Better way to pick up green waste in summer time (more).
- We need increased scheduled pick-ups or more dumpsters
- Better communication with community. More enforcement and monitoring of areas with high rental properties.
- Bulk is OK; Green Waste collection is totally inadequate now! We need monthly compostable collection! Compostable material in separate dumpsters doesn't work if funding could be found; but would still need more frequent collection.
- Green waste disposal needs to be facilitated. Compostable bags need to be available.
- Communicate better on available options and schedule. Tailor or provide options per zones, i.e. charges for trash and for Green compost can.
- Every other month mixed waste; we need six pick-ups a year.
- Every other month - mixed waste. Twice a year - Green waste.
- The speakers differed on recycling grass clippings. Some said, "put it in a compostable bag," while others said no way; grass heats up too much and can cause a fire. More education required here.

- Simplify the system so it is easier to comply with
- Schedule is confusing, print the schedule on our monthly bill.
- Adjust schedule to area's needs. Some areas need more green, some need more bulk. Also, provide green waste barrels to compost.
- Provide special containers for green waste and allow them to remain in the alley.
- Please send us more info and guidelines
- Go back to monthly collections. We have many short term rentals.
- Regulate collections - changing dates and types of collection confuses people who are already unwilling to comply with simple TRASH/RECYCLE distinction. Trash is not a priority on most people's agendas
- Bulk waste needs to be picked up 4 times a year. Our pick-up was before Christmas. Had to keep trash inside yard and move it into black trash barrels.
- City should make low cost paper available for green waste/ bulk waste; too much plastic into landfills.
- Better information on what is and is not green waste!
- I think you need to rethink the bulk trash collection perhaps 3 times a year, so it's not so long between collections.
- Oleanders from where bulk pick-up is needed in November and June. Green is needed after freezes in the spring and early Fall after monsoons.
- In my area Bulk pick-up for oleanders comes in May. Oleanders have not really grown yet. Trimming is done in the end of May, so moving the bulk pick-up to June and a month later in the fall would be beneficial.
- Green waste schedule should follow the seasons when plants are trimmed. We have no place in our yard to keep material for months before a pick-up.
- Pick-up oleander in February/March and Palm Fronds in May/June
- Don't pick it up if it isn't correct.
- I put a lot of green waste in garbage due to limited pick-up schedule. Many people put out large green and bulk and it sits there for weeks - need more enforcement.
- While I strongly support green to compost, green pick-up only every other month is a huge problem in my neighborhood. One acre lots generate much green waste and I don't have the means to take it to the dump - now that I have to store it for many weeks! Many neighbors just put it in the garbage for pickup.
- Enlist retirees/volunteers, educate them and empower them to help inspectors. Educate college students and other renters! (Good luck)
- Need more often in South Tempe. Offer a significant discount for compostable bags for leaves.
- Recycle containers in Tempe Parks
- Use plastic bags but keep them separate
- Possibly additional media (Flyers, in water bills, emails, etc.) Green waste containers for individual homeowners, smaller compost containers for individual homeowners
- Maintain previous service level, implement other efficiencies, enforce policies, charge according to volume, and we will pay the additional costs.
- Household Green bin Pick-up. Volume based trash charges. Align bulk pick-up schedule with ASU end of semester.
- Put recycle compost containers out. Clearly label different containers.
- In area 'A' there seems to be a lot of trash dumped in alleys on a regular basis. Suggest monthly, pickup in Area 'A'.
- None at this time, but I do appreciate the communication about the how, what and why.
- Better education
- More education of homeowners and landlords regarding requirements of ownership of alley behind homes. Create more enforcement.
- More mixed pick-ups, maybe once per quarter.

- Add one more pickup of green waste in the spring; also add one more pick up of mixed.
- Have two separate containers and label them, one compost.
- Need more of both green waste and bulk pick-ups. I support green waste bins that would be picked up weekly, and residents should pay for the number of green waste cans they need like the black trash cans.
- Make compostable paper bags available in the fall, either through the City or with local businesses at a cost.
- Bulk pick-ups at the end/beginning of the month due to people moving
- Determine which 25% need bulk trash pickup and go to those places. Collect both types of waste at least bi-monthly, put waste in separate piles. Increase trash pick-up rates by 10-20 dollars.
- Properties 1-3 acres have more material. Consider revising frequency, measure volume, adjust pricing and make it volume/frequency based.
- Return to monthly collection, especially more frequent bagged grass/oleander. Work with local nurseries and garden centers to sell mulch.
- We can pay more to get a little more
- Go back to monthly alley pick-ups.
- Go back to collection on a regular basis so we don't have to have stuff in the alley
- It isn't enough for bulk.
- I like the new program. Never understood how old program was affordable
- City of Mesa provides a green waste barrel for citizens, 1 per household. Grass and all else green can go in it to be composted. Why can Mesa do this but Tempe cannot?
- Biggest problem is bulk trash which sits and sits and sits and really messes up the alley.
- Put green bins in alleys for compatible waste - people dump in alleys because there is no other place to put it.
- I hate these new restricted pickups for the green waste. The City definitely needs to go back to an every month pick up. If the City wants us to keep our property attractive with nicely groomed landscaping they need to work with us and provide the monthly pick up. People can't afford to be forced into hiring a landscaping company to come and do the work for them just so the green waste can be hauled away every month. Right now I have been forced into having to pay for an extra trash can so I can dispose of the green waste and quite a few times this still doesn't provide enough space for those months you have to really groom your plants. We are paying for a trash service that the City of Tempe is really shortchanging us on. The City needs to go back to monthly green waste pick up and just twice a year mixed pick up. This is especially important for those of us who do curbside and can't 'just leave it in the alley out of sight prior to the pick ups'.
- Go back to the way it was before.
- Worse case, collect mixed waste every other month.
- Return to old schedule or pick up all uncontained (bulk & green) bi-monthly. Quit trying to force a square peg "solution" into a round hole reality. Listen to feedback from residents and NAC rather than ignoring input and making a policy change.
- Collect solid waste (mixed & green) bi-monthly. Quit trying to pound square peg solutions into a round hole.
- Increase mixed waste collections
- Add more containers for apartment complexes, as the few that are available fill up very quickly
- Make info more available to those who throw away couches and mattresses, a special phone number could be used
- Use brightly colored containers for compost waste for apartment complexes
- Composting is great & should be continued, but the new schedules are hopelessly impractical. Pick up green waste every month. Use garbage collection drivers as "spotters" to tell where bulk collection

trucks are needed and where they can bypass; use a cheap GPS program so they can do it with one keystroke. Put green waste dumpsters next to garbage dumpsters. (At present, most green waste is going in with the garbage.)

- I would like to see mixed waste pickup increased to three, possibly four times per year.
- **MORE GREEN WASTE PICK UP!** Do not assume bagged items are bulk waste, since that used to be the preferred method for disposing of small green waste. For those of us who do our own yard work, and for people with large trees in the older neighborhoods, this is NOT an improvement. I think it's leading to messier front yards and worse pruning of trees. We cannot currently afford a service and I know I'm not doing as much as I could, but when I do finally prune things, they sit around my side yards attracting bugs since I can no longer count on them being picked up every month. I hope the city is saving a lot of money by doing this, because I feel like I am getting much less value for my tax dollars with this new set-up.
- We were part of the green recycling pilot program years ago, wish it was still collected like that include in monthly water bill a bright red notice of schedules please come thru alleys monthly for bulk items
- Waste management is one of the quintessential services a city provides. Cutting this service while handing out favors to developers is abhorrent. I have traveled many neighborhoods in Tempe and witnessed large piles of debris in many of them. Some very nice neighborhoods look at what Chandler is doing and see where we can improve our functions to match their costs and services rendered.
- Provide bags to residents who want to add to green waste.
- Make each of the pickups mixed waste but make households keep them separated. Make the schedule easy to remember & please send reminders. The schedule we were sent in the mail is difficult to read & recall. Bring back more bulk pickups! Please...Add a free pick-up of bulk trash if you are unable to have your things to the curb during the designated pick-up date. In case someone is out of town or away on an urgent matter.
- Oil the alleys to combat the constant dust. Stop paying employees holiday pay to pick up weekly trash on major holidays. Because of the size of garbage containers in the alleys, skipping one week would not result in overflowing containers. Take that money and pick up bulk and green waste every month. Allow homeowners a certain amount of the compost generated by their green waste. Place strictly worded 'No Dumping' signs in alleys. Include phone numbers to report illegal dumping.
- Make each of the pickups mixed waste but make households keep them separated. Make the schedule easy to remember & please send reminders. The schedule we were sent in the mail is difficult to read & recall.
- It would be helpful to have 4 bulk pickups a year. This would keep me from having to stuff my black barrel each week. It would enable me to keep side yard cleaned up.
- Please bring back mixed waste pickup more than twice a year. We have not been able to get to dump or to take bagged pine needles offsite so we multiple trash and have Christmas and other large trash on side of house. That we can't easily get thrown away. Even four times a year would help if not every other month. Sorry for typos. On phone
- Green waste collections whether bagged or bulked should be frequent. We have a 365-day growing season here. Nature doesn't stop. I would bag what I can but I'm over 70. I cannot lift things into the trash barrel. You should/must make it possible to let us age in place. I love the idea that my grass and leaves and tree branches could go to compost. I don't have a truck. In some of the areas where Tempe has more trees, the management of City Tempe must realize that every tree reduces ozone. Everywhere it = cooling.
- Although I prefer monthly pick up, if it's more efficient for the city and tax dollars, keep it the way it is
- Need a container for green waste, like Mesa. Too hard to not bag stuff. Collect grass clippings. (in green waste container). Pick up more often. Every other month is horrible. More bulk pick-ups. The change has been difficult.
- Go back to the way it was

- bring a wood chipper for residents
- Pick up green waste every month. Consider bulk pick up on an appointment basis with one free pickup a year and a fee for subsequent pickups
- It's ridiculous to think we are going to keep smelly grass clippings in bags for 6 months.
- Go back to every month collection. If you want to collect green waste to compost, you should put out green containers like Mesa does.
- Go back to every month. Our alley is now a mess, always filled with debris. Dumping has now become a problem in our neighborhood alleys. This new collection schedule is not working, and is making our alleys dirty and unsafe.
- I recognize the need for the city to save money but perhaps one more bulk pick up would help reduce neighborhood trash as well as people dumping in commercial bins at our local businesses.
- Return to combined mixed waste collection - but every two months. If it is necessary to increase the rates to provide this level of service - then DO IT!
- Go back to once a month. Our alleys are full of trash. Even though WE are trying to abide by the new guidelines, not everyone is. Strangers are dumping trash in our alleys so they can rid of it and not get "in trouble" for it. Stop trying to make waste collection a city for-profit. Get some bids. We pay way too much for way too little.
- Please pick up waste more often: there is ALWAYS green waste in the trash bins, which means it isn't being composted. Bulk waste sitting out for a few months is just gross. Put out separate bins for the green waste: I love the idea of the composting plan but I don't think people like the idea of cluttering up the alley so they just chuck it in the trash. I don't know how you could enforce the proper disposal the waste because it would be hard to determine who to fine (or whatever) but better enforcement would be nice.
- Go back to the old schedule. This new 2 month schedule is terrible!!! This is not working. We tried it and it does not work Go back to once a month pickup!!!!
- Alternate the pickup schedule between Green and Bulk items, one time being the Green, compostable pick up, and the next the Bulk items including oleanders, palm fronds and furniture, especially around the irrigated areas around the campus. Pick up collections should more closely coincide with the population's needs (ex: Bulk pick up in June/July for student's left items and palm trimming, Green pick up in April/May for Spring plant trimming, etc.) with local input being considered on dates of schedule. Consider a different plan for pick up for the different zones based on their typical needs. With a bit of education, residents may fall to the new schedules as of before, trimming and pruning collectively prior of the dates, which may actually help the community to maintain areas better trimmed and alleys free of randomly disposed items.
- Make it easy to figure out, odd/even months - just give us something!
- Have green waste pick up MONTHLY
- Go back to the way it was. Put out green waste disposal bins. Our neighbors fill the dumpster with all the stuff that used to be put out in the alley for monthly collection. The trash bin is almost always full the second day after pick up. Educate the public that the driver does not get off the truck to pick up trash left alongside the dumpster. I was disappointed that the city changed its trash pick-up. Our sanitation fees have gone up and I think we should go back.
- Please go back to monthly bulk/green waste pickup. People on our street leave green waste and bulk waste on the street and it's there forever. I do think there should be separate pickup for bulk and green waste. But it needs to be picked up more often. It's too confusing when the pickups are and which pickup is green and which is bulk. I would love to have my own compost container. Is this available? Are there free classes we can take that the city then lends us a compost container for taking the class??
- More green waste disposal dates are required. Pickup palm fronds, oleanders and grass clippings more frequently. Consider going to a green waste bin with weekly pickup, like Mesa does it.

- Do bulk waste more often--every month if possible. Do more bulk waste collection than green waste. Would pay an added charge for the service each month. Allow scheduling of bulk waste like other communities
- Go back to the old schedule.
- Go back to monthly. Requiring a box or special bag for greens is unreasonable and leads to nonparticipation. Twice a year is not enough for mixed pickup things can't always be timed. I'm tired of getting note for things left along my alley wall I didn't put there
- During the summer following storms, there is a lot of tree damage. This ends up sitting on the curb for six weeks because it does not get collected. I would like green waste pickup each month from February through October.
- Enforce contractors haul away the debris- it so obvious when it occurs but the crews still pick it- up- where is management? The green waste compost program does not need separate monthly pick-ups how about just separating it the pick-up besides like others all I do is put in the waste containers now. Don't change a service that was appreciated on the false premise of it being green. More efficient? How many man hours decrease has occurred?
- Enforce contractors haul away the debris- it so obvious when it occurs but the crews still pick it up
- Put it back to the way it was.
- I think that at least for green waste, you should go back to monthly pickup. As it is now, our green waste often ends up going in the weekly trash. This really defeats the purpose of having a green waste collection. It is difficult and sometimes just impractical to make my green waste generation coincide with the pickups. We end up just ignoring the scheduled green waste pickups that occur every other month, and put our green waste in the trash.
- Increased green waste pick up to further support the compost program and to keep residents from just throwing away green waste. Green waste bins in order to drive home this initiative Increase bulk waste to 4 times a year. Increase taxes if needed in order to accommodate additional pickup
- Please pick up green waste in January. We had our Christmas tree in our side yard until after Valentine's Day!!! Have more mixed waste days---it does not go to the landfill but is picked up by "pickers' from outside our neighborhood and gets reused that way.
- Collect everything once a month.
- 1. Collect Mixed Waste at a minimum of once every other month... but monthly is better. 2. Consider that certain neighborhoods have college tenants with a heavy turnover -- which means much more waste such as mattresses and furniture and even big bags of discarded clothes. 3. NOT collecting oleanders, palm fronds, or grass clippings except twice per year is ridiculous. This is a great deal of the waste that certain neighborhoods have. 4. Increase the refuse tax if necessary to return to a more reasonable collection schedule.
- Go back to monthly collection. Enforce the rules. If people put out the wrong type of waste, don't pick it up. Make them dispose of it themselves; fine them. Allow green waste to be collected in garbage bags, not just boxes. Provide a convenient, permanent place for people to take their extra yard waste, like you do at Kiwanis for Christmas trees.
- While I understand the recycle of green waste I think the system you devised is too difficult to follow.
- Now trash stays in the alley too long before being picked up. Go back to monthly! Trash being left out does NOT make for "A Beautiful City"! During budget crunches, cities always cut back on trash pickup. So trash builds up! DUH!! Does NOT make for a "Beautiful City"! Some things in life are certain, trash builds up higher unless removed, is one of them. Due to turns in many allies some residents have extremely little "wall space" behind their house to put bulk trash. Yet the house on the other side of the alley has double the space. Makes it tough for a few to abide by the law of putting it "along their wall".
- Increase the number of pickups. When you started program you reduced total number. Have residences separate green and bulk, have separate crews for each.

- Level of service was excellent. increase cost to refer to previous schedule
- The scoop used by the city to pick up the waste does some damage to the street. Quarterly pickup might be the most efficient. Specific dates for quarterly pickup would be easier to remember. When will you cut taxes since services have already been reduced?
- To go from 12 collections of mixed to only two per year was not a good idea. I can only put out trash in May and November, which is less than any other city I've ever lived in. This should have been transitioned slowly, to four times a year, and then tapered off to twice a year, rather than so abruptly.
- Please charge us an extra penny, and go back to monthly. The landscaping is always growing, we need to prune, rake and cut all the time! Offer the compost you make from the green waste to residents for a small fee that goes to charity. Thanks for picking up our stuff!
- Enforcement. Clean the alleys
- Enforcement. Do a better job of bulk and green removal. Clean the alleys or require owners and landlords to do it. Treat all property owners the same...stop pandering
- Where should I store my palm fronds? I won't be here the week in June you are coming to my area to pick them up? Should I store them somewhere until the next time you work here in December? Tell me where that location is. Or do I now need to pay taxes and take my own trash to the dump. Great service. Doing less with more money can only be done by government employees, not private sector. This survey is loaded. There is no correct answer for me on some of them. I put out palm fronds at least 6 months out of the year and green waste every month I disagree with your plan to provide less service. Have my taxes gone down?
- We need to have more than 2 Bulk pick-ups per year.
- Raise taxes/fees and go back to monthly collections
- Do it more often. Really need it every month for green and bulk. Illegal dumpers are constantly adding to the piles of debris. Cameras in alleys to catch illegal dumpers? People do not know when or what to put out. Return to previous schedule. My Tempe has deteriorated during my 30 years as an owner. Alleys are now trashy and wait till monsoons. Didn't answer questions about how often. Mesa offers pick up on request for \$20. Phoenix picks up quarterly. Twice a year leads to holding things in our living space or driving all the way to the dump ourselves.
- Go back to the monthly service.

11. Additional Comments

- I would be happy if I could call and schedule pickup 3 times a year. I don't need it each and every time but when I do I have a sizeable amount of clippings of mature landscaping. Consider a call when needed service. I am also at the mercy of my landscapers and their schedules.
- It's not sensible that when trimming is necessary and it's not your month per schedule and therefore keep or store your trash in your yard until your time. I absolutely refuse to pay extra for a pickup when I figure that's the city's job - which I already pay for.
- Low income discount for Tempe utilities
- We need green waste pickup every week/month!!
- There is not enough printed and published material of options and fines prior to a year of education with printed material isn't right.
- Alley cleanup enforcement, thank you for the forum
- Communicate with residents before making your schedules.
- We have too much illegal dumping in our neighborhood alleys. We also need more cans allocated to our neighborhoods. Our trash cans are full mid-week, every single week, and it is creating a big mess in our alleys.
- Thanks for opportunity to share.
- Mixed waste pick-up, especially in June, as students move out and Oleander and lawn cuttings.

- In our irrigated areas the most volume of waste consists of Oleanders, Palm Fronds and Grass clippings all year long with July being Palm Fronds peak. The trees are trimmed twice a year, being Green waste, so I suggest alternate: 1 Green, 1 Waste, and 1 Mixed.
- My neighborhood (MANA) has some houses where the alley backs up to the railroad. Those having no alley have difficulty storing material between pickups. I have no solution to this.
- Some speakers had louder voices than others. It was hard to hear the quieter ones.
- More information as to what the schedule is and what to do with certain types of waste.
- We live in 208 unity multi-family HOA. City needs to have Property manager remove signage stating bulk trash picked up once a month. And fine the HOA so they start to enforce within the community.
- Put signs in alleys forbidding illegal dumping.
- Come down hard on landlords
- Try and stop non-residents traffic through alleys. Some trucks appear to come and dump huge amounts of un-bagged trash into larger bins.
- Because I have no place to store clippings, etc., I will continue to put my green waste in the black trash bin.
- Would use paper for organics if they are picked up at least 2 times a month. Dealing with damage from monsoon storms, need to publish how this is handled. Would pay for an extra bin.
- I like the system and once I figured out the map, it is even I say.
- Not a bad meeting, I learned a lot. Your website needs more info.
- Thank you for composting!
- I am a little concerned about accurate enforcement. I am one who could have recycle picked up every other week.
- Also in my area, ASU lets out in mid-May so there's an abundance of bulk pick-up items from students. Having a bulk pick-up in June would help alleviate this problem.
- Pick-up green waste more often in the spring and the fall.
- I will have to pay extra to have palm fronds hauled away this month so you don't fine my neighbors or me not waiting until June to use the alley.
- I wouldn't mind increased fees for more frequent pick-ups. Provide compostable bags for green waste. Thanks for the Program!!
- Fewer pick-ups defeat the purpose of Green to compost! Don't know the answer of how to do this but try to let us know what you're thinking before you make changes! Thanks
- Bring back Green barrels; the city may not consider the impact of the high number of rentals in north Tempe. They have little regard and recycling is not a priority. I am supposed to purchase boxes to put leaf waste in?
- The guys who pick-up in "G" are great/helpful. Would like to be able to pick-up free compost from city.
- Send a detailed list of what goes in each different pick-up.
- Do they deliver compost? Neighbors who need it but don't have the vehicles for pick-up.
- When trash accumulates, it costs us all in reduced quality of life. I heard that other valley cities have had reduced services for years, and it shows! Tempe is better than they are and should continue to be! We will pay the difference happily if it is done efficiently.
- Thank you for your time!
- City of Tempe enforces a city code, homeowner control weeds, trash, etc.
- Post signs on alley walls defining what is/isn't green organics and where to deposit items.
- Great forum, good direction, if feasible I would love an extra green bin.
- Fine offenders
- Stricter enforcement for habitual offenders.
- It seems there is confusion of the terminology of bulk waste, more education is needed.
- What are we to do with horse manure? We want it utilized for compost not just trash.

- I live near a heavy rental area that doesn't know the bulk schedule and it lies out by the street for weeks. On Farmer between 10th and 13th Streets.
- I've lived in my home 29 years. Compost program is good, but pick up schedule doesn't work for me. I don't like trash piles in my yard, awaiting pick up and I can't afford a private company to pick it up.
- Please enforce the 'clean street' ordinance when people throw trash/green waste out shortly after pick up.
- Explore privatizing services, decrease labor costs, health care and pensions. Add space on vehicles and collection containers.
- Hire more inspectors, especially for weeds in the alley, not just trash.
- Make clear what items can't be picked up at all, i.e. refrigerators.
- Current Schedule encourages junk to be in alley for up to 6 months
- Use consistent message - terminology is different on website from other messages. Also, the web says put weeds in compost but it's not mentioned elsewhere, not even at the forums.
- The city to do a better job catching illegal dumping.
- This change of the past year was a terrible idea. We need green waste pickup every month. I can't afford to pay for a landscape service to haul away tree trimmings. The City shouldn't be trying to privatize this service any more than they should be asking us to hire a private fire department.
- So many residents still do not recycle; we see so much recyclable bottles, cardboard, etc. in the trash. Need to educate residents in English and Spanish how to recycle.
- Personally I live in a condo, so it does not affect me, however it does affect homeowners.
- I missed the last bulk pick up due to family emergency and therefore have to wait for the next one. So I get bulk pick up ONCE a year which is very annoying. Add a FREE service where if you miss the pick-up you can call and have them come and pick it up from you if you are going to stick to this schedule.
- City of Tempe needs to make a written policy for alley work done by private contractors while working for homeowners. Numerous times I've experienced the animosity of contractors vs. the city and vice versa when dealing with digging in the alley. For example, a company buries a line in the alley and then the city scrapes up the buried line. Each group blames the other.
- Thanks for asking!
- Please consider the senior population. While we are expendable in the management's eyes, we think we have the right to live gracefully in our own homes without extra charges from you that are too much, like a \$30 charge for an extra pickup. We left bulk trash this time. I hope you do p/u as promised.
- This is not the Midwest. We have a 12 month growing season. Bring back our alley collection as used before. This is awful. Yards don't look as nice as before. Do you really think most people want to live in apartments and high rises? Take better care of your neighborhoods.
- I knew about the changes because I attend the NTNA meetings. I did not receive any notifications of the changes in the mail and found that most of my neighbors did not know about the changes. In my alley there are three of the large dumpsters against my fence. People think they can dump anything at any time against the fence resulting in considerable damage to the fence.
- This new program is a complete disaster. In an effort to save money, you've created hazardous and filthy conditions in the alleys. How hard is it to send a truck and bobcat down the alleys each month? This program needs to end and return to monthly collections. Have you taken a look in the alleys? They're ALL worse than ever. Plus, the graffiti situation gets worse when the alleys appear to be unmaintained and neglected.
- There have been several instances where neighbors fill the trash bins with green waste during bigger yard clean-ups. This results in having to walk down the street to throw my trash out. Other people just throw it on the ground. I live on a busy street and regularly pick up litter from the passing cars. Since the reduction in trash collection, I have also been picking up a lot more trash in the alley. I was very upset to be shoveling rotting food off of the ground because the bins were full of green waste. I am begging you to increase pick-ups and provide green waste bins for sanitation purposes.

- Understandably, with the economy having receded costs have to be cut by most every entity, municipalities included. The City of Tempe is laudable in its efforts of fiscal reductions and budget balancing. To the resident's dismay, one of such cuts involved the trash collection, with reduced pick up of green and bulk items. The dismay nevertheless may have been more related to the scheduling and type of pick up than with the understandable reduction.
- The current system does not work well. There are not enough green waste pickup days, so we end up putting most of our green waste in the trash. The same is true of palm fronds, oleander, and grass clippings. These need to be picked up as frequently as regular green waste. The current system simply defeats its purpose by having too few dates for pickup.
- Bulk waste pickup on a monthly basis was one of the best services provided by the City. Bring it back on a monthly basis
- People other than residents are dumping bulk waste in our alley
- Because there are fewer bulk pickups, I fill my garbage bin with a lot more garden waste. I am not going to let it collect in the garden because it will breed rats and cockroaches. Therefore, I fill my black bin each week to the brim with garden waste. Also the no bag rule for garden waste means that branches and leaves sit on the street for a long time and end up blowing all over the neighborhood. Not very pleasant, especially in the summer when bush clippings dry up in a day or two.
- I think it's a disappointment that the City of Tempe decided to economize on this service (green waste pickup). The city has spent so much on Tempe Town Lake, and continues to spend so much money on the lake. Yet the average property-tax paying person in Tempe scarcely benefits from the lake at all.
- Add 'No Dumping' signs to alleys.
- I understand that the economics of collection and the desire to compost combined to drive this change. And the communication has been very good; what we are supposed to do is quite clear. However, it is proving impractical in practice and needs to be revisited. And tenants and non-caring ("Tempe Rentals", for example) and absentee (out of state) landlords do not follow the guidelines making for a less clean alley.
- People in my neighborhood (Alta Mira) are still putting out waste in months with no pick up, so it sits for weeks. On the months with pick up, they are putting out the wrong kinds of waste and in the wrong containers; for instance, palm fronds on a green only month, and clippings in trash bags. Even so, the city picks it up, which encourages the people not to follow the rules. My yard currently looks bad, even though the green waste pick up was this week. I didn't have room in my barrel for all the wildflowers that have died, and I only had one box available. Thus, I'll be putting dead wildflowers in my barrel every week until my yard is cleared of them. What a hassle! There are too many rules with your current program. Every month, I have to get out the brochure to check what, if anything can be put out on the curb. The city may be saving money, but this program is not working well for me.
- Most homeowners, like myself, have backyard access from the alley. The buildup of trash makes it more hazardous for using alley access to our backyards.
- Alleys are now dump yards; I hold green and junk longer making my yard more cluttered.
- Renting a roll-off is an option, but it's too expensive for most of us who are already paying high home prices in Tempe. There need to be better disposal options for Tempeans.
- Thanks!
- **GO BACK TO THE MONTHLY SERVICE..... THE CITY OF TEMPE IS LOSING MONEY ON THIS PROGRAM**
- I have a U shaped alley; people regularly dump bulk waste where they cannot be seen from the street.

A-3 – Community Conversation Forums – Compendium of flip chart comments/questions

Saturday April 26, 2014, 9 a.m.

Points brought up by citizens during discussion by group:

A. **Red Group “My alley/street is a mess”**

1. Unclear wording for collection schedule
2. When are we enforcing the green organics/mixed waste rule?
3. Make the fines proportional to the crime
4. Need to increase public education on Solid Waste
5. Provide access to compost bags
6. Increase public awareness on services the city
7. Dealing with ASU students moving in and out
8. How are we going to enforce code?
9. Possible water bill tags for empowerment and as a deterrent
10. Be aware of closed and open alley differences
11. Concern for overflowing dumpsters
12. Increased public awareness on what constitutes “Green Waste”
13. Have the driver’s be more proactive in reporting
14. Tempe is difficult to work with from a resident’s perspective
15. Feedback to the public / Need better awareness of this event
16. More enforcement
17. Educate and Inform landlords
18. Close the alleys
19. Educate proper disposal techniques
20. Increase education/awareness of rules with new rentals.
21. The people who own the properties need to register with the city
22. Education to residents about reporting this issue

B. **Green Group – Green Organic**

1. Why don’t same restrictions apply to alley vs. no-alley (alley is a mess)?
2. How often picked up green organics?
3. Can community gardens access compost?
4. Happy doing composting
5. Mixed waste – not frequent enough – oleanders
 - a. June through November is trim time
6. Green organics/ more frequent pickups
7. Not sure about quantity how much can I put out (green Organics)
8. Compostable bags
9. Make clear where to place in the alleyway
10. Lots of oleanders
11. Is city citing offenders?
12. “10 day rule message still out there?”
13. Weekend before is not sufficient
14. Every 6 weeks (recommended)
15. Pickup schedule doesn’t coincide with gardening
16. People confused about collection – schedules and rules
16. Rentals – not following rules
17. What happens to stuff in trash bins (does it get separated)?

18. Suggest – green organic bins
19. Each residence have own compost/green bin
20. Grass clippings – compostable bags
21. Oleanders – compost separately for alternative use
22. Enforcement re: rolling bins back; 3rd bin would add to that challenge; need to enforce fines
23. Instructions on bins
24. Collection doesn't coincide with growth/trimming schedule
25. Palm tree trimming – June & July
26. Challenge: no place to store green waste between collections
27. Can we take green waste somewhere for composting between collections?
28. Lots of green waste going in trash bins
29. Grass clippings
30. Schedule sucks
31. Roof rats
32. Make transfer station information more prominent
33. Green Waste – more drop-off locations
34. "Green" collection bins – community/neighborhood locations
35. Coincide schedule better with growth seasons
36. Neighbors coordinate trimming/ special green pickup
37. Drop-off options for green
38. Residents pick up compost
39. Green bins per residence
40. Compostable bags – city to offer at cost
41. Affordable bags
42. More public information
43. April – green month
44. Palm tree trunk compostable
45. Less service but same cost
46. No public input before change
47. Wouldn't mind paying a little extra for additional green pick-ups
48. Recycle program is excellent

C. Yellow Group – Working With The Schedule

1. Schedule doesn't consider population of area
 - a. short term rentals just dump
 - b. adjust to meet area needs
2. Still doesn't understand schedule
 - a. print on bill
3. Mild monsoon this year
4. Normal one will find more at curb
5. Make options more well-known – didn't know about transfer station
6. Put out at wrong time curbside
7. Look at schedule – think they can put out the entire week
8. No pick-ups for a month is a problem
9. Landscapers dumping
10. Single female living in SF homes
 - a. 365/year growing season
 - b. no consideration of human needs
11. Same payments / less service
12. Mixed waste timing – not enough - Use more mixed

13. Public wasn't consulted first
14. Don't need information
15. High rental district
16. Neighborhoods staggered incorrectly
 - a. west of Gamage
 - b. timing wrong 2nd half
 - c. student move out time
17. Educate landlords fine them.
18. Look at where trash stored
19. Gardening season off
20. Alleys – trucks dumping huge amounts in bin – all full
21. Waiting 2 months sometimes doesn't work. Goes in garbage
22. Time before you can put out garbage
23. Option for green waste disposal
24. Cameras to catch illegal dumping
25. People don't keep alleys clean
26. Major pickups fall holiday weeks
27. Encourage individual composting – educate
28. Website a mess – tempetrash.com
29. Where do you find information for options? Rules? How to take to transfer station?
30. Getting conflicting information
31. Green bin for front of home
32. Schedule in irrigated neighborhoods is off for palm/oleanders
33. Most usage is not compostable
34. Figure schedule for specific neighborhoods
35. Furniture for rentals
36. Mixed 4 – Green 2
37. City to provide a service – cost isn't everything
38. Cut recycling pickups and put savings in bulk
39. Not complying with 10 day rule – confusing with every other month. Where to store?
40. Pull back bins to house – don't leave at curb
41. Enforce removing bins from sidewalk
42. Get consensus on when trimming is done
43. Encourage/educate trimming as a neighborhood
44. Schedule doesn't match use
45. Not everyone gets a water bill
 - a. HOA pays
 - b. Add acceptable proof of residency
46. One size fits all doesn't work
 - a. talk to groups
 - b. "What would work best?"
47. Adjust green to climatic needs
48. Increase compost opportunities
49. Every other month doesn't work. Heavy green spring/summer
50. Have drivers note needs of areas
51. Renters don't pay attention and fill up dumpsters and don't recycle.
52. Green barrels cost?
53. Landlord's relationship with renters. Landlords need renters.
54. Transfer station takes driver's license only
55. Landlords use lax bill. Communicate problem renters

56. No enforcement
57. Better communication we missed

D. Blue Group – Budget

1. Green waste very important go back to pick up every month
2. Wrong time of year for palm fronds & oleanders
routing to be done differently(are lots) more pickup in certain areas
3. Rental property → owner
4. Enforcement include fines – MOA
5. Increase fee for same /old service use every month
6. Collection every month for compost
7. Pickup recycle – one time less and add that pick up to alley pickup
8. Utility assistance for low income - green container in the alley
9. Individual pay for how much they use in container
10. Other funds/grants/co/fed - more /buy compost bags
11. Green containers – pickup every week
12. Due to green waste not being picked up the concern is more roof rats
13. To provide the service increase fees to go back to monthly pickup
14. Recycle once every two weeks
15. Put container on the same side of the street
16. More outreach/education re: recycle events
17. Consider rentals/larger lots/alleys/no alleys think of them as regions
18. Pickups accordingly
19. Owners responsible for property/debris/ paying fees
20. Check & test compost if safe
21. Green container
22. Dropping one recycle pickup and add green waste pickup
23. One week green/one week recycle
24. Certain neighborhoods – palm fronds /oleanders/grass – pickup more times
25. Trash container on front yard/sidewalk enforce
26. Placement of container –what’s code for container
27. Have 3 mix/pickup 3 green for irrigated areas
28. Going to every other month there is less debris curbside
29. Public special pickups - \$31.00
30. Pickup mix/green every other month – students/palms/ oleanders
31. Neighborhood clean-ups - information

Additional Comments

1. We have had a year to adjust to the new schedule
2. We have pick up the same day each month but within two or three days there are once again clippings on the street.
3. If we are unable or unwilling to follow the schedule, our properties are large enough to store clippings behind the fence.
4. Properties on corners tend to store their tardy clippings on the street to the side of their house so they do not hat the nuisance of the clippings in THEIR view.
5. There are limited inspectors and habitual do not care to follow the schedule.
6. There are no monetary consequences for non-compliances
7. The City will schedule a personal pick up for \$30, a lawn man charges \$70.

8. If you go back to a monthly pickup, there will be trash on the street three weeks every month and I will live in a trash collector strike zone. In addition,, everyone will be charged more to provide a service we don't want or need just to accommodate a few.
9. I can read and know to consult the pickup schedule you have provided to the residents once more.
10. I urge you to keep the present schedule or consider providing quarterly pickups.
11. Bulk waste builds up. No one waits until the weekend beforehand. A mailing is needed to remind people of this.

Bulk Forum – Community Conversation – Monday May 5, 2014, 6 p.m.

Points brought up by citizens during discussion by group:

A. Red Group “My alley/street is a mess”

1. Oleanders need to be picked up more. Two times is not enough.
2. How can people keep debris in backyard for 3 months?
3. Problem in the street/debris is not just alley-the timing needs to be adjusted example ASU will move out next week and pick up is this week.
4. Horse property in south Tempe lots of Oleanders and green debris large lots
5. Trash/recycle containers stay out on the front yard-need to be changed farmer between 10th and 13th.
6. If people have a voucher to use to take to the transfer station-someone can take it from someone else-monitor somehow.
7. Better education for bulk waste
8. Consider green bins for green waste
9. Alley containers filled with oleanders no room for trash
10. Remove debris from alley
11. Will pay for green container
12. Volume based billing
13. Need to do a better job enforcing illegal dumping
14. Residents should know their pick up days
15. Alley lighting needs to be addressed the alley is dark. Illegal dumping.
16. Lots of renters-how can we control debris put out when they move
17. Working with the landlords and weeds in the alleys
18. In the alley next to the trash container have a green container where residents can put green waste
19. Monthly reminders
20. Put on the alley container the schedule
21. Residents are responsible for the alley weeds graffiti etc
22. Tougher stronger enforcement
23. More consistent-enforcement rules
24. Get the word out for new renters new home owners the rules for trash
25. Have the city clean up the alley and have a meeting letting the residents know this is how the is how you need to keep the alley.
26. Better education
27. On Farmer 10th-13th they need a place to put the containers –not front yard
28. Alley container filled with green with green waste where can they put their trash?
29. In areas with lots of debris-put in the alley larger dumpster/container
30. The alley should be enforced just like the front yard-for code compliance
31. Why can we not recycle Styrofoam?

32. Better neighborhood working/knowing to clean up tree/palm debris that falls in street/sidewalk from the wind.
33. Apartment complex leaving debris in alley-charge landlord.
34. Green waste not picked up enough
35. Debris builds in with homeowner not be able to put out-willing to pay more for more pickups
36. Pay for what is used-how much they use it
37. Residents need to be educated
38. Likes green compost-need more green waste pick up have separate piles for mixed/green
39. Alley-only have access for Tempe use only
40. Generate money by citing residents who put out debris.

B. Green Group – Green Organic

1. Access to compost
2. More frequent zero waste days; better organized
3. Distribution locations for compost
4. Bulk collection-2 times a year not enough for palm fronds and oleanders
5. Increase education and increase enforcement!!!
6. Organized neighborhood cleanup/collection
7. Timing for collection doesn't coincide with growth/trimming
8. Sorting/separating green from bulk trash?
9. On-call may be more economical
10. Sell Tempe compost-revenue source; garden centers? (Sell "Tempe" - Source of pride)
11. Materials that point out why no oleanders/palms
12. Green Bins
13. Drop of locations for green organics
14. Vouchers for collection services- residents could provide to their landscapers or drop-off vouchers
15. Put voucher in monthly utility bill
16. Signage posted in alleys re: collection parameters
17. Compost bags need logo ("Tempe" bags sponsored by _____")
18. Horse manure? Compostable?
19. Compostable bags?
20. Recycle opportunities at our parks
21. Increase recycling awareness at the schools
22. Can recycle more materials at ASU than thru the City
23. Green bins for compostable collection
24. People could tie-off dry cleaning bags and use for shredded paper.
25. Is cactus green waste? YES
26. More opportunities to acquire compostable bags. Easier access/availability.
27. Greater cooperation between food centers and homeless programs.

C. Yellow Group – Working With The Schedule

1. Communication better education on what is bulk trash.
 - a. need better marketing
 - b. chart to make simple
 - c. do's and dont's like recycling
 - d. mixed messages
 - e. some "green" isn't accepted as green waste
2. Provide compostable bags to residents
3. Stickers with schedule

4. New resident information
5. Don't realize they have to use the dumpster
6. Advertise options better-make aware
7. Too much time between mixed picked-up
8. Residents putting out too early
9. Schedule of for timing for trimming of palms
10. Big problem of landscapers not hauling off
11. No dumping signs help
12. Pick up day during week isn't clear
13. Can't read schedule
14. Options aren't well advertised
15. Need more zero waste days-quarterly
16. COT compost available?
17. HPCC schedule not known; also what's taken
18. Aren't enough mixed pick-ups
19. Enforce against those who put out too early
20. Mixed waste isn't clear green waste also going to dump
21. Need way to chip
22. Area A bulk schedule should be coordinated better with ASU move out
23. Market backyard compost
24. Need neighborhood compost opportunity.
25. Better and more education
26. Advise residents of proper disposal
27. More communication with landlords
28. Landlords-assess fines-have to pay before new service
29. App-more flexible with location-trash in alley
30. More reminders pushed out for bulk/green
31. Where are options available?
32. Difficult to accommodate schedule.
33. Explain mixed waste.
34. Why doesn't COT spray for weeds in the alley?
35. Green doesn't grow according to schedule. Have green Barrel in the alley

D. Blue Group – Budget

1. Someone else dumping in their alley (illegal dumping)
2. Being charged extra for illegal dumping
3. Not understanding mixed waste and green waste
4. Landscapers to take to landfill no charge residents. Already paying for the service
5. Dumping green waste
6. To give each resident green 300 waste bin what is benefit/cost
7. Landscaper to dump in green waste bin?
8. Recycle bin at parks/monitor contamination?
9. Like to learn composting-compost bin free to residents
10. Do you ask what the resident customer wants?
11. Doesn't like information
12. Go back to monthly bulk services
13. Be more specific on schedule 3 day window
14. Will resident see a rate increase?

15. Willing to pay a little more for services
 - a. call for special pick up
 - b. pay as you throw?
 - c. bulk waste
16. Every other month green waste/mix
17. In favor to have more mix waste pick up-once an quarter
18. More inspection for alleys for bulk pickup
19. Commercial recycling
20. Rentals/violations-commercial code
21. Resident pay rate for full services and receiving half the services from 12 months ago
22. Charge commercial more not the residents
23. Would pay reasonable amount more to keep services-wants old services back to once a month
24. Should be volume related bulk pick up
25. Not enough recycling for commercial businesses
26. Is the city trying to increase recycling services for commercial/businesses?
27. What is our compliance for recycle?
28. How many CNG trucks purchased and are other departments buying CNG trucks?
29. Follow up on brake noise
30. Pay back for recycle. What about green waste?
31. 300 gallon green waste would work in high efficiency areas. Horse properties, large properties, 85284, and flood irrigation areas.
32. Volume based pricing

Memorandum



Community Services

Date: June 26, 2014
To: Tempe City Council
Through: Shelley Hearn, Community Services Director
From: Kelly Rafferty, Deputy Community Services Director

Subject: Naming Request for Mr. Don Hull

This naming request (Attachment A) for the establishment of a memorial plaque for Tempe's former Community Development Director, Don Hull, is from the Don Hull Memorial committee. Per the Council adopted process, this request was referred by Mayor Mitchell to the Parks, Recreation and Golf Advisory Board for their comment and recommendation.

Process Background:

On Dec. 13, 2012, the City Council unanimously passed an adopted Resolution No. 2012.130: A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF TEMPE, ARIZONA APPROVING PROCEDURES FOR NAMING OF CITY FACILITIES. This resolution establishes a process for naming a city facility in recognition of an individual and includes procedures for completing a naming request. Prior to the adoption of this resolution, the city did not have a formal naming policy or process.

Request:

Properly adhering to the process set forth in the resolution, the Don Hull Memorial Committee submitted this request. The request seeks to locate a memorial plaque approximately 13" x 18" on a boulder in the seating area/ramada adjacent to the Tempe Town Lake Marina.

Parks, Recreation and Golf Advisory Board Action:

The Advisory Board considered this request at their March 26 and May 21 meetings. As a result of their review, the Advisory Board recommendations to City Council are presented in in the attached memo (Attachment B).

Staff is seeking direction from City Council on both recommendations.

Attachments

21 may 2014

Dear Members of the Parks Board,

Representing the Don Hull Memorial Committee, I am returning to you requesting support of changes to the memorial plaque and a favorable recommendation to the City Council.

Some of the changes were initiated through your comments; others came in subsequent discussions with the family and committee members. Per your comments, we have modified the text content and layout, highlighting the efforts that Don Hull focused on his almost two decades as Tempe's Development Director.

Another change was the addition of an image of Don Hull. This request came from the family and concurred with by the committee.

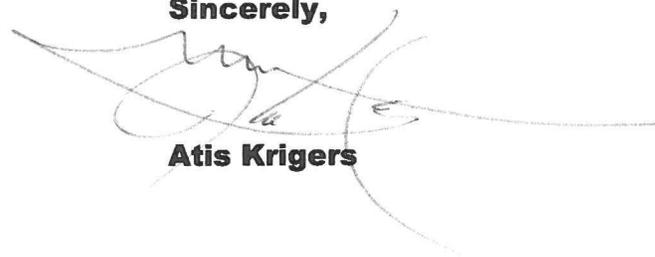
The sum of these modifications necessitated a change in layout and the plaque orientation. It was re-oriented from a "portrait" format to a "landscape" format.

A revised plaque has been included in your individual packets. Also, "before" and "after" views have been provided to clarify how the plaque is to be presented.

I will be present to discuss the effort with the Board.

For the Committee,

Sincerely,

A handwritten signature in black ink, appearing to read 'Atis Krigers', is written over a large, faint, circular watermark or stamp. The signature is fluid and cursive.

Atis Krigers



Don Hull Community Development Director 1970 - 1987

"Bigger is not better, it is not the quantity of the growth that's the accolade to the city, it's the quality of the growth."

Don Hull

Tempe was one of the fastest growing cities in the United States during Don Hull's tenure as Community Development Director (1970 - 1987). Tempe grew from a 1970 area of 25 square miles and population of 60,000 to a 1987 area of 40 square miles and population of 135,000. Don communicated his vision of an attractive and orderly developed city with the City Council, its appointed citizen boards, citizen groups, special interests and his Community Development team. To attain that vision, Don pursued quality growth through adherence to viable General Plans, rigorous design standards and effective enforcement. Tempe emerged with well-designed and landscaped office, commercial and industrial development as well as quality neighborhoods with parks and schools.

Three dynamic areas emerged under Don's guidance providing enjoyable environments that continue to attract diverse groups of people, Tempe's Old Town Mill Avenue, Kiwanis Park and the Rio Salado Project.

OLD TOWN MILL AVENUE AND DOWNTOWN

Upon his arrival Don worked through controversial downtown redevelopment efforts with the focus on Mill Avenue. He guided a newly formed project committee consisting of committed business interests to create a downtown district, defined its character and set streetscape design standards, identified restorable older buildings and standards for complementary new buildings. Mill Avenue emerged with a unique "sense of place" that was recognized by the American Planning Association as one of the Top 10 Streets of Historic America.

KIWANIS PARK

Kiwanis Park emerged early on in Don's tenure. The City was growing, as was its overall need for enjoyable, accessible and functional parks for its residents. The tremendous growth in South Tempe determined a need for a regional size park. Working cooperatively with the leadership at Kiwanis, the steel foundry, the homebuilding industry and officials within the City, Don shepherded Kiwanis Park into reality.

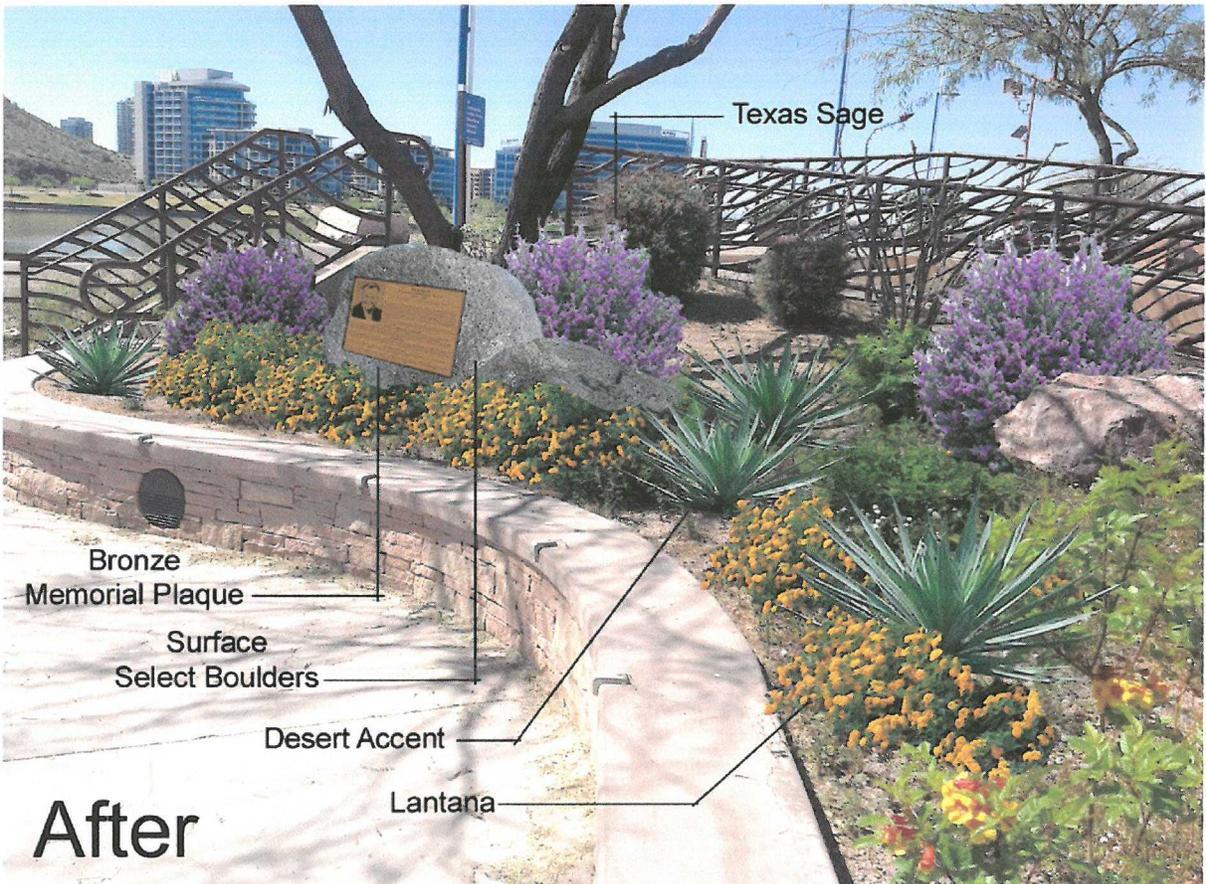
RIO SALADO PROJECT

Rio Salado, a 20+ year dream project came to reality during his final years of tenure. Its lake, set in a desert environment, has become a focal point for outdoor activity enthusiasts, water recreation users, tourists and its residents. These three efforts helped Tempe attain national recognition as an "All American City", for its quality of physical environment and providing top caliber multifaceted recreation facilities for its residents. The vibrant, orderly and visually attractive city is Don Hull's legacy, that is matched by the spirit and pride that its residents take in Tempe's overall "sense of place".

Don Hull Memorial Plaque - Half Size



Before



After

Proposed Don Hull Memorial

Attachment B

May 21, 2014

To: The Honorable Mayor and City Council

From: The Parks, Recreation and Golf Advisory Board

RE: Naming Request for Mr. Don Hull

Thank you for the opportunity to consider the naming request for Tempe's former Community Development Director, Don Hull. Per Mayor Mitchell's direction, we considered this request at our March 20 and May 21 meetings.

The process calls for the assigned Board or Commission to review and report its recommended action to the City Council. The purpose of this memorandum is to report to you and your City Council colleagues the recommended action from the Parks, Recreation and Golf Advisory Board, which are as follows:

The Parks, Recreation and Golf Advisory Board recommends:

- A) Locating a plaque honoring Mr. Don Hull in the ramada area on the north side of Tempe Town Lake adjacent to the marina. The plaque and location are depicted on Attachment A. It is also recommended that the Don Hull Memorial Committee be responsible for the cost of the plaque, rock and additional plantings. The City of Tempe would be responsible for installing the plaque, rock and plantings and on-going maintenance.
- B) Establishing policy to recognize and honor city employees with a plaque. This policy would include but not be limited to:
 - Establishing criteria regarding an employee's accomplishments and contributions, tenure, impact to community and/or an act of heroism.
 - Establish criteria for timing of recognition, perhaps, for example, no sooner than two years after one leaves the city's employ and no later than five years.
 - Establishing guidelines for plaque size, wording and cost.
 - Establishing guidelines for location of plaques.

Based on advice from city staff, it is recommended that the Six-Sided Partnership develop city employee plaque policies and procedures.

July 31, 2014

August 14, 2014

1. Water Conservation Program

September 4, 2014

1. Development Impact Fees update

September 11, 2014

Presentations requested; meeting date to be determined

1. Strategic Plan for Public Art
2. Home Improvement Planning Program
3. Rio Salado Foundation Collaboration
4. Mobile Speed Signs
5. Temporary employment service needs; overtime; staffing levels
6. Flood Irrigation Program update