

## Department of Utilities Audit Questionnaire



### 1. Do you feel that your utility bill is easy to understand?

		Response Percent	Response Count
Yes		54.5%	132
It is somewhat easy to understand, but it could be clearer		32.2%	78
No		13.2%	32
<b>answered question</b>			<b>242</b>
<b>skipped question</b>			<b>0</b>

### 2. Which method do you currently use to pay your utility service bill?

		Response Percent	Response Count
Personal Check by U.S. Mail		22.0%	52
Online		48.3%	114
Auto Pay Program		21.2%	50
In person at the Public Counter in New City Hall		1.3%	3
At a grocery store location that accepts utility bill payments		3.0%	7
Other (please specify)		4.2%	10
<b>answered question</b>			<b>236</b>
<b>skipped question</b>			<b>6</b>








**3. Have you disputed the accuracy of any of the charges on your utility service bill with the Department of Utilities?**

		Response Percent	Response Count
<b>No, my bills are generally accurate</b>		84.6%	192
Yes, I have disputed a charge at least once in the last year		9.7%	22
Yes, I have disputed 2 – 4 charges in the last year		3.1%	7
Yes, I have disputed 5 or more charges in the last year		2.6%	6
<b>answered question</b>			<b>227</b>
<b>skipped question</b>			<b>15</b>








**4. If you have recently contacted the Department of Utilities' Customer Service Division, how do you rate your overall experience?**

		Response Percent	Response Count
Excellent		11.2%	26
Good		10.8%	25
Average		16.4%	38
Below average		4.3%	10
Poor		4.7%	11
<b>Not applicable – I have not recently contacted the Department of Utilities Customer Service Division</b>		52.6%	122
<b>answered question</b>			<b>232</b>
<b>skipped question</b>			<b>10</b>

**5. Which of the following Department of Utilities' services do you feel provides the MOST value at the rate you currently pay for it?**

		Response Percent	Response Count
Water		39.3%	86
Wastewater		5.0%	11
Storm Drainage		5.5%	12
Solid Waste (Garbage)		24.2%	53
Green Waste (Lawn & Garden)		7.3%	16
Recycling		16.9%	37
Street Sweeping		1.8%	4
<b>answered question</b>			<b>219</b>
<b>skipped question</b>			<b>23</b>

**6. Which of the following Department of Utilities' services do you feel provides the LEAST value at the rate you currently pay for it?**

		Response Percent	Response Count
Water		9.6%	21
Wastewater		7.8%	17
Storm Drainage		6.8%	15
Solid Waste (Garbage)		7.8%	17
Green Waste (Lawn & Garden)		16.4%	36
Recycling		7.8%	17
Street Sweeping		43.8%	96
<b>answered question</b>			<b>219</b>
<b>skipped question</b>			<b>23</b>

7. The information gathered from this survey will be used by the City Auditor in order to perform an audit of the Department of Utilities. A Community Forum will be held on Monday, April 4th, 2011 at 7:30 pm in the Council Chambers, New City Hall, 915 I Street. You are invited to attend and voice your opinions, comments and concerns. Questions regarding the meeting can be directed to: Maurice Chaney (916) 808-7948 MChaney@cityofsacramento.org Please provide any comments you may have in addition to the survey questions above in the following space (limit to 500 characters):

	Response Count
	78
answered question	78
skipped question	164

**1. Which method do you currently use to pay your utility service bill?**

1	Bill Pay	Mar 17, 2011 7:11 PM
2	Over the phone mostly.	Mar 17, 2011 7:25 PM
3	on line banking through my bank	Mar 18, 2011 6:43 AM
4	Property Management company pays to City and I re-pay directly the management company.	Mar 18, 2011 9:07 AM
5	Bill pay	Mar 20, 2011 8:22 AM
6	sdf	Mar 21, 2011 11:16 AM
7	My landlord pays the bill	Mar 21, 2011 12:52 PM
8	Home Banking	Mar 21, 2011 4:32 PM
9	I used the E-pay through my bank.	Mar 31, 2011 3:58 PM
10	Bank bill payment	Apr 2, 2011 7:33 PM

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Response Text		
1	Before calling Utilities, I would call 311 as they are usually much more receptive and effective.	Mar 17, 2011 3:39 PM

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Response Text		
2	Why do you bill water, sewer and garbage when you have a house that I had bought and nobody was living in it for 8 mths, and when I bought it there were no garbage, refuse or recycle bins were there when I bought it and now you want me to pay for all the months of no service?	Mar 17, 2011 3:42 PM
3	I pay the City for Storm Drainage and I pay the County for what seems to be the same service.	Mar 17, 2011 3:42 PM
4	-City should drop fee for street sweeping because it is a waste of my money(never see them in my neighborhood because of containerized yard waste). -City should push for paperless billing. -Containerized yard waste should be an optional service. City should push for composting and give incentives to those that do. -City should give two free vouchers each year for every resident to drop off bulky items(since they took away the Neighborhood cleanup). This would help reduce illegal dumping. Also with this residents might be willing to use there own voucher to drop off those items they see around the town. -I hope to see these suggestions help and come to light for the future of the city.	Mar 17, 2011 4:05 PM
5	I only put the solid waste cans out once every three weeks, when they are full, and pay as if they are picked up every week. I would prefer recycle every other or third week, when it is full with a reduced charge. For health reasons, it is probably necessary to collect the garbage can every week. What is the purpose of the base service charge for water? Sue.Thompson@att.net	Mar 17, 2011 4:25 PM
6	Over the years my city bill has more than doubled and the services I receive are less than they have been in the past. Residents on fixed incomes cannot continue to absorb these rate increases.	Mar 17, 2011 4:33 PM
7	I have always felt that if you would provide some dumping for free you would have less dumping on the streets, levees, waterways and empty lots. Then you wouldn't have to pay someone to go pick it up and dump it in the dump. My daughter lives in VA. It is a very clean state. They have free dumping and everything is separated into different categories and recycled.	Mar 17, 2011 5:00 PM
8	We need an independent audit of the department from an unbiased third party to ensure the most efficient operations.	Mar 17, 2011 5:03 PM
9	Thanks for asking for our input!	Mar 17, 2011 5:03 PM
10	I am generally happy with the services I receive, but all trucks (i.e. garbage, recycle and green waste should go slower) and should not drive over the curbs at the corner of the street. Driving over the curbs makes them crumble. Also, the street sweeper goes so fast all they do is stir up dust....they should go slower and actually sweep up debris.	Mar 17, 2011 5:11 PM

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Response Text		
11	<p>The rates are quite high. Sometimes the garbage is not picked up, or the recycling is ransacked at night and left in a condition that can't be picked up. The collector doesn't let me know the condition. I find it after he is gone and have to wait another week.</p> <p>In general, I think the rates are too high for the service received. The water is very hard and leaves a hard residue. It must be filtered by me for use with in the house.</p>	Mar 17, 2011 5:16 PM
12	It would nice to have additional extra garbage days a year. Recycle can should be larger or the ability to have an additional can.	Mar 17, 2011 7:14 PM
13	Is the Department of Utilities different from SMUD? I live in an apartment and my rent covers everything except electricity. I suppose my bill could be better itemized. That might be able to manage my electricity use better. Although I might also dispute my bill more. My biggest complaint with SMUD is that their pay-by-phone frequently doesn't work at the worst times and I've double-paid at times. When that happens it's hard to recover the extra payment.	Mar 17, 2011 7:31 PM
14	Plain and simple we are being ripped off. None of these questions are really worth answering although I have. The fees we are charged are out of control and so is the agency.	Mar 17, 2011 7:36 PM
15	I haven't seen a street sweeper in the area for at least 3 years. If we did not clear the gutters (and not just in front of our own homes) some streets would be flooded. Our established neighborhood is full of mature trees and we are near a protected waterway lined with mature trees making for lots of debris.	Mar 17, 2011 7:46 PM
16	My rates are fine. I'm not too concerned with the Utilities Department anymore.	Mar 17, 2011 8:53 PM
17	Thanks	Mar 17, 2011 9:52 PM
18	It would be good if my bill had these costs broken out so I can see at a glance exactly how much I am charged for each service. It was difficult to answer which service has the best value because I am not certain what percentage of my payment goes to each service.	Mar 17, 2011 9:53 PM
19	<p>Good service in general.</p> <p>How do we know the bill is accurate?</p> <p>We do not have the green waste collection in our community, and I wish we would.</p>	Mar 17, 2011 10:32 PM
20	Stop in street yard waste pick-up and lower our bills	Mar 17, 2011 10:45 PM
21	it would be nice being we are metered to see water use for the same month last year to see if we are conserving or slacking off.	Mar 17, 2011 11:38 PM
22	the city does not collect green waste where I live unfortunatly and I have a lot of green waste	Mar 18, 2011 6:44 AM

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Response Text		
23	I have waited OVER ONE YEAR to receive comments back from City regarding shoddy work during the backfill and repaving of trenches cut into street for utility hook-ups. Ms. Ashby is now trying to assist me in this regard, but overall the City response to legit concerns has been DEPLORABLE.	Mar 18, 2011 7:00 AM
24	Stop making me pay for recycle. Bums steal it and so I just throw it in the trash. You don't enforce the no stealing ans so why should o pay? Nothing more than a tax that I am forced to pay ans who knows what u spend it on.	Mar 18, 2011 7:24 AM
25	Get rid of loose in the street. Not only does it cost the department twice the amount to collect, it makes a mess of the streets and is unsightly. It will be more economical if containerized green waste pickup was mandatory.	Mar 18, 2011 7:45 AM
26	Garbage service is the most expensive in the state, and garbage is left strewn all over the street and lawns! Sewers are not kept up and a lake forms every time it rains. EXTREMELY poor service at outrageous rates!!!	Mar 18, 2011 7:50 AM
27	I have a billing issue that spans several years. The City delivered a small can to me and charges me at the large can rates. I can't seem to get anyone's attention on this...	Mar 18, 2011 8:47 AM
28	A call to the Sac-Yolo Mosquito and Vector Control District ( <a href="http://www.fightthebite.net">www.fightthebite.net</a> ) 800/429-1022 got a field technician to our home who verified that we have a lot of mosquitos that are most likely breeding the standing water in City drainage sinks. The technician told me that the drainage sinks are constructed poorly so that the water stands because the drainage hole is at the TOP of the storm drain rather than the bottom which gets clogged up w/ leaves... who engineered that & when will it be corrected? We get a lot of mosquitos downtown near 10th & E St. alley (4 gutter drains). They need repeated clearing.	Mar 18, 2011 9:29 AM
29	Your rates are too high. Stop raising them and return them to more reasonable levels.	Mar 18, 2011 10:44 AM
30	I'm just amazed that we get billed so much for the service we receive. many times the guy barely slows down to pick up our cans and deposits them 20 feet further down the street and sometimes on its side. I have witnessed this happen so I know it's the driver. Plus, the whol cost for storm drain being based on # of rooms is wrong. We have 9 small rooms with only 2 people living there so we pay a ton with little benefit.	Mar 18, 2011 11:17 AM
31	Costs for water, garbage, recycling seem ok. Storm drain costs seem a bit high, but not bad. Have county for wastewater.  Our street has a streetsweeper only once or twice a year so this cost is a ripoff. Green waste cost is ridiculously high. We have container so \$10 something while garbage (smallest container) is only \$13 something. Should give me the option to not have green waste since I already compost most of it and the rest I could just put in the garbage. Cost for green waste is really annoying.  REAL problem seems to be that utility rates can be so easily raised to cover operation costs so there is absolutely NO incentive for them to operate within a budget. Just raise rates every year, sometimes twice a year.	Mar 18, 2011 11:39 AM

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Response Text		
32	We are residents of Natomas, at Chateau Montelena Way, and we find that the quality of drinking (tap) water in Natomas is very poor (smell, remaining grease, bitter taste, tastes "heavy") doesn't match the high volume of the bills we pay every month for water purifying. Our house is only 9 years old, so the quality of the water can't be affected by the in-house plumbing pipes. And even after we additionally purify the Sacramento tap water through the filter installed inside our refrigerator and then through a Brita filter, the quality of the water remains low - while our water bills remain the highest we know of in Northern CA. For example, we are paying about twice more for water in Sacramento than citizens of the Butte County about 80 miles away from Sacramento, and we still have to purify the water for its taste and quality.	Mar 18, 2011 12:25 PM
33	It is my opinion, that the City of Sacramento should out-source both the water and the waste collection. The SF Bay area cities have and from what I have heard, repeatedly, Sacramento would like everyone to think of them as a 2nd San Francisco. No way possible - ever! But that might be one way to help the City lower it's budgeting problem.	Mar 18, 2011 12:49 PM
34	Questions 1 and 3 are connected and therefore if you cannot understand the bill, you less likely to question it.	Mar 18, 2011 1:54 PM
35	We need to be agressive in finding ways to improve efficiency and reduce rates to the residents. All we see is bills go up but we see NO EFFORT to reduce service costs. I'm on a fixed income and can't keep absorbing all of the public costs (as well as consumer products) that constantly increase and never decrease. Help!!!!	Mar 18, 2011 5:32 PM
36	I feel, with the exception of there being minimal street sweeping, Sacramento Utilities provides competent and professional services.	Mar 18, 2011 9:36 PM
37	As with the previous charges for lawn and garden street pick up, the \$10.35 I am charged per month is for pick up of a container I only put out less then once a month. So I feel I am being charged for a service I do not use. As for the street cleaners..they suck! Always speeding down the street and miss half of the dirt, which happens to be around peoples parked cars!	Mar 18, 2011 10:03 PM
38	The City of Sacramento must begin to exercise proper oversight, auditing, and management controls over operations at the Dept of Utilities. The series of scandals at the Utilities Dept have diminished any confidence I once may have had in it and accordingly make me very leery of any future rate increases. Thank you.	Mar 19, 2011 2:29 PM
39	Internet access to my bill would be nice.	Mar 20, 2011 8:29 AM
40	Drivers knock over collection cans, said they dont get paid to get out of truck! street sweeper misses our court almost every week. My house has 7 rooms, so the City counts my house as 9 rooms for storm water, they must count my 2 bath rooms. My water meeter is rusting in to a big ball of rust, water department said "they all are" and if it fails toward the house it is on me to pay to fix it.	Mar 20, 2011 8:30 AM

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Response Text		
41	I have been around long enough to remember the cost for utilities and the promises made when this city went to a regional system. These costs were sold to use on the premise that no new increases would be necessary for decades to come. Not true – the runaway train continues to add fees upon fees. We have no ability to stop these fee increases under the present voting system. The average household today pays a minimum of \$140. a month for these utility fees. This is twenty times what we paid in 1960.	Mar 21, 2011 6:28 AM
42	The department of Utiltities provides excellent customer services. I believe the rates I pay are very fair for the services received.	Mar 21, 2011 9:44 AM
43	I run a real estate brokerage that pays utilities on hundreds of homes. We are spending so much time on the phone with Sac City utilities trying to get the bank owner's billing adjusted to cover only from the foreclosure forward (per CA law) that I had to hire a full time billing person. Even after we get them to acknowledge that the bank only owes from the Trustee Sale moving forward, we have to wait several weeks to get a bill to pay. Banks don't reimburse us without an itemized bill so we won't pay the city without an itemized bill. If they would streamline their processes and become easier to work with, the City would be paid much faster.	Mar 21, 2011 10:17 AM
44	It is amazing that the Department of Utilities is able to continue to provide excellent service throughout this entire City, considering the cut-backs. They perform a difficult and often unpleasant job, keeping our City safe and clean, which requires a lot of careful planning. I doubt that the average customer even gives any thought to the Utilities employees who are working diligently & continually to ensure our safety during the storms. We should be appreciative and be thanking them a lot more than we do.	Mar 21, 2011 1:00 PM
45	Before moving to Sacramento I lived for more than 50 years in Southern California, Los Angeles and Orange Counties. In those locations reisdents provide their own trash containers and can have a large number (I think about 12) for one flat rate which is less than what Sacramento charges for one small can. Why is there such a large difference?	Mar 21, 2011 2:04 PM
46	Our Westlake neighborhood does not get recycling services for green waste inside the gated area. They do offer this service to homes outside the gated village. We must put our green waste in our garbage bins as there is no other way to dispose of this green waste. Why can't the city collect green waste inside the gated villages? The garbage and recycle trucks come into our village, why not a green waste truck??	Mar 22, 2011 9:33 AM
47	The Department of Utilities provides excellent customer service. The City should audit the Fleet Division.	Mar 22, 2011 9:58 AM
48	I pay for a recycling bin, but do not have my own blue recyling bin at 213 Roundtree Court, an HOA community. There is a blue bin in the trash room(s), but it is shared by 6-7 families. Can't I just pay for a fraction of a bin?	Mar 22, 2011 12:51 PM

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Response Text		
49	<p>I appreciate the service provided by the Department of Utilities. I wish more people understood exactly what services they are receiving and the regulatory requirements associated with them.</p> <p>On a side note I really like the containerized yard waste program. My neighborhoods streets are much cleaner and it has all but eliminated illegal dumping of yard waste by gardeners bringing materials from the county area.</p> <p>Thank you for the opportunity to comment.</p>	Mar 22, 2011 2:19 PM
50	<p>I do not understand why the DOU continues to charge homeowners in my neighborhood a monthly Storm Drainage Fee when there is no storm drainage system in place. These neighborhoods continues to have street flooding during rainstorms. Homeowners are tired of the excessive annual utility increases, the lack of support from their council members and the lack of required adequate infrastructure.</p>	Mar 23, 2011 1:35 PM
51	<p>I am concerned that the new 20 year disposal and recycling agreements will result in higher garbage and recycling collection rates and the City will receive the lowest value for the recyclables in the region. By not going out to bid for the disposal or recycling services, the City failed to ensure that the rate payers got the best value.</p>	Mar 24, 2011 2:45 PM
52	<p>Street pickup of green waste in the downtown area is not an option due to the City trees that generate the majority of the leaves and branches. My personal green waste is minimal. Why do I have to pay more for the City to pucker up the leaves &amp; branches from their trees? I couldn't fit them all in a green waste can, so now I pay more because I was honest and said that the can wasn't working, street pickup with the claw was the only choice for all the City leaves?</p>	Mar 29, 2011 12:39 PM
53	<p>This survey consisted of completely useless questions. Guess the Council / utilities division are afraid to ask the questions that really need to be asked and answered.</p>	Mar 29, 2011 12:40 PM
54	<p>Although street sweeping is important to me, I don't know what the sweeper schedule is so I don't know when to clear cars for it. Because of this, what I see is a big machine just pushing debris around from one spot to another, missing much of this debris because of parked cars.</p>	Mar 29, 2011 1:22 PM
55	<p>I think our rates are too high.</p>	Mar 29, 2011 11:37 PM
56	<p>It is difficult, now that "neighborhood large item lean-up days" are deleted, to know where to take fairly large items for disposal.</p>	Mar 30, 2011 9:56 AM
57	<p>The rates keep jumping around and its hard to make an auto payment. It seems like the rates go up several times a year. That doesn't make a lot of sense to me. I've seen a street sweeper come down my street once in the last year. Green waste containers need to be required at all homes. End the Claw except for 8 weeks a year during leaf season. All homes need a water meter. And yes, we need taxes to do it. I support raising taxes if it mean improvements to sewer, water and waste disposal.</p>	Mar 31, 2011 9:39 AM

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Response Text		
58	Key concerns: (1) investigating outsourcing opportunities to save money, particularly solid waste collections, as recommended by the city's consultant, Management Partners; (2) violations of Prop 218 in the rollout of green bins and the legally false assumption that all customers who have not called the city to "opt out" of bin service have contractually agreed to bin service; (3) overstating capital improvements expenditures in the budget when actual expenses have been running 50% lower than budget, unnecessarily driving up rates; and (4) charging outrageous and illegal late payment penalties for late payments of utilities bills (240% annual interest on late payments).	Mar 31, 2011 2:17 PM
59	From: Matt Silveira, 300 Cashman Circle, Sacramento, CA 95835.  Since the City of Sacramento has replaced our water meter, the readings have been WILDY inaccurate. Also, the manner in which they replaced the meter displayed poor workmanship and destroyed the lawn around the meter. Over 8 months later, the area around the meter is SATURATED.	Mar 31, 2011 2:25 PM
60	We pay \$1.43 for street sweeping which IS THE BEST VALUE .... UNFORTUNATELY.... they NEVER DO IT RIGHT!	Mar 31, 2011 2:27 PM
61	You provide wonderful services in a very professional manner. Solid waste and recycling pickups are performed flawlessly. Both are equally important in my estimation, but it is also very important to keep costs in line.	Mar 31, 2011 2:33 PM
62	Cost for Yard waste is high since most folks only use the can occasionally. Costs seem to be moving higher than the inflation rate. Control cost.	Mar 31, 2011 2:49 PM
63	I know the council sees a (cost cutting) profit to be made by getting us all to place our yard waste in cans. We have paid for that service for years and it is a necessary service in a City that prides itself on its urban forest. We have many elderly residents that can not afford and/or do not have the physical ability to handle the garden waste or cans.	Mar 31, 2011 3:30 PM
64	I feel we are being over charged for refuse and recycling collections. It is my opinion that it would be more cost effective if it was outsourced say to WM? At least in the SF Bay area they have 20 and 7 gallon bins for senior citizens. With only 2 people in my house hold both over 60 - we do not even half fill a 32 gallon gargabe can nor a 32 gallon recycle bin - maybe once every 2 weeks we might.	Mar 31, 2011 4:02 PM
65	City rates at TOO HIGH! You are killing people on fixed incomes. Rates DO NOT reflect the actual cost of service. Also, garbage should be composted in the county not trucked to Nevada at absurd costs!!!  Does anybody in the city actually listen to citizens? I have seen no evidence recently.	Mar 31, 2011 6:14 PM
66	Rates too high	Mar 31, 2011 7:20 PM
67	Thank you for reaching out to get our input. I think this is a great format for community members to get a chance to be heard.	Mar 31, 2011 9:15 PM

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Response Text		
68	elimination of the once per year street pickup is a disappointment. I wonder if that contributed to the increase i've seen of illegal dumping in various areas of the city	Apr 1, 2011 8:00 AM
69	We are inside a gate and do not get green waste service yet we are required to have trees. How can this be changed? Also my bill last July was huge (\$500.00 or so) and we were gone the entire month. We complained and the utility company said it was correct. August the bill was almost the same and we were running the air conditioning the entire month. Not very accurate and reassuring for the public to rely on. Thanks for listening. Alice Wagner 916 759 3345 Westlake, Natomas	Apr 1, 2011 8:40 AM
70	I live alone in a 3/2 house why do I have to pay water according to the size of my house and not how many people live in it? Also I believe that the amount charged for storm drainage and sewage are much too high and for recycling they should have a smaller price for the smaller containers. Thanks	Apr 1, 2011 12:28 PM
71	If possible, i would have not answered question 7 as I feel rates are reasonable for all services. Thank you.	Apr 1, 2011 1:11 PM
72	The street sweeper drives down my street over the speed limit, which is not only dangerous but he sweeps up nothing in the process. If the street isn't going to get swept, why have it at all?	Apr 1, 2011 4:15 PM
73	<p>I own property in the 2600 block of S. The service there is extremely poor. Utilities staff often forget to pick up the garbage, the recycle or both. It is irritating to have to call and try to get them to come back and pick it up, especially given how expensive the service is.</p> <p>As part of a rehab project, we converted a four unit building to a three unit building. It took us well over a year to get utilities to adjust our charges. They would not look at our building permit which showed the change, but, instead said they had to come out and look at the building. But then they kept refusing to schedule a time to look.</p> <p>With regard to recycle, we are forced to pay for as many recycle cans as we have units in a building, even though we only need and only have one can per building. It is infuriating to pay for extra service that we don't need and aren't using.</p> <p>Utilities has consistently refused to listen to the reasons that so many of us in the central city find the new green waste cans impossible to use. No matter what we said, they simply proceeded to try and force all of us to use the cans. It is very frustrating to be so completely ignored by a department that costs us so much money.</p> <p>We have a water meter at one of our buildings. We also have a drip system for irrigation and tenants who are careful about their water use. Our water use at the building is consistently lower than the the volume of water that Utilities says is the minimum that we can be charged for. As a result, month after month after month we pay for more water than we use.</p>	Apr 1, 2011 10:46 PM
74	I feel that for only 2 people, we are charged disproportionately to our amount of waste. It's based on rooms but we could have our trash picked up once a month and not fill a container. I see people whose cans are overflowing but live in a smaller house so they pay less. Not sure this is equitable.	Apr 2, 2011 5:28 AM

**1. The information gathered from this survey will be used by the City Auditor in order to perform an audit of the Department of Utilities. A Community Forum will be held on Monday, April 4th, 2011 at 7:30 pm in the Council Chambers, New City Hall, 915 I Street. You are invited to attend and voice yo...**

Response Text

75	I do not like being forced to go to water meters in the future. I prefer not to have a green waste can at my residence. To save money, the green waste could be reduced to 1-2 times per month, AT THE STREET. Pick up of recycle could be 1-2 times per month and even garbage could go to every 2 weeks if not a sanitation issue.	Apr 2, 2011 10:45 AM
76	The "voluntary" containerized yard waste program should be abandoned and the on-street pickup resumed citywide. It was folly ever to consider operating two parallel but separate yard waste collection programs, as it was known it would cost more to operate two programs than to operate one.	Apr 2, 2011 12:09 PM
77	When I signed up for the green waste it was dropped off in a timely manner and it took several calls to have the City pick up the can which was approximately 1 month. Also, I have not seen a street sweep in months - I keep the entire block's gutter clean since I am nearset to the drain	Apr 2, 2011 7:37 PM
78	Stop raising the cost of services every year.	Apr 3, 2011 10:01 PM