

## Things to Know

- You can leave and rejoin the meeting at any time (unless the meeting is at capacity or you are removed for inappropriate behavior).
- Time for questions and discussion will follow a brief presentation.
- All attendees are muted (instructions to unmute will be covered).
- Video and screen share are disabled for attendees.
- The meeting presentation will be posted at [www.a2gov.org/commercialtrash](http://www.a2gov.org/commercialtrash)

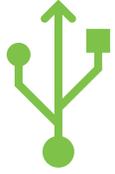


## Commercial Trash Collection – Customer Satisfaction Survey

City of Ann Arbor



[www.a2gov.org/commercialtrash](http://www.a2gov.org/commercialtrash)



# Technology Overview

Ask a Question or Share a Comment

## Computer

Raise Hand to Speak

Chat

The screenshot shows the Zoom interface on a computer. The 'Participants' window on the left lists 'Test (Me)' and 'Andrea Wright, Project ... (Host)'. The 'Chat' window on the right is empty. At the bottom, the Zoom control bar includes 'Unmute', 'Start Video', 'Participants' (with a '2' icon), 'Chat', 'Share Screen', and 'Leave'. Green boxes highlight the 'Raise Hand' button in the participants list, the 'Chat' window, and the 'Participants' and 'Chat' buttons in the control bar.

## Phone

- Select \*9 to raise your hand
- You will be identified by the last 3 digits of your phone number

The screenshot shows a mobile phone keypad. The asterisk (\*) key is highlighted with a green box, and the number 9 key is also highlighted with a green box. A green arrow points from the asterisk key to the number 9 key. Below the keypad, labels 'Keypad', 'Recents', 'Contacts', and 'Places' are visible. A green call icon is also present.



# Meeting Guidelines

## **We want to hear from each of you!**

- Raise your hand and be recognized to speak; there will be one speaker at a time.
- When speaking, please move to a quiet area and silence any background sounds.
- Speak loud and clearly.
- Everyone will be provided a chance to speak before a repeat speaker.

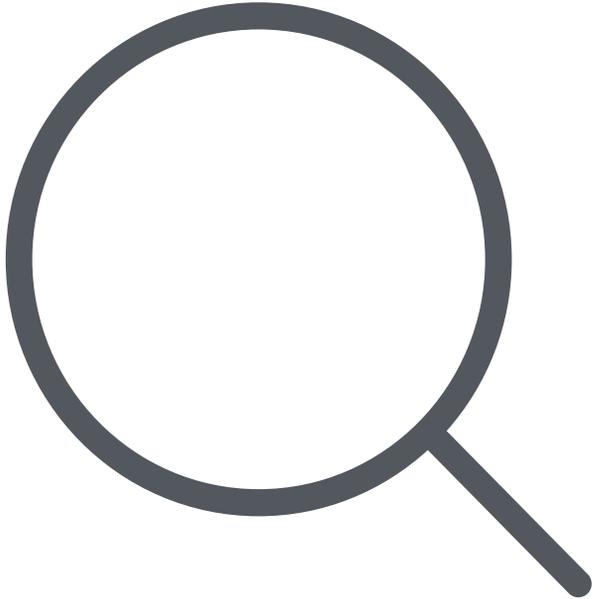


# Welcome and Introductions

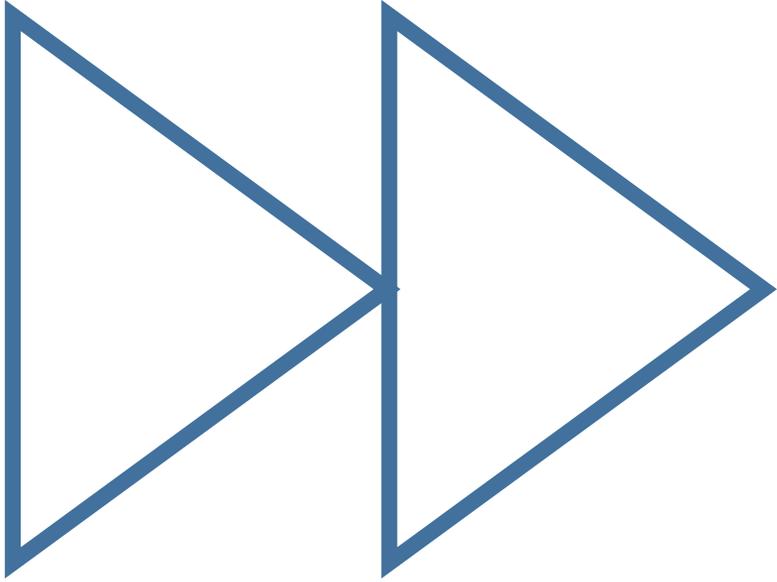
- **City of Ann Arbor**
  - Sarah Mason
  - Kayla Coleman
  
- **OHM Advisors**
  - Cresson Slotten
  - Kyle Selter



Share findings  
from the  
survey



Share next steps



Answer  
questions



**Commercial Trash Collection - Customer Satisfaction Survey**  
**Responses Collected:** March 28, 2022 through April 10, 2022  
**Number of Responses Submitted:** 104

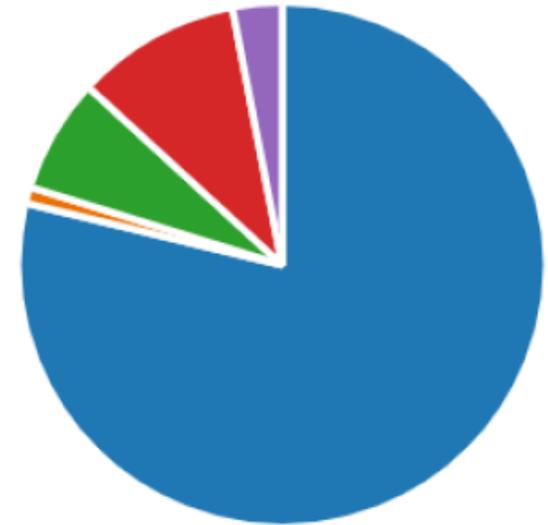
1. Do you represent a commercial entity in Ann Arbor?

|       |    |
|-------|----|
| ● Yes | 99 |
| ● No  | 5  |



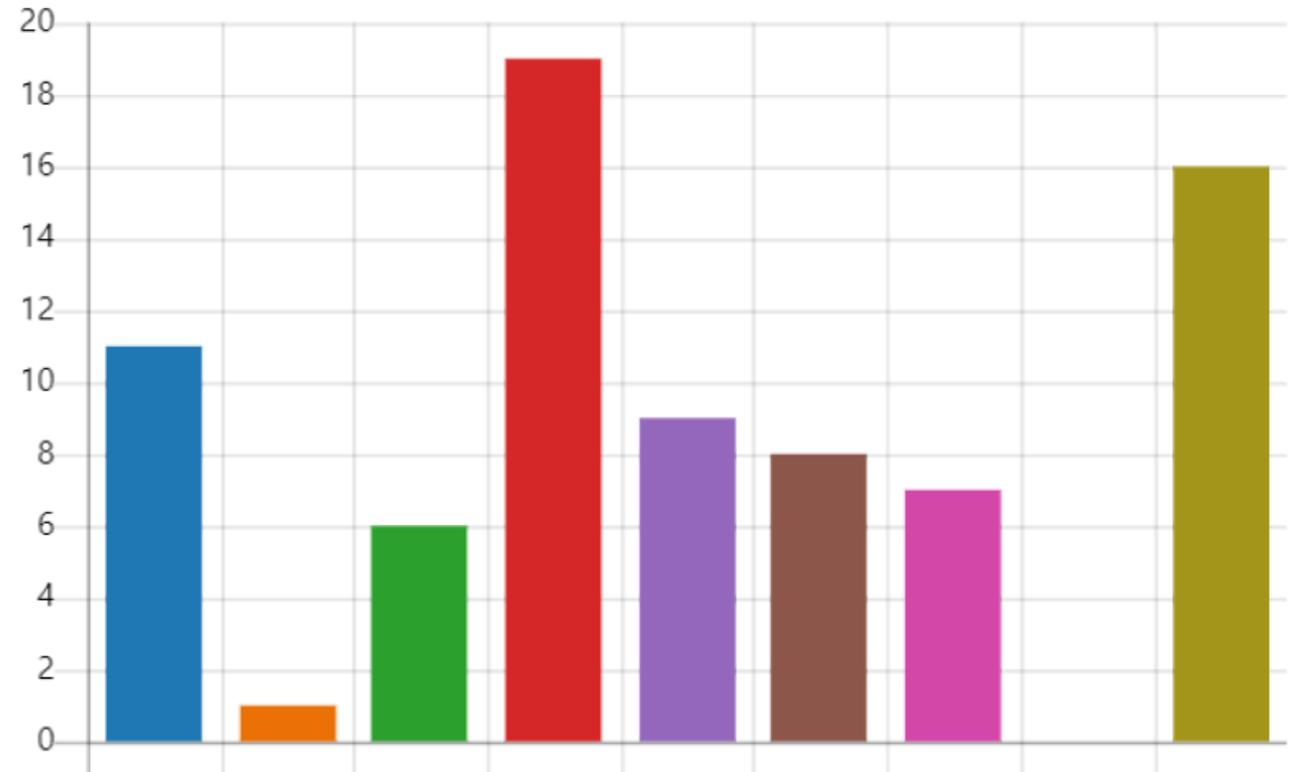
## 2. What type of commercial entity do you represent?

|   |    |
|---|----|
|  Business                | 78 |
|  Education institution   | 1  |
|  Non-profit organization | 7  |
|  Religious institution   | 10 |
|  Other                   | 3  |



### 3. Please select the type of business you represent.

|                                       |    |
|---------------------------------------|----|
| ● Full Service Restaurant             | 11 |
| ● Bar                                 | 1  |
| ● Cafe/Counter Service Restaura...    | 6  |
| ● Retail                              | 19 |
| ● Mixed Use                           | 9  |
| ● Corporate Office                    | 8  |
| ● Medical Facility (ex. eye doctor... | 7  |
| ● Does not apply                      | 0  |
| ● Other                               | 16 |



## Identifying Questions, Details Not Presented

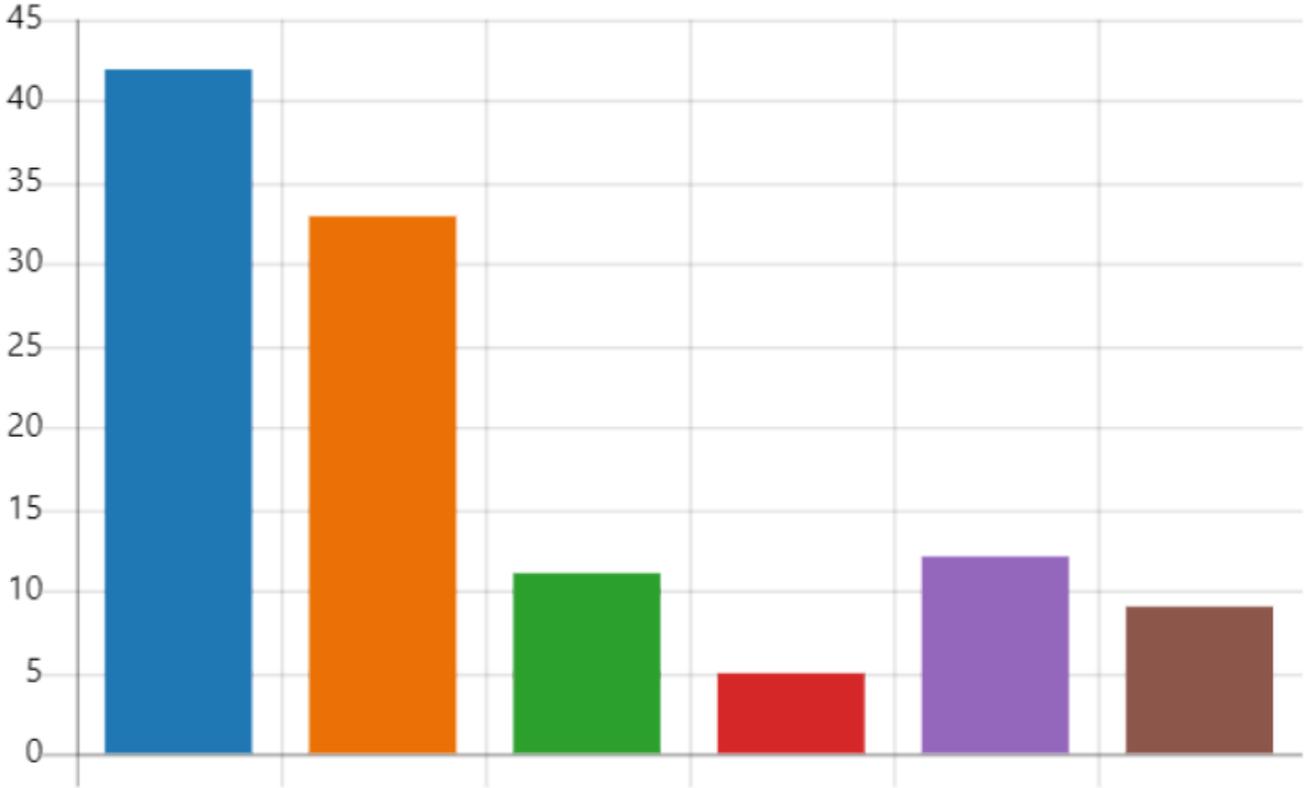


4. Name of commercial entity that you represent
5. Physical address for commercial entity:
6. Contact person name (first, last) and title:
7. Contact email:
8. Contact phone number:

### 9. Which best represents your role in respect to the commercial entity?

- Owner
- Manager
- Employee
- Property owner
- Property manager
- Other

42  
33  
11  
5  
12  
9



# 10. Is your commercial entity located in downtown Ann Arbor?

|                |    |
|----------------|----|
| ● Yes          | 53 |
| ● No           | 42 |
| ● I don't know | 4  |



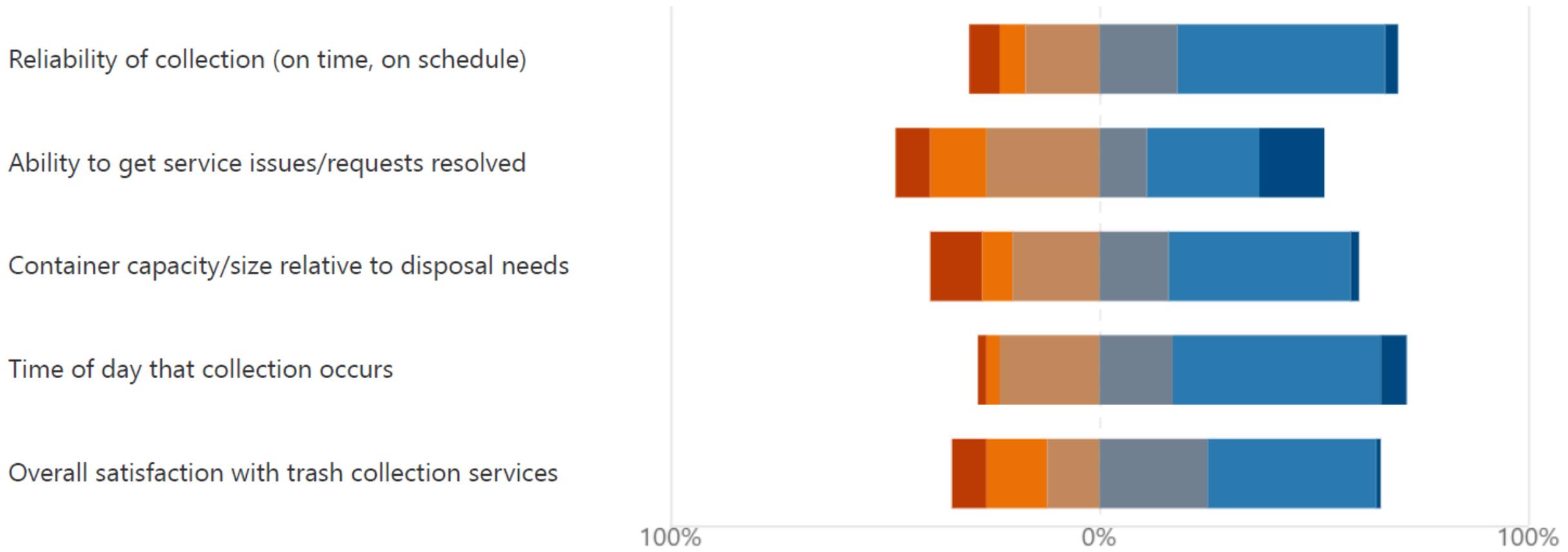
## 11. Where does the commercial entity that you represent dispose of trash?

|  |    |
|--|----|
|  In a dumpster  | 63 |
|  In a cart      | 27 |
|  In a compactor | 7  |
|  I don't know   | 1  |



12. Rate your level of satisfaction with these aspects of existing trash services. Use a scale of 1 to 5 (1= not at all satisfied and 5=very satisfied)

■ 1= not at all   
 ■ 2   
 ■ 3= neutral   
 ■ 4   
 ■ 5=very   
 ■ I don't know



### 13. Is there anything else that you would like to share about your trash service?

Organized Into the Following:

- Collection
- Container Use
- Customer Service
- Property Damage
- Other Services
- Misc.

- Received 59 independent comments
- Many comments crossed categories
- All are included here and in summary on website

“...We’ve had countless times where “other” businesses or individuals illegal dump into our dumpster than we get charged for overages. ...”

“Would be nice to have some flexibility in the pickup schedule...”

“...I would rather speak to the trash company myself and only involve city employees when an issue isn't getting resolved...”

# Collection

Consistency with morning pickups. We have had people who pass by our business add trash on top of our bins when they sit by the road for too long. This makes it less likely for the garbage crew to pick up our trash if there's extra piled on top from random civilians or our cans aren't presented properly.

Emptied once a day sometimes when the bin is emptied it is too close to the building [REDACTED] side

Extra dumps for Campus busiest times

only issue I've had is if there's a bit of snow or ice in the winter and the driver won't pick up, I've had to wait a week and at that point the trash is overflowing. I do have [REDACTED] pick up my compost now, but would happily switch to you service when it's offered

Our only problem is that the city required us to install gates in front of our dumpsters and it creates a problem for us to have those gates open at the correct times.

Our trash pickup happens very early on Monday morning. We often miss it because we leave Fri at 5pm and return Mon at 10am, and don't want to leave the bin out over the weekend since we don't want a ticket.

Representing so many buildings - I need it to be a lot easier to get replacement cans when needed and I need to make sure that drivers get everything at least once per week - often the miss buildings. While the city is trying to manage student move-out trash issues better I still think the philosophy is wrong. We need to make it easier for students to get rid of their move out debris closer to their houses and apartments

Service gets skipped and then, to make matters worse, we receive overfilled dumpster charges as a result

Several times during the spring and summer of 2021 our trash was not picked up. We called and sometimes still not picked up. Our trash can was confiscated because it was not directly in front of our building.

Sometimes the carrier doesn't come when they are supposed to and we have to store trash from the school in our garage.

The city collection of trash on the corner trash cans during the week needs to be handled better during the busy back to school times and during move out. The city streets become overflowing with garbage along the edges and it is not only smelly, it's hazardous as well.

They keep missing the routes..... once we call, sometimes they give my employee hard time for their own failure

They show up when we're not busy, usually before open which is perfect. They have quickly resolved any damage issues as well as any (very few) missed pickups.

We actually could use monthly pickup instead of weekly, if that would reduce our rate.

We need daily pick-up (mon - fri) during the school year for both trash & recycle

Would be nice to have some flexibility in the pickup schedule. Our cleaners keep adjusting our cleaning days.

# Container Use

Can we lock our dumpsters? Folks love to dig in our trash.

Constant overflow charges on a locked dumpster

Containers are never put away (they stay out all weekend when no pickup), trash overflows never swept up by offending businesses [REDACTED]. Trash / recycling needs to get off [REDACTED] sidewalk - put a dumpster for these businesses elsewhere please! Its so gross and makes our city look TRASHY :). Not good for businesses when bins blocking sidewalk / customers step through trash on ground.

It would be nice if replacements for broken containers could be dropped off

It's rare that we actually use the full capacity of the dumpster we're assigned. We've had countless times where "other" businesses or individuals illegal dump into our dumpster than we get charged for overages. There were other times where we would be charged overages due to the truck not being able to pickup. This is disappointing since our trash consist mostly papers, cups plastic with very little food.

Pay for a trash cart in alley but have no control over who also uses.

People fill up our carts with their home trash and there is no room for ours. Carts are overflowing on weekends

The Dumpster supplied to our shopping center location does not have doors that close on the sides. The open gaps mean that when the dumpster is picked up, a lot of garbage falls out into the parking lot. If we had a dumpster that closed on the sides this would be a much cleaner solution.

The trash issues in our back alley have been ongoing for years. Business illegal dump in our dumpsters. Business don't clean up after themselves and trash is all over the alley. [REDACTED] continues to not put back the bins in the correct spots in the alley after dumping them which block our parking spots. Missed pickups happen all of the time. The trash is a mess downtown and needs to be addressed.

They have been responsive to us when needed. the only issues we ever have is strangers putting their trash in our dumpster but the provider has nothing to do with that.

Trash not being put in dumpster. Student Move in / Move out overwhelming amount trash. Additional pickup times and days. Addition of dumpsters.

We are constantly charged for overflow with a locked in flowed dumpster

# Customer Service

I would like it if we could contact the City for assistance with having dumped items left at our dumpster that do not belong to us or any of the shared dumpster users removed without the requirement of making a police report. The police report adds what seems to be an unnecessary extra step to getting assistance with removing dumped items.

Increase customer service response. Make billing invoices more descriptive and increase of billing inquiry requests.

It works well for us. When I have contacted them for any questions or new equipment they have always been very responsive. Our biggest issue is occasional overloading from strangers dumping their waste in our dumpster. Obviously that has nothing to do with [REDACTED]

Other than staffing issues during COVID for [REDACTED], where they didn't show up early in the morning as needed, their service has been good. However, there is a lot lost in communication because as a customer I have to call the city and literally no one has any answers, they have to call the trash company, then get back to me. There is a lot lost in translation and in time going back and forth. I would rather speak to the trash company myself and only involve city employees when an issue isn't getting resolved.

we appreciate the ability to request periodic extra pickups when our business needs require it

We often struggle with missed pickup days, and then a lot of phone calls to try to resolve the issues. It would be great if our pickups were reliable always. It's really hard when we run out of garbage space simply because of a missed pickup.

We run out of space in our dumpster during busy times but have always been able to call for an extra pick up.

# Property Damage

Some damage to garbage gate

Sometimes truck is heavy and cause damage (sinking) to asphalt

## Other Services

Cardboard dumpster was not picked up today 3/28/22

Currently happy with the way the trash Service is being handled. Would like more recycling bins

I look forward to having a composting option. Only issue is when there's snow or ice and the trash can't be picked up. Can't wait a week for the next service

I wish there were a way to discard compostable items in downtown bins on the street.

Please bring back commercial compost!

The dumpster at this location is for recyclables only. It would be better in this small lot to pick it up prior to 6AM, before employees arrive.

The trash service is good, but the recycling service DESPERATELY needs an additional dumpster in our alley... They just brought 2 new ones (made of plastic, not metal) --- but they really need to add a 3rd. There is plenty of space if they replace the small street carts with another big dumpster... Then all of the paperwork and threats from Community Standards could stop!

we need another recycle bin

We often have large boxes to recycle and its hard to fit them in the bins in the alley. It might be good to have a cardboard compactor that all the business could use.

We would like a compost bin pickup here

We would like commercial composting. Thanks

## Misc.

Call me too many issuew to write here

i wish i could control the company i chose to pick up my trash

I would like it to go back to when we had our own contract with the trash service. having the city involved makes it more expensive and harder to deal with.

no

no

Strong desire to select own trash hauler

The compactor only works some of time. It seems like this has been an ongoing issue for a long time.

Trash is constantly just thrown in front of the compactor.

We are a zero waste shop so we have very minimal trash throughout the week or month. We're a year into our space here and haven't had any problem needing space in the compactor or having it be untimely with pick up. Not a major concern for us!

We had very good experience.

We have purchased additional carts

14. Would you be interested in follow-up with city staff to discuss commercial trash services, and/or to elaborate on any of these survey responses?

- Yes 46
- No 52



15. Optional/subscription-based compost collection service for food scraps will be considered as part of the new commercial franchise contract. Are you interested in participating in such a compost collection service if offered, for the commercial entity that you represent?

|                                     |    |
|-------------------------------------|----|
| ● Yes                               | 27 |
| ● No                                | 51 |
| ● I already have compost servic...  | 4  |
| ● I don't know or I need more in... | 16 |



# Compost Comments

## Cost

Cost increase in janitorial services. Experience in other locales has been poor.

Cost, collection procedures, possible penalties for wrongly placed items, extra bins, and Cost

We would have very little to compost, so cost is a factor

## Odor/Vector

Animals and smell

Storage of composed (smell in the heat of summer), lack of education of staff of what can be composted, customers trying to compost things that cannot be composted as currently happens with recycling

## Storage

As long as it is not a big container that would take up a parking space

Landlord would need to be involved with decisions on the storage of compost

## Need More Info.

Have not historically participated in any compost service - would need to know how service looks to further review

Not sure how this would work / what we could put in a compost dumpster...

We are a cannabis business, although we don't process on site I would like more guidance from ownership and the state as to whether we can participate in a composting initiative.

We do compost and use our city compost cart. I would need more info to determine if we would want to consider changing. So far this current arrangement works for us, am up for considering other options.

# Compost Comments

## Misc.

At this time we are not using the in house restaurant to full capacity. If that should change, we might have an interest.

Building use has declined due to pandemic.

It would turn into a nightmare within the office. Nothing to do with collection at all.

need to fix all the problems before we tackle compost. Pilots never worked

Our main waste is cardboard so having a very large recycling dumpster is most important to us.

paper products mainly

Student Move-out/Move-in is a pure disaster.... used to be OK but past two years it has gone down and it is a major disaster as it stands. It is ONLY good for community standard to issue us tickets..... who knows may be it is by design to create a source of income for the city....

There is no way we can get multiple volunteers in a church kitchen to correctly separate out compostable items. We struggle to recycle properly

We would not have any food scraps to speak of... I would like to see a bin for the compostable containers / cups/ silverware that I often get from restaurants

## Not Interested

|   |
|---|
| Food scraps don't apply to us,<br>I don't have a need for this service. |
| n/a   |
| N/A   |
| na  |
| No  |
| no  |
| No  |

|  |
|--|
| No composting services needed for our retail location. |
| No concerns  |
| No food scraps generated                               |
| None generated here                                    |
| Not at this time                                       |
| Not at this time.                                      |
| Retail - recycled clothing - no food compost needed    |
| We are not in food related business                    |

|   |
|---|
| We do not have any items to compost                     |
| We do not product food scraps.                          |
| we don't generate compostable materials.                |
| We won't need it  |
| do not generate much food waste                         |
| Does not impact our business, we produce no food waste. |
| don't have compostable trash                            |



**Project Website:** [a2gov.org/commercialtrash](https://a2gov.org/commercialtrash)  
Complete survey results will be posted here.



**Phone:** 734.794.6350



**Email:** [commercialtrash@a2gov.org](mailto:commercialtrash@a2gov.org)



**Thank you!**