

## ES Review of Brush & Bulky Collections Service

ES is beginning a review of current services in order to determine where cost and other efficiencies can be made. The review is expected to take place from October 2010 through January 2011 and will include:

- A consultant will conduct a review of the Brush & Bulky operations.
- Each Ward Office has been asked to provide a listing of up to 15 participants for invitation to a dialogue meeting.
- Dialogues  
 ES will conduct facilitated dialogues with stakeholders from each ward beginning in late October. The purpose of the dialogues is to identify program strengths/weaknesses, areas of improvement, topics to be included in a customer phone survey, and notification options. As of November 5, 2010, three dialogues have taken place and were facilitated by staff from COT Human Resources. The following info summarizes the dialogues held to date.
  - Ward I – October 21, 2010, 10 participants
  - Ward II – October 27, 2010, 12 participants
  - Ward III – October 25, 2010, 14 participants
  - Ward IV – December 8, 2010, 9 participants
  - Ward V – November 22, 2010, 16 participants
  - Ward VI – November 18, 2010, 10 participants

In addition to the dialogue questions, participants have been asked to complete a brief survey and the results have been tabulated and presented to the participants. Survey questions and results are as follows:

<b>City of Tucson—Environmental Services Department</b> <b>Brush &amp; Bulky Dialogues</b>		
<i>Please answer the following questions before the dialogue begins. Thank you.</i>		
• Do you and your neighbors use Brush & Bulky Program?	Yes <u>67</u>	No <u>1</u>
• How often do you use?	Twice per year <u>54</u>	Once per year <u>8</u>
	Occasionally <u>5</u>	Never <u>1</u>
• What kinds of materials do you and your neighbors set out?	Green waste <u>63</u>	Appliances <u>19</u>
	Furniture <u>37</u>	Other Debris <u>45</u>
• How do you know what materials can be set out?	Read door hanger <u>66</u>	Look online <u>6</u>
	Ask neighbors <u>2</u>	
• Where do you set your materials?	Curb <u>51</u>	Alley <u>20</u>

**The dialogue questions led by the facilitator are:**

1. Tell us what you know about the B&B program
2. What is good about the program?
3. What is the best way to notify you of upcoming collection? (Door hanger, e-mail, phone call, mail)
4. Reflect on survey results
5. How would you improve the program?
6. What would a program look like that meets your needs?

ES will provide a summary of the discussions after all the dialogues have been completed. The dialogues will help ES to identify questions that will be asked of customers in a phone survey that will be conducted in early 2011.