

# CITY SURVEY



## Annual Resident Survey: Public Works & Public Utilities

**Survey Topic** | Annual Survey: Public Works & Utilities

**Survey Period** | August 21 - September 28, 2018

**Report Date** | October 4, 2018

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## Executive Summary

- All services received higher than average satisfaction ratings, ranging from 3.06 - 4.65 (average: 3).
- Seven services surveyed in 2014 received higher ratings this year: Garbage Collection, Snow Removal, Street Surface Maintenance, Culinary Water Services, Utility Billing System, Storm Water Drainage, and Street Lighting.
- Two services received lower ratings this year over 2014: Recycling Program and Bulk Waste.
- Garbage Collection received the highest satisfaction rating overall between Public Works and Public Utilities (4.65).
- Glass Dumpsters received the lowest satisfaction rating overall between Public Works and Public Utilities (3.06), respondents often citing inconvenience and a desire for curbside glass recycling as a reason for low ratings.
- Public Utilities received the highest average satisfaction rating across all department services
  - Average satisfaction rating across all Public Works services: 3.97
  - Average satisfaction rating across all Public Utilities services: 4.25
- Flooding Procedures/Response Time is the least used service by respondents overall (70% have no opinion or have not used).
- Surface Maintenance and Smoothness of City Streets are the most used services and rated by 100% of respondents.

## Methodology

- Utilized the Qualtrics Research Core Platform to collect and analyze responses.
- Survey participants were solicited via e-mail from the Citizen Connect Demographic Pool (**1983** people in pool).
- Responses were collected from **August 21 - September 30, 2018**.
- Text responses are copied and pasted verbatim as entered by respondents, so there may be spelling & grammatical errors in the open text sections.

## Response Breakdown

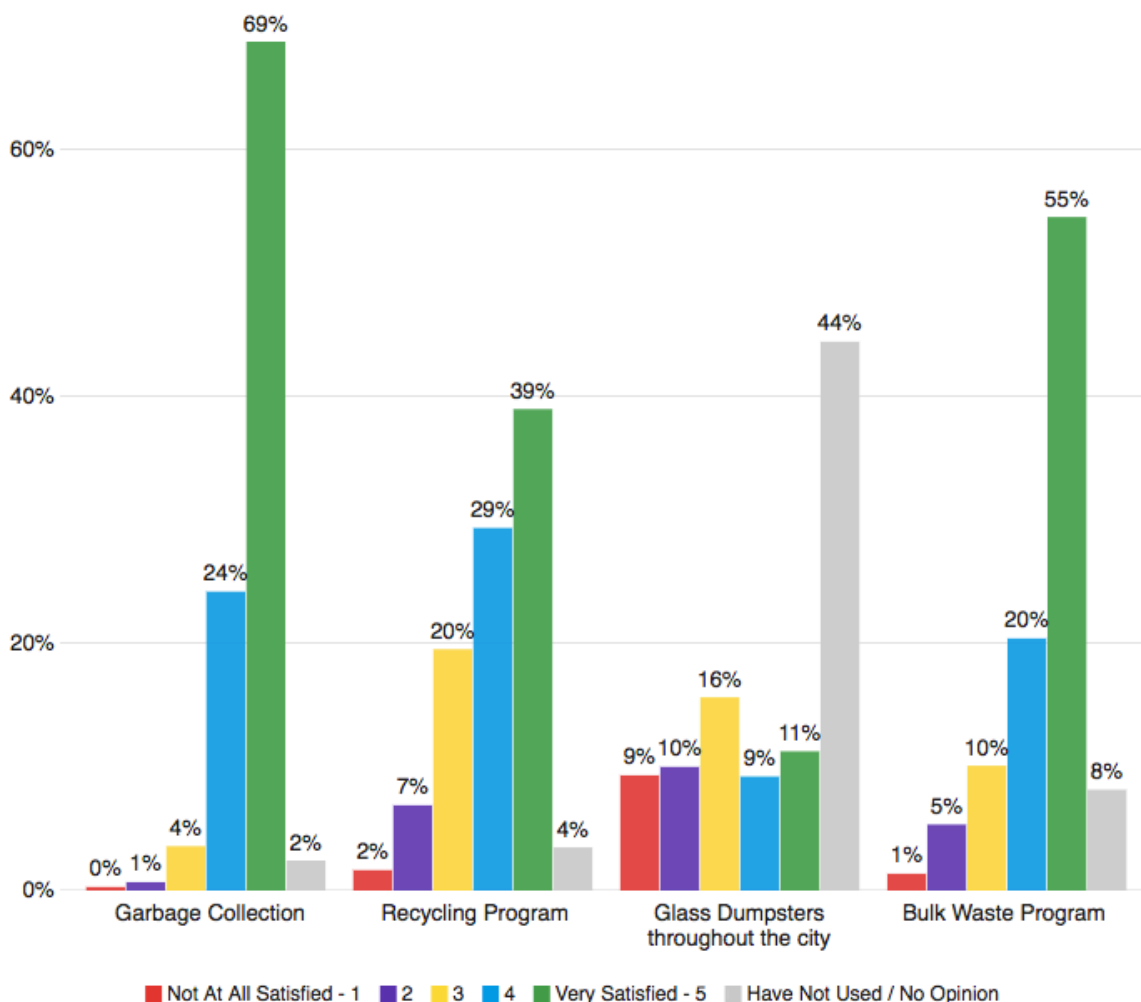
- **1040** total responses
- Gender: **54.32%** female, **45.68%** male
- Ages: **18-88**
- City Council District: **19.32%** District 1, **24.25%** District 2  
**33.40%** District 3, **23.04%** District 4
- Housing: **95.98%** single family homes, **4.02%** medium-to-high density housing (apartments, condos, town homes, prefabricated homes)
- Home ownership: **98.09%** own their home
- Parents: **44.06%** have children under 18, **55.94%** do not
- Voters: **96.07%** are registered voters, **3.93%** are not. (Of the registered voters, **94.01%** consider themselves a “regular active voter.”)

## Caveats / Things to Keep in Mind

This research group is primarily from single family homes and we recognize these results do not accurately represent those living in medium-to-high density dwellings. However, those who live in single family homes are more likely to be permanent long-term residents of Sandy. Medium-to-high density residents (apartment dwellers, etc) often do not stay in the same city long-term and may not be as invested in civic participation.

## Waste & Recycling

Please rate your satisfaction of the following using a 1 - 5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1 - 5 scale, with 1 = Poor and 5 = Excellent:

Garbage Collection:	<b>4.65</b>
Recycling Program:	<b>4.01</b>
Glass Dumpsters throughout the city:	<b>3.06</b>
Bulk Waste Program:	<b>4.32</b>

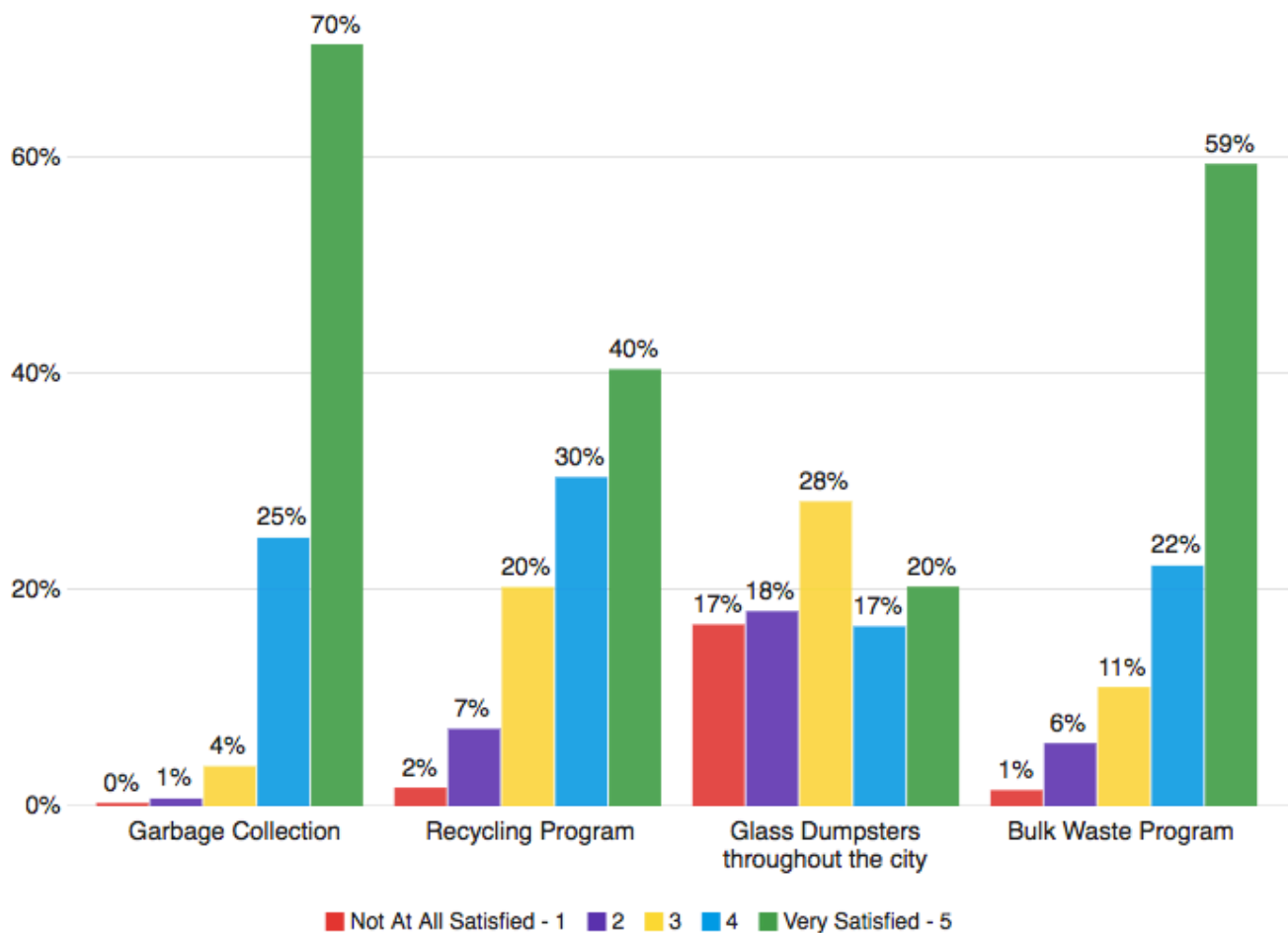
## Waste and Recycling Satisfaction Summary:

As expected, most residents have used or been impacted by waste and recycling services, with glass dumpsters as the least used service. Three services received high satisfaction ratings - Garbage Collection, Recycling Program, and Bulk Waste. Respondents gave the highest rating to Garbage Collection (4.65/5 average rating) and the second highest rating to Bulk Waste Collection (4.32/5 average rating) and Glass Dumpsters received the lowest rating (3.06/5).

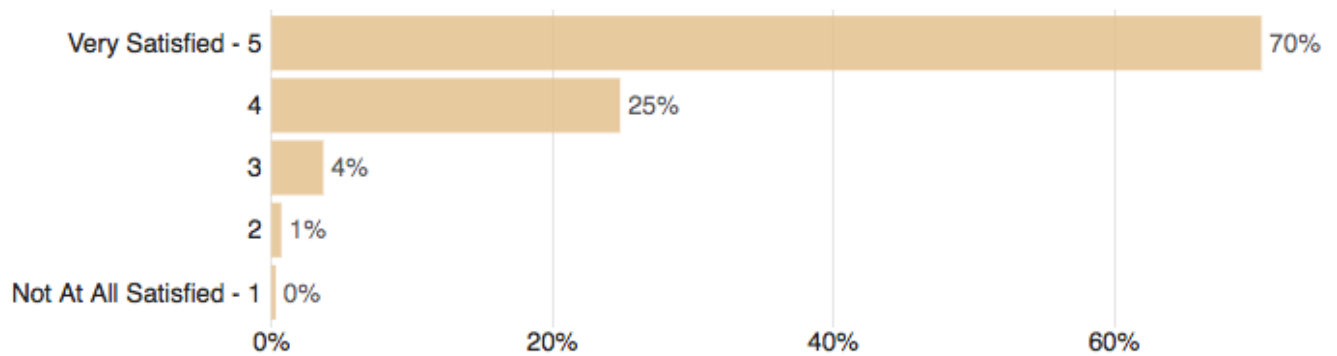
Garbage Collection received higher ratings this year than during the last citizen survey in 2014 (4.52). The Recycling Program and Bulk Waste received slightly lower ratings than in 2014 (4.42 and 4.37, respectively). This was the first year we asked for satisfaction ratings for Glass Dumpsters.

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

### Satisfaction ratings without the “Have Not Used / No Opinion” responses:



## Garbage Collection:

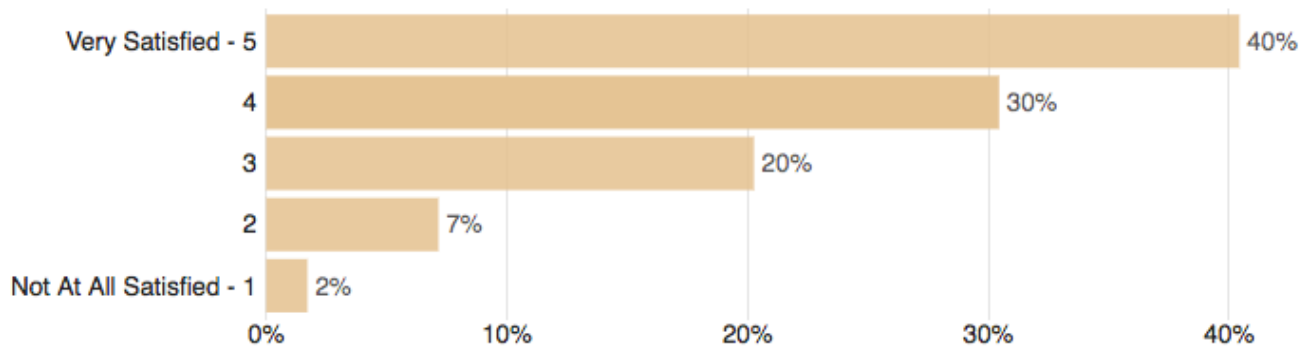


Of those who gave a rating, the majority of responses (70%) said they were “Very Satisfied” with Garbage Collection.

### Of those who rated 1 or 2 - **Why did you give Garbage Collection this rating?**

- This is the only place I have lived where garbage pickup is once a week plus you only pick up what is in the cans. If you spill you don't clean up. Every other place I have lived as long as garbage was bagged it would be picked up.
- They consistently drag my cans halfway down the street however my husband is disabled and it is hard for him to drag them all the way back to bring in!
- Their pick up hours can vary from early in the morning to late in the afternoon
- The drivers either drop the container on my flowers or leave the container away from the curb.
- Notoriously misses our section or is a day or two late. This is very common.
- My neighbor was nice enough to talk to the garbage collectors and got me a new can because mine had gotten a hole crushed into it. My recycle bin got crushed and the lid is falling off.
- Because you don't offer small cans. Large ones encourage waste. I've never lived in a place where people had so much garbage.
- Because my garbage sometimes doesn't get dumped fully and there is garbage left over.
- At my condo complex all garbage is gathered in the same container

# Recycling Program



Of those who gave a rating, the majority of respondents gave the Recycling Program a 4 or 5 rating (70%).

Of those who rated 1 or 2 - **Why did you give the Recycling Program this rating?**

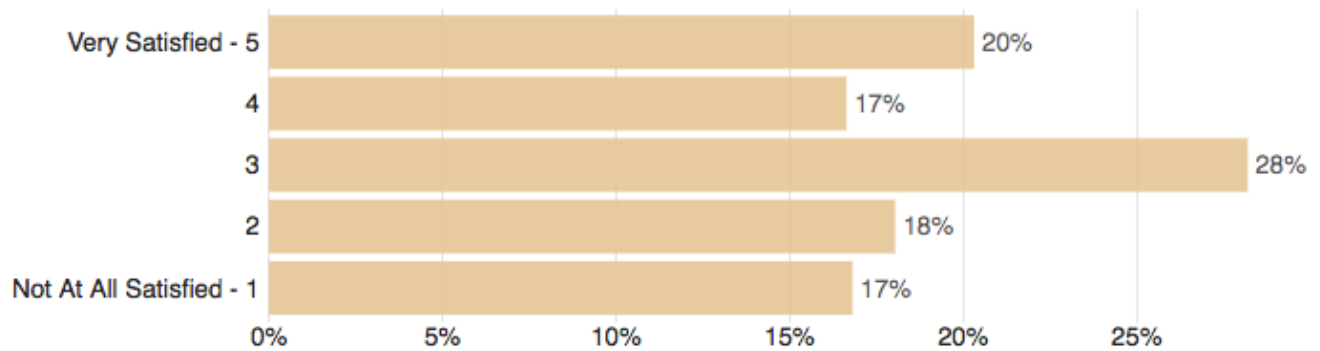
- Because there could be more effort to recycle more materials
- Can't recycle glass styrofoam or host of the things.
- Limited to what and how to recycle.
- no glass pickup
- All trash is mixed in the same container
- Because they don't recycle glass.
- Not sure what they will accept anymore
- The limitations
- Add glass recycling
- I really don't know the condition the materials need to be in (i.e. do I need to thoroughly clean everything out, just rinse out, or simply recycle without doing anything?). We need more information on exactly what can and cannot be recycled.
- Because I can't put all kinds of recycled materials in it.
- Need to be able to recycle more types of items
- Many recyclable items are not allowed in our containers. Wish we recycled more.
- Would like to have more options for recycling things...
- No curbside glass recycling
- The glass programs needs to be integrated with the regular recycling.
- More info on places to recycle other than paper batteries glass etc
- No curb side glass pick up
- I do not like that the materials cannot be bagged. My neighborhood is covered in loose garbage on windy days.
- My recycling bin has been left only partially emptied multiple times even though I don't pack or overfill it.



- Needs to be weekly. Needs to collect glass and plastic bags.
- After changes, it is difficult to know what is recyclable.
- Our recycling program is minimal at best with no sorting of glass/plastics/papers/cardboard and little information about what is truly reusable or truly reused
- need more segregation bins for better recycling
- Same reason as the garbage collection
- We feel there are many things that could be recycled that are not. For example some styrofoam has a recycle mark with a number but this is listed as an “unaccepted curbside item”.
- Needs to be better
- We could do much better. Look to cities like Portland as an example.
- I would like green recycle. We have 2 garbage cans and one is for green recycle in the Spring/Summer/Fall
- There are very few things we can recycle
- I want glass recycling to be easier
- no pizza boxes or glass? seems limited
- There is one? News to us!
- Recycle can too light weight and blows over easily also it is way too small for all online orders people do now
- The recycling program is full of “exempt items”, many of which make no sense. For example, plastic shopping bags and shredded paper are not allowed There are many municipalities that recycle plastic shopping bags and shredded paper without any problems. In my opinion, there is no excuse for recyclable items to not be included in a recycling program.
- There should be glass containers provided for each home/location.
- It has limitations. I think we can do a better job of recycling
- I need a larger green recycling bin for all my amazon boxes, and i wish we did green yard waste recycling.
- Need curbside glass recycling
- Too many restrictions on what can be recycled, items can't be in bags (we collect household recycling in trash cans with a bag, then have to remove them from the bag for recycling).
- because we have to pay a monthly can usage fee
- Because there isn't glass pick-up
- They limit some recyclable items that recyclable, such as shredded paper and plastic bags
- Should be able to recycle glass
- The program needs to collect glass from homes.
- Not enough education, awareness, or acceptable items. Not enough support/funding for recycling facilities
- I would like to be able to recycle more items, like glass and batteries, and green waste separate from garbage
- Would like green waste recycling
- No glass or green waste. Compared to lots of cities I've been to we are behind.

- We had construction on the main way into our street and the recycling didnt get picked up for two weeks.
- Seems too many items can't be put in recycle bin.
- My household does a good job recycling, we think. But so few people follow the guidelines that cities have had to give up the program. I see Improper Stuff in my neighbors' recycle every week
- I don't believe the plastic, bottles and aluminum cans are truly being recycled. If so, provide better education on its cost effectiveness.
- I wish they collected plastic bags
- Compared to other cities, it is not a good. If you're not running with the pack, you're face first in their crap
- Unable to use curbside recycling for many plastics, glass
- Notoriously misses our section or is a day or two late. This is very common.
- Glass recycling is way too difficult. Recycling bins should accept WAY more (remember, you should honestly be paying US for this--not vice versa)
- too many restrictions; can't do glass in it
- What is being done with our so called recycling? Is it being shipped out of state to some hapless country still taking in our junk. Is our recycling really recycled here in Utah?
- Too restrictive on things like plastic. Most have to go in the garbage.
- You charge to recycle glass.
- Not enough waste is recyclable.
- They should accept glass. Also, no longer allowing any type of container that once contained food severely limits what we can recycle and increases our trash.
- No glass options residential
- no glass recycling
- Frustrating that you can't take plastic bags but the grocery store can?
- Never clear on what can or cannot place in the recycling bins
- You've gotten very picky with what can or can't be included in recycling. Nothing that has ever had food in it...even if cleaned out good. That really limits what can be recycled and makes it not worth the effort.
- Needs more options for home glass recycling
- not enough capability, too many restrictions on what can/cannot be recycled
- I wish glass recycling was available through a bin that I could put on my curb

## Glass Dumpsters



Of those who have used this service and assigned a rating, Glass Dumpsters received the lowest average satisfaction rating of all waste and recycling services.

Of those who rated 1 or 2 - **Why did you give the Glass Dumpsters this rating?**

- Don't want to chase down containers around the city
- I don't know where they are and never see them. We should have glass included in our recycling on curbside.
- haven't seen any around my neighborhood
- It is inconvenient. City should consider collecting at individual homes.
- Never heard of them until today.
- It's inconvenient. We should be able to recycle glass from our own homes
- I don't know where any are
- no glass pickup
- Not enough glass dumpsters around.
- Is there more besides the one at the senior center?
- Because they are not very close to us, and it's a hassle having to lug all that glass around.
- I would prefer curb pick up of glass.
- we need to know where they are and hours of operation
- I feel like there should be more locations for glass recycling or glass recycling curbside
- I have never seen a glass dumpster
- Don't know where they are, not going to store and drive glass around.
- There aren't enough of them
- I don't know if Sandy has glass dumpsters!
- We do not have any in our area.
- I have no idea where they are. And a separate trip is inconvenient.
- Because I should be able to put glass in the my own personal recycling container
- The glass dumpsters are not located in convenient locations. There should be curbside glass recycling.

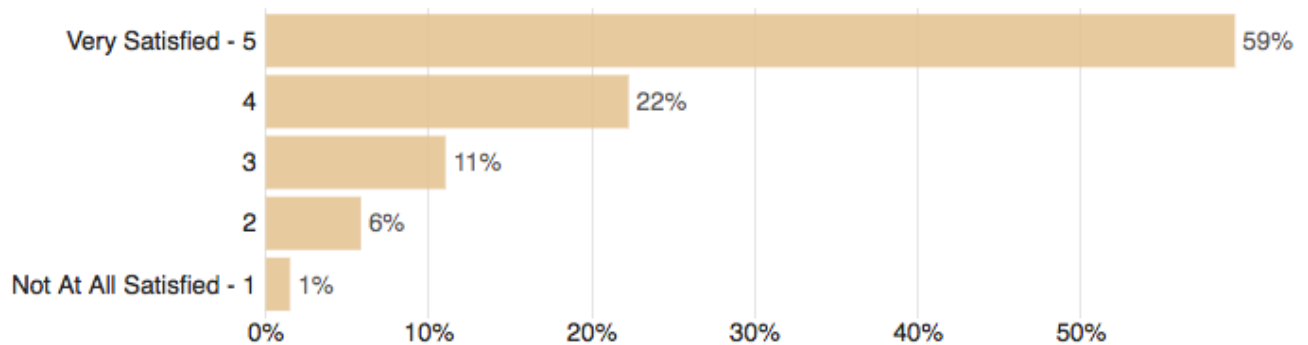
- Inconvenience
- Don't know where they are so don't use them.
- I don't seem to know where they are.
- I want glass picked up at my house -- just like in other communities. Maybe not Utah because Utah is 10-20 years behind.
- Too inconvenient.
- inconvenient
- I don't know the locations of these Dumpsters
- There needs to be more of them!
- because I don't have any close to me so I never use them. If I'm going to use them, they need to be close to my home.
- It's a pain to use them and most people I know just throw away glass because of the inconvenience
- Need more glass drop-off locations.
- They are not convenient to our area
- Not enough
- Not enough of them, that I'm aware of.
- I didn't even know we had any-so not providing enough information to community would be poor service
- Where are they... info
- They seem to be a bit of a mystery.
- No curb side glass pick up
- All homes should have them.
- Could use more locations for drop off, but really glad it's there at all!
- I think we should be able to recycle glass from our homes rather than taking it to locations around the city.
- Don't know where they are, inconvenient, never use them.
- There's 2 dumpsters for a town of 100k people, and neither of them are close to me.
- need glass bins at home. Some cities offer it, that would be really useful
- Didn't even know this program existed. I've never seen information on wasatch waste regarding this.
- I don't even know where they are, I would prefer more convenience in glass recycling
- Would prefer to do this through the green bond
- There are only 2 locations so I don't consider it "throughout" the city. My closest public glass recycler is in a neighboring city.
- I didn't even know those existed.
- I don't know of many out there.
- Glass should be picked up curbside along with other recyclables
- I want more glass centers
- I don't know where they are nor do I want to collect them until I drop them off at a specific location
- I haven't looked, but I haven't easily seen them.

- Glass Dumpsters are not the answer. All glass should be picked-up in the same recycle container as current material as is done in other major cities, Seattle for example.
- I have no idea where they are and have never seen one. I use one in Midvale
- There are none close to my house
- I wish all recycling could be picked up at once
- Should be part of normal recycling. In Illinois glass was included in normal pickup
- I have not used them. I don't know where they are. I would like more information
- Where on earth are they?
- Do not know where any are located
- Never seen one.
- I believe glass should be included in the normal recycle can instead of dropped off separately.
- I don't know any of the locations for glass dumpsters. This system is a waste of money because it is not convenient to use if the users have to leave their homes. I won't use these dumpsters. Other places I have lived supply glass recycle containers for the home.
- Where are they?
- Don't know where they are
- because if we want people to recycle glass, you have to make it more convenient
- I have never seen one
- Don't know where they are located, would benefit from one close to home.
- Need to tell folks where they are
- I don't know where ANY of them are. Clearly, there are not enough, or they are not well enough advertised.
- I don't know where any are, which means they aren't easily found.
- Glass has been recycled longer than anything else. It's ridiculous not to have it curbside a long time ago.
- Curbside?
- Only one near me which was difficult to find, I wish we had glass pickup from home.
- Inconvenient. Would prefer curbside pickup.
- Not convenient or well know. Why can't we have curbside glass recycling??
- Because they are not easy to find and I would prefer glass pick-up
- Glass Dumpsters seem to be non-existent, other than the one in the Target store (not city-sponsored?) Draper, for example, has a very visible, accessible glass dumpster program.
- Too far to locate them and recycle
- I don't know where these are. Need better communication of locations
- I would prefer curbside glass collection
- The glass should be picked up at homes.
- Not enough education, awareness, or convenient locations.
- i have never seen a glass recycling dumpster in the city. where are they?
- Hard to find
- Don't know about them, there should be more, like at the grocery stores
- Didn't know the city has glass dumpsters

- There are only 2
- There aren't enough places to get rid of glass.
- Never seen them.
- I'm not sure where they are.
- Glass is very heavy to store at home. Offer a .50 cent incentive to drop them off within one mile.
- I don't know of a glass dumpster.
- I would prefer to have glass picked up at my curb
- I would like curbside glass recycling instead of having to drive to a dumpster
- We don't have any locations near me.
- Barely aware of program, not aware of locations
- I'm only aware of the dumpsters by the amphitheater. I usually end up using the one behind Draper City Hall.
- I don't use them. I would prefer curbside glass recycling.
- I have never seen them
- need more locations
- The aren't enough and they are always full
- Too few available around town.
- Not convenient
- Never see them.
- Need curbside glass collection. It would make recycling more effective. I'd pay extra
- They have not been promoted the way that I believe they need to be.
- Not enough in convenient locations, other cities have it with their regular recycle program.
- Not as convenient as curbside
- There should be way more of these. Bins should really be provided, but if not they should be much easier to find.
- There is only one that I know of in the city
- Not enough or convenient
- Doesn't seem very accessible.
- Not convenient
- Don't really know if any in sandy
- Don't have a clue where they are.
- Why do we have a recycling can but there are glass dumpsters. This is confusing.
- Always messy around the dumpsters with glass everywhere (mostly due to residents).
- Locations
- Glass should be recycled at curbside, not by adding to air pollution by driving to dumpsters.
- Its not convenient
- The dumpster at the sandy amphitheater was full and the surrounding area was a mess with broken glass everywhere.

- They aren't the most convenient to find or get to. I have to plan an hour of my day just to recycle one material.
- I don't have a clue where these are located.
- It's a pain to remember to take glass to the dumpsters, and usually results in me not recycling my glass. I'd prefer it was picked up with regular recycling.
- I wish there were a few more locations to have a glass dumpster.
- Not very accessible
- Pain in the ass to find them and schlep our glass
- I would like curbside glass recycling.
- I always forget to set Glass aside and deliver to recycling bins. I end up just throwing it away.
- have to drive to far to get to one
- The one I use at the amphitheater is often spilling over. The surrounding grounds are covered in broken glass. Other citizens have thrown cardboard or plastic in the dumpsters bc those containers are not near the glass dumpster.
- Need to have curb side glass recycling
- There is only one for Sandy near me
- Hard to locate. Not visible
- You need to provide household pickup
- I feel a glass bin at each home is appropriate. Maybe by subscription
- I have no idea where they are. I would not go through the effort of taking glass there.
- I would like to just dump my glass in my recycling can.
- Because I have no idea where they are at....did not about them. I have only recycled in draper.
- never heard of it
- I wish glass recycling was available through a bin that I could put on my curb

## Bulk Waste Program



Of those who have used this service and assigned a rating, the majority of respondents (59%) indicated they were “Very Satisfied” with the Bulk Waste Program.

### Of those who rated 1 or 2 - **Why did you give the Bulk Waste Program this rating?**

- Twice a year is not enough
- Because I have to haul mine to a dumpster instead of dropping it on the street by home. When I do get your green waste dumpsters, it goes very well.
- I don't even know the program
- Our neighborhood is always first and last! We have to be ready with yard and bulk waste in March when we just had a pickup in November. That is 8 months in between. I know you can organize it so it is closer to 6 months apart. You should rotate the start times. There is NO reason the upper east side can't start earlier. They get from late April- May as a start. The citizens down below 7th east have pick up in the snow. This doesn't give much time between seasons. That being said if you are around 20th east you have your first pick up in May and then your last in September. That doesn't seem like enough time either. Rotate times each year and then everyone gets an opportunity to have a decent time range every few years!
- seems like a waste of resources
- I think it's an unnecessary expense. It brings in unwanted traffic/scavengers to the neighborhoods plus even though the time frame for putting your stuff to the curb has shortened, folks continue to put their stuff out way ahead of what they told. Then there is the illegal dumping issue, it happens to our curb almost every time, it's frustrating to have someone's garbage in front of your home, especially when you rarely use the service anyway. If anything I would eliminate the trash pickup portion and just allow for green waste. I think the city should just eliminate the program regardless, too many cons in my opinion.
- Not frequent enough
- I don't know what it is
- It sat on the streets for months before collection last year
- Not enough.

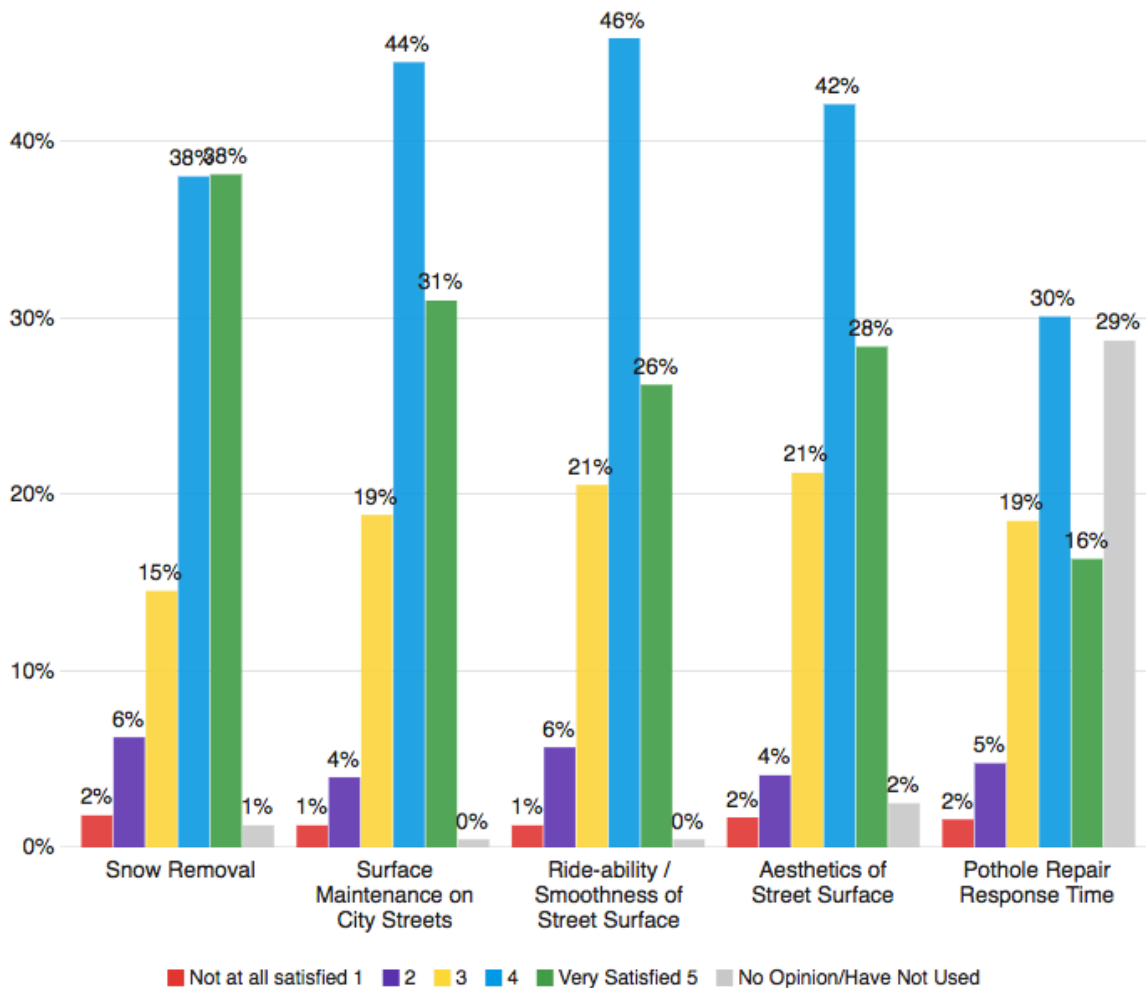


- Twice a year is not enough.
- I like that we have the option of bulk pickup. I do not like the weeks of garbage piled up on my street. I would prefer a dumpster option that I have seen in other communities.
- Pick up dates
- Every year, my neighborhood is very, very early in bulk waste clean up. The last couple of years, it has been early March and we don't have time to get in the yard due to weather or whatever. I would prefer to have neighborhoods rotate their bulk waste clean up dates if possible so that sometimes we get later dates in my neighborhood.
- Too infrequent, awkward single-day service. Periodic dumpster might be better.
- could happen more often
- More often please
- The timing you've assigned to us in our area is too early for clean up both seasons
- I'd love to be able to dump rocks and dirt as needed, at least in somewhat small quantities.
- Not frequent enough. I would like to see quarterly collections.
- Not very effective
- The bulk program should be available from April through October every month. I believe as a homeowner if these months were available the properties would be kept up much better and Sandy would be more desirable to live in.
- It's not offered enough. We have to hold onto stuff for too long waiting for the pickup
- My street is always around the holiday weekends which is a bad time for cleanup
- Our dates always seem to be too early in the spring and too late in the autumn.
- Mess on streets inforce the time lines
- Where I live on Dimple Dell Rd, there isn't a good spot to place my bulk waste unless I block one exit area of my driveway. It is impossible to place any bulk waste on the side of Dimple Dell Rd at my residence. In addition, any pickup of bulk waste in this area would highly impact traffic on Dimple Dell Rd. I would prefer a possible dumpster program located nearby in lieu of the actual home bulk waste pick up.
- Pickup times are either too early in spring or too late in fall. Garbage usually sits out for 2-3 days after scheduled date.
- Our times are silly should rotate around the city just because we are far north we get crappy times to early ect
- We have Bulk Waste recycling? If this is the green can, I have no problems. Isn't bulk waste yard waste?
- The actual pickup of the bulk waste is weeks after the date indicated on the reminder card. There ends up being piles of garbage on the street for a month.
- We never hear about and I like cottonwood canyons setup better
- It would be nice if the bulk waste program could be expanded to a few more times a year.
- Too much garbage on street for too long.
- I live in a townhome and there doesn't seem to be pickup here.
- Never come at the right times.

- Not clear enough of directions, and inconvenient for times available.
- Always late, needed more often, leave a mess
- I have no access to use because I live in Crescentwood Park. But I'd really like to.
- I don't like that people are allowed to put waste curbside. Many people put it out weeks before the collection date and it looks terrible and sometimes makes it way into the middle of the road. I would greatly prefer the one day dumpsters that other cities (like Holladay) provide.
- Don't know where that is.
- Roadside trash dumps are not the sign of any "Great City"! Please join Salt Lake County in using roll-off trailers.
- I have no idea what this is and I wonder why we don't have yard waste. Everyone throws away their yard waste into both garbage and recycling containers. Just absurd waste.
- not enough bulk waste options
- In previous cities we were given an allotment of bulk waste to be used as needed and we called for appointments for pickup. Limiting us to only certain days per year makes it much less accessible.
- It needs to go away. The city looks like a garbage dump for months and it's embarrassing.
- The one day during the work week, doesn't give adequate time to use it.
- It does not occur frequently enough.
- I'd prefer it be added one more time during the year, and that there be a hazardous waste and e-waste pickup once a year.
- Usually delayed for at least a week could have more per year
- I think Sandy approaches this system wrong. The waste in our neighborhood piles up for weeks ahead of time, which creates an environment for looters to pilfer trash or disrupt the piles. I'd rather Sandy adopt a system like South Jordan where bulk dumpsters are placed for a period at a city park.
- It's really far to go to the dump if you have bulk waste any time of year except one time in spring and fall
- Need more dates of bulk waste pickup and enforcement for scavengers digging through piles
- I wish there were more opportunities for bulk pickup. Like quarterly instead of semi annually

## Streets

Please rate your satisfaction of the following using a 1 - 5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1 - 5 scale, with 1 = Poor and 5 = Excellent:

Snow Removal:	<b>4.06</b>
Surface Maintenance on City Streets:	<b>4.02</b>
Ride-ability/Smoothness of Street Surface:	<b>3.92</b>
Aesthetics of Street Surface:	<b>3.92</b>
Pothole Repair Response Time	<b>3.78</b>

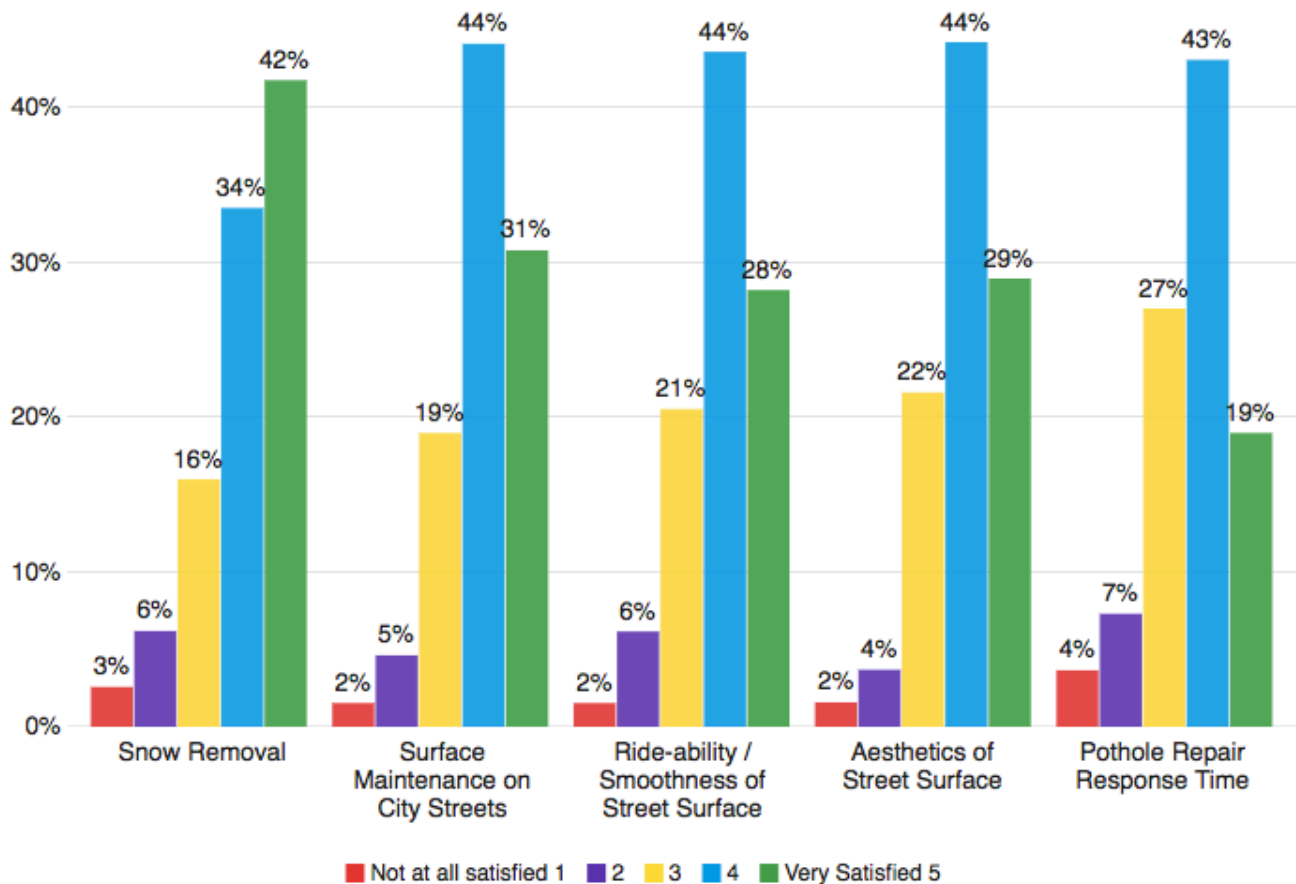
## Streets Services Satisfaction Summary:

As expected, most residents have used or been impacted by streets services, with Pothole Repair as the least used item. Surface Maintenance and Smoothness of City Streets are most used, as they were rated by 100% of respondents. All five items received higher than average satisfaction ratings. Respondents gave the highest average rating to Snow Removal (4.06/5 average rating) and the second highest average rating to Street Surface Maintenance (4.02/5 average rating).

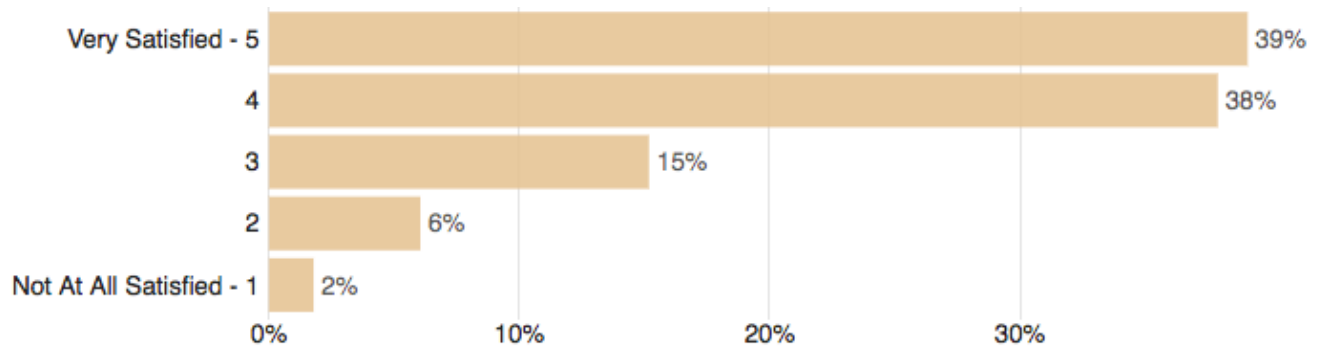
Snow Removal and Surface Maintenance received higher ratings this year than during the last citizen survey in 2014 (3.96 and 3.82, respectively). This was the first year we asked for satisfaction ratings for Smoothness of City Streets, Aesthetics of Street Surface, and Pothole Repair Response Time.

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

### Satisfaction ratings without the “Have Not Used / No Opinion” responses:



## Snow Removal:



Of those who gave a rating, the majority of respondents gave Snow Removal services a 4 or 5 rating (77%).

### Of those who rated 1 or 2 - **Why did you give Snow Removal this rating?**

- Because they cross later at noon
- They dont stay consistant.. they stop very far away from the sidewalks. They pile the snow in front of gates and only access to when i can park off the street.
- We seem to be a very low priority street (cul de sac), and the plows move most of the snow into our park strip area which is the smallest on the street. We often have to dig through compacted snow to make a space for the mail delivery vehicle.
- The snow removal equipment piles snow in front of my drive and mailbox, which I have to shovel out. Once it's been packed by them, it's very heavy to move.
- pattern of snow removal on east/west streets
- This is hard. I understand you do what you can. However as someone that goes to work before 6am, I had to get a 4x4 to get to work (when the weather is bad)
- Because we live on a cul-de-sac, and often the driver just goes up the middle, leaving 20 feet of snow to our driveway. 3 years ago my husband had a heart emergency on the biggest snow day of the year, and the paramedics had to get the stretcher through about 30 feet of 12 inch deep snow back and forth.
- our street (Alta Wood Lane) is typically plowed 24 hours after the other streets. By that time the plow pushes the snow back along the driveway making it necessary to shovel again. there are many times when plowing is unnecessary yet the plows are out scraping bare roads. It needs better coordination
- I live on 300 east with no space between the street and sidewalk. I'm supposed to keep my sidewalk clear but plows come by and load my sidewalk with snow. I don't really know what can be done but I'm not satisfied with it.
- It takes a long time for the snow trucks to get to my neighborhood and we've had multiple times where we've had to dig out cars that get stuck.

- Neighborhoods don't get plowed for days sometimes, and then the snow is often just pushed up into driveways.
- Our street is low on the list of priorities
- The snow plow frequently takes out the curb or drives over the corner of our lawn. Hard to be satisfied with something that causes me more work every spring.
- When they do finally plow our circle, they do it in a piece symbol. The circle is large enough to sweep cleanly. They also push the bulk of the snow to our very small piece of curb, making garbage collection, mail delivery, and exiting our driveway extremely challenging.
- Not quick enough in the neighborhoods and doesn't get entire road.
- I live in a neighborhood that rarely gets plowed. City does a good job on main roads, but neighborhoods suffer.
- My street, 11600 South 872 east, is rarely plowed in a timely manner. Have had to miss work.
- Because the plowing of our street has changed. The snow plow still makes two passes but instead of making a pass down one side of the street and then down the other side. The plow plows down the middle of the street once and then overlaps and goes down only one side of the street. This narrows the street considerably and causes safety hazards. In addition, those on the unplowed side have to shovel about 4 feet of the street to connect with their driveways. This has only been a problem the last few years but it is a problem now.
- My street, Ashley Mesa Lane, must be close to last on the list to plow. It sometimes takes 1-2 DAYS before a plow comes down our road. We live at a point where there is a hill and our family without AWD routinely can't leave our driveway without getting stuck. It's caused issues with lateness for work and school.
- The plow is always 4-5 feet away from the curb, leaving a huge mountain of snow in front of my drive. It only plows one lane instead of clearing the whole street.
- Slow response after storms
- We do not have support for our street
- My street gets missed most of the time.
- Our street does not get plowed often enough.
- We live in the outer curve of a street, and plows pile snow in our boulevard and and push that back onto the sidewalk. That pushed snow is hard and difficult to clear.
- It could be better. The plow driver on my street, due to a slight curve in the street drives straight down the street and leaves me about 10-12 feet from the gutter to clear.
- We live in a circle at the end of the street. The circle is not fully plowed and the drivers frequently pile all the snow from the street on our mailbox and fire hydrant. They have covered them up to six feet of snow in heavy years. There is no place for us to shovel this pile other than carting it into our lawn. There is a large place without mailboxes or hydrants where the snow could be piled, but drivers don't think to put it there. They should not be allowed to dump a street worth of snow on mailboxes (causing damage) or hydrants when there is another large space available. This has been an issue for several years and we have complained before to no avail.
- My circle is not plowed in a timely manner and it is plowed in a V then an arc around the houses leaving a mess in the middle and 2 six foot heaps at the ends of the V

- Sometimes it happens, sometimes everyone gets trapped in my neighborhood of hidden valley.
- After the trucks come through, there is a huge pile of snow at the of my driveway.
- We live on a cul-de-sac, and snowplows take one pass (middle or north side of the street), then lift their blade and come back down the street, leaving one or both sides piled with snow. If you're driving up and down the same street to get back out of the cul-de-sac, why not keep that blade down and plow as much of the street width as possible. Really, really, really frustrating.
- frequently this past winter, wasatch blvd was not plowed before i went to work.
- It takes a very long time to plow our circle. Long after (days) major streets are plowed, ours is not. Other cities seem to do better.
- They only one sweep through our lane and it isn't enough to do the job. I usually get stuck in the Winter getting on the street.
- Side streets get done very late into a storm and often times I have to battle end of drive snow drifts multiple times. Also my house is at a T and the trucks push snow from the road over the parkway and it piles up on my sidewalk. So bad sometimes that it takes up to 30 mins with a snowblower to clear it off my sidewalk.
- They suck!!
- Removal is always late in the day and the snow is piled in the driveway I feel the plow blades could be
- The plow only comes once after each snow storm and only dumps corrosive salt. plow does not scrap street.
- We live on a circle, the circle can be as many as 2 to 3 days to get cleared. The only clear a part of it.
- The street on which I live intersects 9400 S near 2000 E. Our street frequently remains unplowed for 2 - 3 days after a storm and if it does get plowed it gets one pass straight down the middle. I am then left to clear upwards of 6-8 feet of roadway myself from my driveway to the "cleared path" left by the plow.
- My neighborhood is lucky to get cleaned in the same day. I live at the mouth of Little Cottonwood Canyon and this area receives much more snow than the majority of Sandy areas. This area should be cleared immediately after the main roads are cleared and the lower areas are last to be cleared.
- I am the first house in the circle the driver pushes all of the snow from the side street into my deiveway
- My home opposite a dead end circle. When the snowplow exits the dead end circle, it invariably turns and dumps its load of snow and ice at the end of my driveway. My family spends the next week clearing it away, only to have another huge load of snow and ice dumped during the next storm.
- It is often pushed into my driveway, usually after I have cleared the snow from my driveway
- We live in a very hilly area and I have not been able to get home at 3 pm because the snow has not been plowed.
- We live in a cul-de-sac and it typically gets a low priority when getting plowed. Plus they only make one pass and it often doesn't get the whole circle

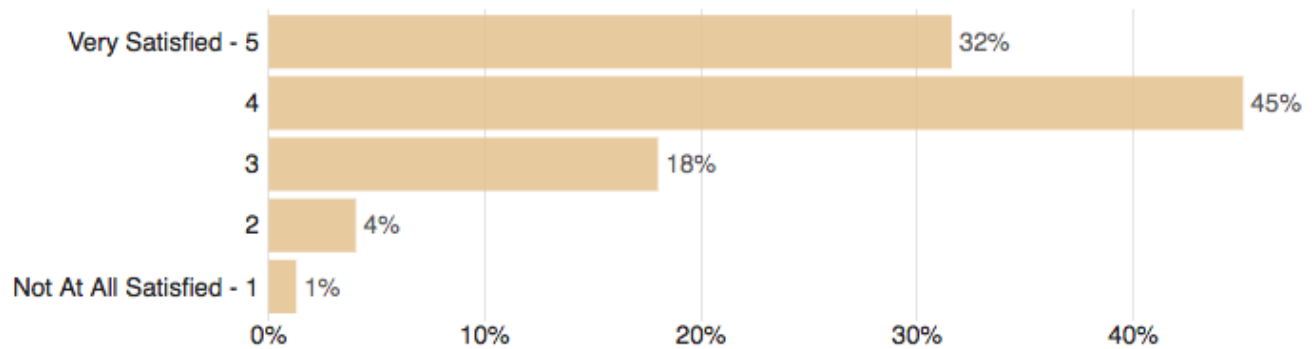
- It doesn't happen often, and we live in a circle and usually they make one scrape straight in and back out. We are at the back of the circle and quite often our driveway is blocked by the built up snow, yet the circle is still hard to move around in since it hasn't been cleared.
- I live in a culdesac and on heavy snow storms, we don't see a plow for up to 24 hours.
- The plows drop up 12 inches of packed snow along my driveway as they turn onto my street, which is VERY difficult for me to shovel (snowblower can't handle the hard heavy stuff, either)
- Our neighborhood does not get plowed for many hours after snowstorm. Sometimes my street doesn't get plowed.
- Always pushes snow the wrong way
- We live on a circle and we don't get plowed very often when other streets are plowed.
- I end up with a 3' high bulkhead of icy snow after plowing and I can't get out of my driveway
- Slow, and they do a terrible job in our neighborhood. Shoving piles of snow on the fire hydrant . Makes it very hard on my back to try to shovel out. Horrible.
- my street often does not get plowed. It's not out of the way and not a cul de sac. in fact, it's a bus route for the school bus. when the plow does finally come, it's once down the middle of the street
- I live in a circle, snow removal is pathetic. We are the last to get cleaned up, and then it's only 1/2 done
- It takes days, sometimes 3 or 4 days after a storm to get our circle cleared.
- We have a steep street and takes a while to get plowed.
- We always have the snow plowed into our cul de sac and drive way. It turns into a wall of ice we have to remove ourselves.
- I live on a cul-de-sac, during large snow events it is often multiple days before a plow clears snow in front of my house which ends up creating a lot of built up ice in my driveway
- Pineridge Rd usually isn't cleared for multiple hours after Hidden Valley Rd is plowed. The crews do a great job of actually removing the snow, I just wish there were more plow units in service so our roads were cleared a little faster.
- We live on a circle that usually does not get plowed
- Not done in a timely manner or at all.
- On an end of a curve, and snow plow always piled the snow into my driveway. Street semi cleared, and a 6 foot wall of snow covering the entrance to my driveway and also piled high on the streetside sidewalk in front of my house "I" had to clear, or I would face a fine, NOT THE CITY.
- They plow 15 feet away from my curb. My mailbox is not easy to access then. I am almost 70 so I can't shovel the street.
- Live in a circle many times the other side streets are clear without do ours.
- I don't feel like the response time is quick enough.
- they push snow into our already cleared out driveway
- My street and connecting ones are often left unplowed
- I live on a corner. Most of the time when the snowplow turns, he swings out and leaves a five foot wide pile of snow in front of my drive way.
- I have complained before to the guy in charge. He said that they were doing a great job. I told him to drive north on 1300 E. At the Willow Creek Vet Clinic it changes over to Cottonwood



Heights. When you drive from Sandy to Cottonwood Height 1300 E suddenly gets better snow removal.

- very slow. They seem to do the high priced houses on the hills first

## Surface Maintenance on City Streets:



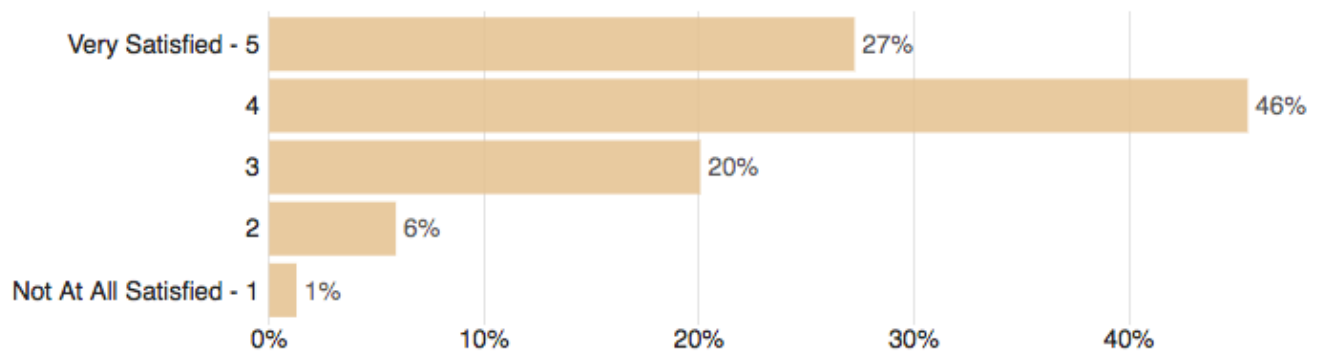
The majority of respondents gave Surface Maintenance services a 4 or 5 rating (77%).

Of those who rated 1 or 2 - **Why did you give Surface Maintenance on City Streets this rating?**

- Because they not cleaning right
- You just resurfaced 300 e between 9000s and 9400s and did a half job on it. I homestly would have preferred you not resurface it as opposed to leaving large sections unfinished.
- It's just ok. Not great, but not the worst.
- Don't like the chip-seal, it is rough and ugly and leaves rocks that damage windshields.
- Because the civil engineers leave too much confusion for drivers causing accidents.
- Go look at our circle or the through street below it. They slurry sealed only where they felt like it, instead of the whole street.
- Don't like the tar strips. Paving is uneven.
- Have you seen the abysmal striping job on Countrywood Lane?
- Instead of maintaining one street and then moving on to another street you tear up three or four streets so the whole City is a mess. Poor organization.
- Lately it seems that the riads haven't been as smooth as they previously were.sam
- They always seem to do this the week school starts.
- Some of the local roads seem to have been resurfaced by two year olds. Smooth is not a word I would use to describe them.
- Eastdell resurfacing left a lip that can easily take out a bike
- sandy roads are terrible
- Surface maintenance of streets is sub-par.
- The last recoat was of very poor quality.

- Many streets in our neighborhood are rough and need resurfacing.
- I still run into repaved roads that have issues after settling.
- I assume that surface maintenance is street cleaning which im never seen before in the 5 yrs that i have been a sandy residence.
- Every road needs work
- We don't see much street maintenace, except in more wealthy areas.
- Have you driven on 7800 South?! It's rated an "F"!
- they repaire the street and dig it up again next week. Always a poor job fixing it.
- Takes along time for them to get around to our neck of the woods. Street behind us un-paved for the 27 year we've been here. Draper half is finished.
- I feel like money is spent on our roads when it isn't necessary and then when it is, it is overlooked. I feel that there is a misappropriation of funds.
- Weeds by sidewalk, cleaning up trash is never cleaned or groomed. It looks dumpy. They do the parks but neglect other parts.
- In my area 2 is accurate
- The street in front of my house is in bad shape. It seems only the busy streets get taken care of.
- Road paint visibility is poor at night, and if it is raining the visibility is so poor it is a safety problem. This is a statewide problem. We need to invest in better technology.
- What surface maintenance?
- Just last month Sandy resurfaced Snow Mountaiin Dr. The worst job ever done. Please don't put down that stupid oily 1/2 inch surface. Put down some real asphalt. The job was done very poorly.
- They came and resealed the street in my neighborhood but left sections undone (for reasons I can't tell) and the new sections have large, grapefruit-size holes in it
- Lots of cracks and potholes.
- it doesn't seem like it gets taken care of very often.
- Try finding a good surface on Sandy's portion of Dimple Dell Road, among numerous others.
- Our streets are not well maintained. Tons of potholes.
- I would rather you not do any maintenance at all as this only encourage the freeway type driving we have on local streets.
- The potholes are terrible! Especially on Highland going north towards Bengal Blvd
- The roads are in poor condition in many parts of the city.
- Whoever repaved 700 East did a crappy job. That road is so bumpy. I hate to drive on it. Also, I live off of 150 East between 80th and 85th South and that road is terrible.
- for repairs, all they do is spay a little pebble junk on top. Not smooth for bike riding.
- Slow constructive compared to other cities.
- There has been layer after layer of new path put on the road leaving me a large step to get onto my drive, layers should be removed before laying new surface

## Ride-ability / Smoothness of Street Surface:



The majority of respondents assigned a 4 or 5 rating for Ride-ability/Smoothness of Street Surface (73%).

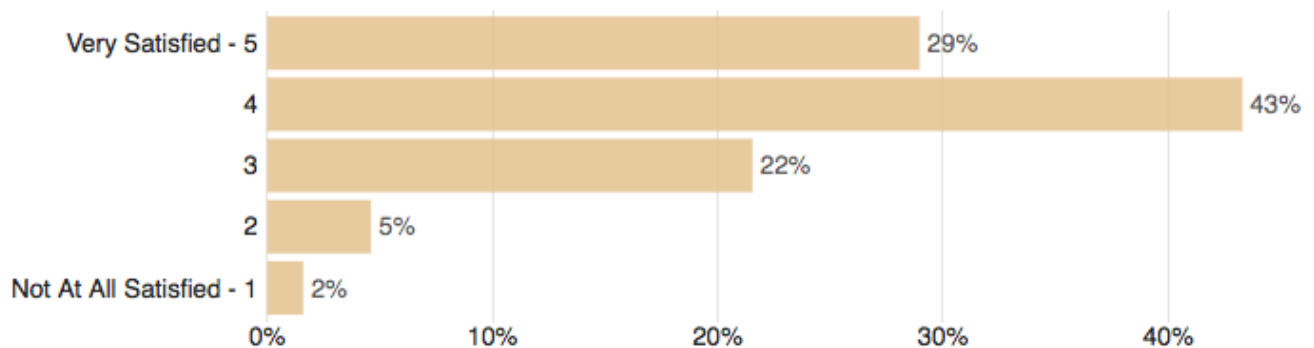
### Of those who rated 1 or 2 - Why did you give Ride-ability / Smoothness of Street Surface this rating?

- Lots of bumps and tire tearing holes.
- Why do the water lids line up in one lane so you can't avoid but run them over. why are some of them so deep in the ground that it can jar your car when you HAVE to go over them.
- See above. The city as a whole is pretty good but 300 east was very recently redone and that's where I live so it factors heavily in my decision right now
- Chip seal is rough and noisy.
- So many streets have construction in sandy
- Many rough roads around
- A lot of uneven surface streets
- So many potholes and bumps and divits in the road
- Streets are rough and potholes are placed right in the line of tire tracks.
- Drainage troughs at street intersections are excessively deep. Manhole covers allowed to become too recessed when more asphalt is applied.
- I feel like many roads by me are not well taken care of.
- Smooth? No. Poor quality joins in the center, uneven surfaces. Very poor.
- A lot of rough roads in Sandy that cause problems with my vehicles.
- Lack of smoothness by manhole covers -example: 8600 South from 700 East to 1700 East
- Too many bumps in the surface.
- the new resurfacing is very poor
- Every year we see 1300 East, 700 east, 10600 south, etc. torn up, resurfaced or coated only to immediately be dug up and channels cut into them - manhole covers are poorly designed and often in the wheel path of vehicles
- Many streets in our neighborhood are rough and need resurfacing.
- There are numerous potholes unfixed

- There is a great deal of un-evenness in the roads in Sandy.
- Chip seal is awful for road bikes to ride on.
- There are some roads that will practically shake your teeth loose.
- Some signs are hard to read and need the trees trimmed
- Worst streets to drive on in the world, you feel every rock in the road.
- Some better than others
- It seems that Sandy has way more man-hole covers per mile than most places and most are not flush with the pavement.
- I feel like money is spent on our roads when it isn't necessary and then when it is, it is overlooked. I feel that there is a misappropriation of funds.
- Because of uneven surfaces and cracks
- Whatever is used to resurface is very uneven, leaves large seams as they do one portion/lane of the road at a time, and a very rough surface which is awful for bicycling and running as well as driving. I can tell when I leave Sandy city limits just by the quality of the road surface I'm driving on.
- Sidewalks in neighborhood are very uneven and unsafe for children. Large drop-off on sidewalk is only painted green and not fixed. Very dangerous!
- The dips in my neighborhood are treacherous
- Because they are not smooth
- ...too many manholes in the streets making smooth riding almost impossible
- Not necessarily the city but the constantly utility work by others leaves roads uneven
- Highland got repaved last year and the manhole covers are so low that when driving over them, it feels like a hitting a pot hole
- not sure if this include sidewalks, but the sidewalks near my house are AWEFUL!! My son tripped over a giant swell in the sidewalk this past June and broke his arm!! i call public works, they came that day and sprayed green paint... and that's it!! nothing more!! my neighbors who go walking avoid my street because it is so dangerous and uneven
- When they repaved our circle, they did a really horrible job. They left the street worse than when they started.
- Medians have caused traffic flow issues.
- 9350 South between Peruvian Dr. and Sunrise Park Dr. is so bumpy and atrocious, it is the worst street to travel on
- Again streets are not smooth riding compared to other places we have lived.
- Patch work of roads done very poorly. Come on you guys, where's your quality of work ethic?
- Something done with street maintenance around manhole covers makes them very bumpy
- Frequently the roads are not particularly smooth once resurfaced (more detail below)
- As a cyclist there are a ton of potholes (though too small for cars to care about) that litter the shoulders (if a shoulder exists). The shoulders never seem to get street sweeping either forcing cyclists closer to traffic
- several streets bounce the vehicle around because of the rough surface
- Some streets have big bumps to drive over on joints.
- there are too many holes and dips that ruin tires and alignment

- Too many potholes.
- I wish no smoothness and repeated paving at all. Seems like Utah is in a constant state of road repair. Stop this car culture!
- 8600 south from 700 east to 1300east is like the read headed step child of sandy. It was resurfaced this summer and they made it even worse there are 2 potholes on the lower portion of the hill and cars are always slamming on their brakes and swerving to get around them. Also the intersection at state street and 11000so has a terrible lip where the red brick meets the asphalt. I swear my last alignment had to be done for that slammer alone. 700 east and 1300 east are great you have done a good job with both.
- From our home to work and the store is all chopped up. pot hole and drop offs crossing 110th state intersection
- A lot of roads are Not smooth!
- Many streets are not smooth
- 700 East is a nightmare where they repaved it. It is so bumpy. I hate driving on it.
- The streets around my house (Flint, Galena, Mumford) are a pretty rough ride
- The blacktop resurface is very rough, especially for bikes
- Poor ride-ability compared to other cities.

## Aesthetics of Street Surface:



Of those who gave a rating, the majority of respondents assigned a 4 or 5 rating (72%).

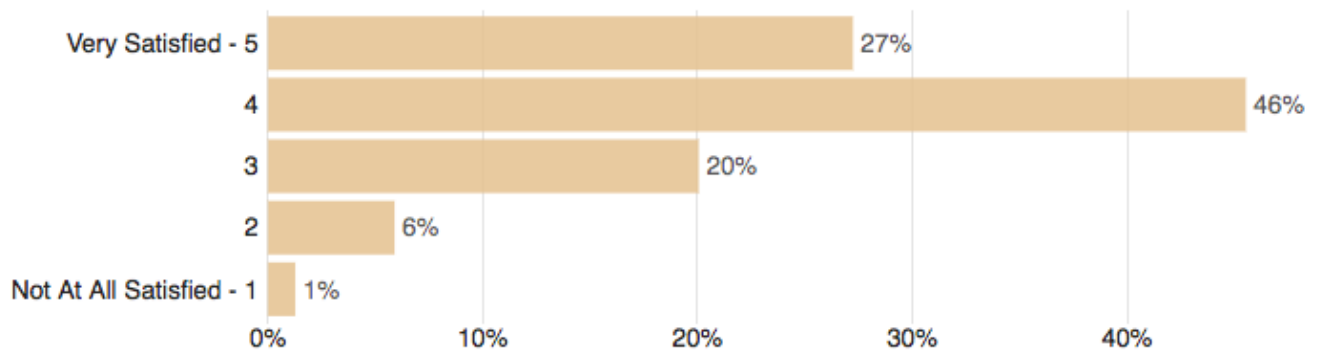
Of those who rated 1 or 2 - **Why did you give Aesthetics of Street Surface this rating?**

- It honestly looks terrible. I dont know why you bothered painting it just a few months before refinishing it and even more why you would allow painted lines to affect where you would resurface. Especially since you repaintes anyway.
- Chip-seal is unattractive.
- Unpleasant visual appeal
- weedy, and unsightly in many places

- When they sell or repair roads, consistent surfaces would be nice.
- Lots of patches and no curbs in many areas
- I don't even have a sidewalk... not aesthetic here.
- Many of the streets in Historic Sandy are badly in need of repaving and eliminating some of the huge dips at crossroads where old paving has created a convex surface. The dips are damaging to newer vehicles.
- They partially resurfaced our circle and left part undone with lots of little rocks all over.
- Too many tar strips and not smooth.
- Many streets look bad
- It looks terrible.
- The roads are either damaged or under construction - patches on top of patches in many places - we don't build roads for the environment and traffic conditions. We build them cheap and must constantly repair the cheap material used
- Why are there manholes right where you drive your car? A manhole should be between the tires but on 90th south in front of the DI there are a whole series of manholes you have to drive over every day. I do not understand the rational.
- Most of the town does strike me as especially aesthetic.
- There are lines all over the roads
- Just putting tar in the cracks doesn't really solve the issue. When it freezes and thaws, those areas are broken up again and again.
- Public Works misfeasance in demanding Waste Management to remove all residue from a hydraulic oil spill.
- They repaved our circle, but didn't move parked cars so it looks terrible.
- The resurfacing the roads is a poor job and only lasts one year.
- Some better than others
- In many ways this is a criticism of Utah in general; the lane markings are terrible and frequently "disappear" in wet/rainy conditions. I have heard the excuse that plowing for snow is what makes our lane markings fade so quickly. I grew up in Wisconsin and the Upper Peninsula of Michigan, places with a lot of snow and very harsh road conditions, and they have no problems maintaining road markings that are visible in all conditions. I frequently return to those areas to visit family and I pay close attention to the road markings to make sure that it's not just nostalgia clouding my memory...it's not, our lane markings here in Utah are terrible.
- Junky commercial signs
- I don't like it when they repave only the a stripe down the street. It looks really "ghetto"! A great example is 2300 E (Eastdell) between Sege Lily and 10000 S.
- I'm so sick of the slurry seal on our street. It's becoming hard to get in and out of our driveway due to the sheer layers of slurry seal.
- You can see the different thickness and where the application overlap, as well as changes in the texture within each application.
- It does not look very professional at times
- 7th street is like a roller coaster
- Historic sandy gutters are in terrible condition. Weeds are rampant and poorly maintained.

- The surfaces are often just a jumble of filling stripes and zig zags...seldom do we have full resurfaced streets
- Using large amounts of tar to patch up cracks isn't the best looking solution for the streets, but I'm ok with it if it's the option that allows for the quickest re-access to the street
- Hydronic fluid spills are not adequately cleaned up.
- Lane markings, etc, could be much more thoughtful.
- Medians have caused traffic flow issues.
- Looks awful.
- Please, keep the lines on the roads painted. Most of the time it's difficult to see if I'm centered in the lane or not.
- A lot of patch work is being done instead of complete resurfacing
- The "Oil and Gravel" approach is a horror story. The road looks awful afterwards
- They are dirty and the last time i saw a street cleaner in my area was 2017.
- They don't look good most of the time
- A street surface has no aesthetics. It's an assault to the senses.
- Missing sidewalks and boundaries heading east on 110th from stat st.
- Same as last answer
- Many of the streets need center striping since many drivers in Sandy don't seem to be able to drive on their side without instruction.
- Poor street landscaping
- Applicable to streets a bed sidewalks and gutters in historic Sandy. They are horrible, and weedy and contribute to the blight in Historic Sandy
- Neighborhood streets look shabby
- The blacktop resurface is very rough, especially for bikes
- Have you seen Sego Lily?
- Our street was recently slurred and it doesn't look good and just looks like a quick sloppy job. A couple other streets in our neighborhood were done the same.

## Pothole Repair Response Time:



Pothole Repair is the least used or noticed street service. Of those who gave a rating, the majority of respondents assigned a 4 or 5 rating (73%).

### Of those who rated 1 or 2 - **Why did you give Pothole Repair Response Time this rating?**

- Last winter the repairs took several weeks not days!
- 700 east had potholes for months during the winter
- Potholes seem to take a really long time to get fixed
- Potholes not repaired in a timely manner.
- there are a couple of ones that have been repaired and then immediately sunk again! Mainly in turn lanes
- Lots of pot holes that take a long time to get repaired
- They don't get filled as soon as I think they should
- I just avoid them
- I've has a lot of pot holes damage my car.
- There's a lot of potholes that remain in disrepair for a long time.
- It takes forever!
- It seems that they give preference to major road over smaller roads regardless of the size of the hole.
- There were big potholes on the streets around me for a couple of months before they were repaired.
- Because it takes so much time.
- There is a pothole on the corner of the 9400 S and 700 E intersection that I hit every time I turn West heading Southbound that has been there for months. Last time I drove by it was still there.
- There a couple rough patches that have been around for over a year.
- Have had issues in our neighborhood with pot holes / gutter and it takes them awhile to respond
- Who repairs potholes? I've never seen anyone doing pothole repair. Is there some number you can call?



- wasatch blvd had really bad potholes for close to a year, before they were repaired
- A lot of pot holes still out there
- I have seen potholes linger...
- Pot holes dont get repaired. the streets just get torn up and never fixed properly.
- Some better than others
- Followed the same one for 6 months and still there
- I see pot holes all the time and it takes months for them to be filled.
- It seems to take a really long time for them to be noticed.
- Pothole repair is pothole patching. If it were permanent I would consider it a repair.
- Pot holes are horrible in winter...sure the low to freezing temps are probably a factor...in delayed filling...
- Had to have my tire replaced 2x by potholes that became too large due to letting them go too long
- Slow to get to them
- Generally it seems to take a long time for potholes to be repaired, especially on neighborhood streets
- Always loads of potholes - do they ever get fixed??
- Obvious! Potholes stay unrepaired for long periods of time.
- Whenever they fix things like this, they cone off way too big of an area and then just leave it coned off for days after with no work being done...
- I have driven a number of roads (like Wasatch Blvd) where I've been able to memorize the potholes and serpentine around them as I'm driving
- Seems like where there are potholes, it takes forever.
- It takes too long and I feel that I have ruined my tires
- Takes sonetimes several months to repair
- They never seem to get fixed...
- If more streets had potholes, traffic would slow and neighborhoods would be safer. Bicyclists would feel safer too.
- The pothole and manhole issue on 8600s on the lower part of the hill have been there for years and nothing is done about it. It creates a unsafe driving condition. During the winter and spring potholes seem to be around for weeks before they are repaired
- potholes take a very long time to be fixed
- I drive 1300e often, when roadway is resurfaced, the sewer covers are not raised. You actually make pothole.
- Takes to long to fix potholes
- repairs take a long time to be filled
- We call..they never come
- It takes a long time.
- There are several potholes that I have caled about and it often takes weeks or months to have someone take care of them.
- Not fast enough

## Public Works Suggestions

### “Do you have any suggestions for the Public Works Department?”

This is a new question added to the resident survey this year. Answers are copied and pasted verbatim, so there may be some spelling and grammatical errors.

- Snow removal is great. However there can be an improvement on the stacking of snow in street approaches. Our approach is steep and makes it difficult to climb and stop when descending. Less snow right in front of driveway entrance
- We love the streetlights in Sandy! If possible, we'd prefer to have irrigation water to water our lawns with.
- Sometimes the person snow removal just cross when the sun come, they need to do early in the morning
- I didn't know there was a place to recycle glass. Could you let me know where they're located. Thank you
- The new paving of 700 east from 1000S to 9000S is awful. There are visible seams with a large drop off in the middle of the lanes and on the shoulders.
- better watering practices for municipal buildings - less of it and better time of day (night)
- new playground at falcon park :)
- Good job.
- I am interested in recycling glass but our current recycle company doesn't take glass. In fact they are VERY particular about what they take. Is it possible to change companies? One that will take glass.
- We would love to be able to recycle glass from home.
- Fix the timing on the stoplights, they are a terrible waste of time
- Living on an east/west street plows routinely remove snow to the curb on the north side. During the snow season, the sun remains low and will not melt the south side of the east/west streets; therefore, I would recommend the plows remove snow to the south curb.
- Like to see more items recycled at the curb. Glass Plastic bags Styrofoam Like to see an effort to clean up the city. More notably run down homes dead lawns chain link fences. Boats trailers sides by sides piling up in driveways and side lots in view of the street.
- If I was notified of my bulk waste sooner 3 weeks of filling both cans with branches and old wood would have been more efficient
- I love the bulk waste program, but is there anyway to only one day allowances for the waste? We have neighbors that put their stuff out a month in advance, and then random people driving through our neighborhoods to go through it. If you could only put it out the day before, I think it would really help with this.
- More info about where to take recycling

- If this department has responsibility for sidewalks, I would appreciate many trees being trimmed so I don't have to duck under branches as I go walking every morning. And if someone were walking at night, they might be injured. Also many sidewalks are uneven because of tree roots that have compromised the sidewalk. Trees in the parkway seem to me to be unwise. Also, trees that are planted too close to the sidewalk. Maybe consider taking out offending trees and have requirements for how far away from the sidewalk trees can be planted, much like the required distance from buried power lines. Thank you!
- New garbage cans without fees attached. Two recycling bins. Glass recycling curbside.
- In our Granite Neighborhood we have a lot of light pollution from inefficient street lamps. Downward facing LED lights would save energy and money and cut down on light pollution.
- I think enforcement within reason would be a good idea. If items are put out over a month early for the bulk waste pickups, a warning should be issued.
- Wasatch Blvd that runs east from 1700E is very steep and sometimes doesn't get plowed very quickly, nor does it seem to be salted. Many times, many people cannot make it up or down the hill and slide off the road. I would like to see the section from 1700E to Hidden Valley Park more quickly attended to. Also, I live in the neighborhood off Wasatch by Jordan Valley Water District, and VERY often, those employees, and Sandy employees park too close to the curve in the neighborhood making it unsafe to drive around the corner as there's not enough room for two cars to pass at the same time. With the corner being blind, and employee trucks/trailers parked near the curve, we can't see when another car is coming and if it's safe to pass. Plus we have kids in the neighborhood riding their bikes. The employees shouldn't be parking off street in my opinion and should utilize the parking lots behind the gates.
- Keep up the good work!
- Please see bulk wast comments! When I called the city manager years ago they stated it was in a rotating schedule. They said up east has significantly more snow and that is why they have the schedule they do. Seriously maybe a few days difference in th melting times. Maybe if the mayor lived below 7th east things would have changed 20 years ago. Please consider these comments!
- Refinish a whole street so it doesn't look worse than when you started.
- Please improve your snow removal.
- 8600 South (in the area between 700East and 1700 East) has several man hole covers that are so recessed, drivers must swerve to avoid them or its like hitting a large pot hole. There are also some mounded spots in the road that are like speed bumps if you hit them ( like hear 1000th East). Some roads seem to be repaved regularly, like 1700 East (between 8600 South and 90th South) ,and other seem very uneven- like 1000th East. Thank you for your hard work to keep our roads safe.
- As far as curbside garbage and recycling pick up, the drivers are pretty rough with the cans. Especially when setting them back down. I watched on more than one occasion, of the drivers dropping the can in mid air and driving off before it is sat back down on the ground. This has broken the wheels off before and also caused breakage of the cans themselves. A couple of extra seconds would save damaging the containers and making them last longer. On the plus

side, when I have reported a street lamp out, it is usually repaired within a day or 2. Thanks for that!

- Garbage and recycling timeliness and pick up is very good; however, garbage can and recycling bins are still being dropped so they fall over on the ground are left lying on the ground. It is very difficult for the Sandy's seniors to pick them up off the ground. At least 5 seniors (75 to 100 years old) live on Cottage Ave. Thank you for any resolutions
- Some neighborhood street lights could have motion detectors instead of staying on all the time.
- Please stop using chip-seal on our roads!
- Would have greatly preferred to have glass recycling pick up at my house instead of having to drive the glass to a dumpster. Would also love a compost option.
- For example, 9400 South and highland going south on highland, why leave such an enormous double turn lane? It causes confusion to motorists and creates accidents. Also, I'm not native to Utah and many intersections force you into the double turn lane (middle Lane for left turns from either side) prior to reaching a left hand turn lane. These left hand turn lanes should be longer so you don't have to first go into a double turn lane and keep opposing traffic out. IMO, 50% of accidents in this state are caused by poor markings. Finally, during construction, there is not usually able warning when entering and especially when leaving construction areas. One more thing (sorry), please force the companies that put up construction zones to immediately removed them when finished. Too often they are left for days afterwards and this also causes accidents because half the drivers don't know it has already ended, so they didn't have to merge or change lanes. Where I'm from, this leaving out construction signs NEVER occurred. Hope you take these suggestions seriously as people are getting hurt because of these issues. Thank you!
- I wish we had larger recycling cans. Often my recycling amounts to more than what I put in the trash. Also, I had no idea there was glass drop off. I have lived in other communities where we included glass in the rest of the recycling. That would be convenient and efficient for residents.
- GREEN WASTE! We need better access to keep it out of the landfill!
- [offsets jaws] Gee! The traffic is terrific, and it is NOT the big holidays yet! May the Lord bless you, Sandy Public Works, and UDOT, to ably build our infrastructure to handle all of the people and their gasoline powered ponies trying to move into our neighborhoods!!!!!!
- I have no idea where the class recycling{possibly a note on the Garbage pickup billing would be a better notification of where they are located would be a better place to post the locations!!!
- Not sending out bulk removal notice so far in advance to prevent people from starting their piles so early.
- Great job!
- My sidewalk is right in front of a school crossing... I shovel and then they come by and bury the sidewalk with snow.... it would be nice if they could make a wider path so the kids have a clean sidewalk. I work so I shovel before I leave but again.... it gets buried
- Curbside glass recycling would be nice.
- We would like to see better upkeep of the Historic Sandy area gutters. Otherwise things are very well maintained and we think they're doing a great job.

- Generally the PWD do a solid job. Thanks for asking.
- They seem to do a good job, thank you!
- The majority of the snow plow drivers are polite and do not bury my driveway and sidewalk with partially defrosted snow which turns to concrete. However I had one driver last year who was extremely rude. I had just completed clearing my sidewalk and he looked at me and turned his blade. He then proceeded to re-cover the sidewalk with heavy partially remelted street sludge. When he came back down the street I approached the truck to ask him to please be cognizant of property owners requirement to keep the sidewalks clear. He was a young man in his 20's maybe and he spoke very inappropriately to me. He was vulgar and rude. Some of the drivers of various public works trucks need to be reminded the speed limit signs should be followed. Being in a city truck does not exempt you from following the laws.
- I am not sure what department would maintain the sewer lines, but as I stand out front in my yard or the neighbors yard or walk through the subdivision(s), a good portion of the time you can smell sewer gas. It has been this way for about the last 5 years. It would be nice if something could be done about this. It is in the historic Sandy area.
- Lawn grass recycling
- We love the bulk waste pickup program! Please keep up the good work!
- There are a lot of Sandy City facilities that are watering during the day and watering every day. It is frustrating when we are asked to conserve but our city isn't doing the same.
- Where are these glass dumpsters mentioned in the survey? This is the first time I'm hearing about them.
- I don't suppose public works has any authority over traffic light maintenance. If they do, I would really like to know the best process to follow to get some of the light timings adjusted.
- Change street lighting to LED> The city is lit like a chain store parking lot - no aesthetic, alot of light pollution. Yes, We'll pay for it and then save over time due to electricity.
- please provide more education on what is NOT recyclable. example: I have been told the bags from the food store that are used for fruits and vegetables (long green bags) are not recyclable. is this true? Also, can we recycle the regular plastic bags the food store puts our groceries into? what happens if we put something in recycling that is not recyclable? can we please include glass in recycling?
- I would love if there could be more reminders around Reuse as part of the Bulk Waste Program... there used to be at least a reminder on the cards to donate usable things.
- Have glass as part of recycling curbside pickup
- I feel they do a good job compared to other cities nearby I frequent. I appreciate their efforts. I have noticed some concrete gutters in front of homes is deteriorating and will need repairs in the near future. Cement surfaces will require attention or replacement.
- More attention to bike lanes, leaving q bkke lane bumpy when smoothing a car lane is really bad Make the rules on recycling more defined. Do glass or other recyclable items need to be washed before recycling? How clean? I don't want to mess up recycling because i don't understand the rules.
- I think Sandy City is very responsible in its approach to providing Public Works services to its residents.

- Thank you! You are a wonderful department!
- I would love to see the bulk pickup schedule revised and maybe rotated around a little. In our neighborhood we often get the very late OCT or even NOV dates in the fall and turn around in the spring and have a super EARLY date. The only bulk pickup item we can get rid of is snow :) Just a suggestion, but maybe see if it could be done differently.... I love that you are asking by the way!
- You probably don't want to get me started. Utah is the 4th state I have lived in, 3rd as an adult. My husband and I travel the world in addition to our country. Utah roads are pathetic by some standards, amazing by African standards. Here's what I would like: 1. Stop with the slurry seal. I have never lived where the roads are so rough. Hire better machines and people to do a better job paving the streets. 2. STRIPE THE ROADS, for Pete's sake! Geez. Use paint that is reflective. Try using reflectors and do NOT use snow removal as your excuse for doing a lousy job. There are reflectors on the roads in Chicago and they have a darn sight more snow than we do. 3. When your eyes age, you might understand that driving with non-stripped roads and that stupid slurry seal makes driving hazardous. 4. Growing up in sunny California, my first (adult) experience with snow was in MT. I learned to drive on ice because they didn't plow the roads, either. But, the difference is I was in a small town. This is a big city with the worst drivers in the country. When my Chicago friend lived here, she couldn't believe the snow plows didn't plow curb-to-curb. Apparently, Utah Public Works could do a better job. CURB-TO-CURB. Try it. Your residents might like you better. 5. Glass recycling at the curb -- just like in better communities. 6. Probably not your department, but do you think the bozos that run this state could put lights on freeway on-and-off-ramps? Who designed I-215? A drunk Mormon engineering student at BYU? We have a problem with light pollution but you could look at dangerous places on Sandy's city streets and make the lighting better. You asked. Sandy is not my ideal. We just returned from Ft. Collins, CO. Yep. I could live there but we'd have to move a lot of family. So. We are stuck.
- Early in 2017, Sandy City removed three trees from my parkstrip; ground out the trunks and paid \$100/tree for replacement within the yard, which was appreciated. The trunk removal process seriously compromised the sprinkler system in the parkstrip, requiring manual watering. I've been 'on the list for repair' for over a year now, and am requesting the situation to be escalated before it is forgotten about.
- more information on what is recyclable and what is not
- They are doing an excellent job!
- Lots of dangerous sidewalks in the area that I live and have not been repaired in 4 years. For the last 3 years the north side of 9400 South above 1300 East has weeds growing up along the sidewalks and when winter comes that side is never shoveled in the winter for those walking or running.
- More and improved bike lanes, marking. Need more east west bike lanes.
- I think the bulk pick up is a very nice benefit of living in Sandy, but do have some concerns. I know there is a time frame in which residents are suppose to put out their pick up items. The spring is a disaster in our city. People put branches, yard clean up materials, mattresses, old broken items, and junk to the curb WAY before the time they should. It makes our city look like a trashy place. (Drive up Sege Lilly in the spring!) I once had someone say to me when he found out

where I lived “I would never live in Sandy. It is a junk hole in the spring.” I feel the dates need to be enforced and keep our beautiful city beautiful!

- Have cars park on one side the street during storms to allow plow to get the entire street
- Please check along 1300 E turn lanes 700 E is beautiful :) as is 90 s and other major thruways
- Thank you for continuing the recycling program.
- The streetlights turn on too early in my neighborhood. When they first come on they add nothing to the illumination of streets or sidewalks and just waste electricity. Also, the streetlight across from my house adds very little illumination when the leaves are on the trees because it is practically enveloped by a tree.
- Enforcement of bulk waste is ESSENTIAL! People in my neighborhood start piling up their junk FAR FAR in advance of the pick up date! It is unsightly, unsanitary, embarrassing when you're hosting family for a week, and just plain awful. Citations/fines for placing junk too early should be routinely issued OR the city should consider instead placing dumpsters on curbs for 24 hour segments.
- It seems every year we get mid to late November pick ups for bulk waste, and every spring we are one of the first. We would like it to be during times when the weather is more cooperative for us to do the work. If there must be a late November then how about rotating it so everyone has to deal with it less often.
- My street, 11600 South 872 east, is rarely plowed in a timely manner. Have had to miss work.
- I would like snow plows to stop pushing snow into driveway
- Please start doing something about the people that start putting garbage out for the neighborhood cleanup weeks before pickup
- We need yard waste disposal. This is not garbage
- Wasatch Blvd is a busy street. Coming past our place (heading west to east) is an outside curve. This means that cars at that point, and a little prior to it, tend to crowd the solid white line. Might I suggest putting rumble strips along the white line at that point, and a little prior to it, to remind drivers to better keep their cars centred in their lane as they pass by.
- To save cost recycle pick up every other week.
- Would like to see a more comprehensive recycling program. More information about locations where recycled items can be dropped off. I don't recall seeing info on drop off locations. What items can be recycled. I lived in Italy and most all items are recycled. Garbage and recycled items had to be dropped off at designated locations. It would take time to educate people but the payoff may be worthwhile. It would not supplant the pickup we currently have.
- Lights on Abbedale Lane are out. Would like investment in the recycling program/education. Encourage native plant park strips for water conservation. Would like to see improvements (make larger and safer as population grows) in the local off-leash dog park (it's crowded and hot).
- Please provide sufficient notice for the bulk waste clean up! The advanced notice for the next pick up is FANTASTIC! It's a perfect example of how it should be. And pick up right after a snow storm, not cool.
- Any chance if adding a third can for landscaping waste? It would keep it out of the landfill as Salt Lake City does.

- Streets are rough and potholes are placed right in the line of tire tracks. Back in Tennessee you'd never see a pot hole in the tire tracks of a road and most were smooth asphalt. Here they are all patched all over the place and not very smooth it all
- I really wish we had containers for yard and garden waste in Sandy like they do in SLC. If I had one it would frequently be filled each week during the spring, summer and fall, but instead all that just goes in with the regular garbage. I'm assuming in SLC the yard waste is composted or something so it doesn't take up space in the landfill.
- Sound wall along Newcastle instead of wooden fence.
- Send out an email or mailer about where glass recycling bins are located around Sandy City.
- they do a great job
- Junk day would be better earlier.
- Extend Highland Drive south at least to Segoe Lily. This would alleviate traffic congestion through our residential neighborhood.
- I noticed Draper resurfaced a number of roads that didn't need any work done on them at all. And in fact had been resurfaced within less than a year. All while more critical streets have needed work. Sandy, don't waste money like it appears Draper is. Make sure you are prioritizing the streets that really need work.
- Integrate the recycling programs so we can use one curbside trash can.
- Where are the glass recycling containers located?
- Better organizing of projects so street closures are kept at a minimum instead of tearing up multiple streets so it is difficult to maneuver thru the City.
- Keep up the good work!
- I would like to be more educated on what's actually getting recycled. Also get more involved in educating others on water use
- I'm happy to see that the city is interested in my opinion as a homeowner. Thank you.
- Bulk pickup seems to consistently be 1-2 days behind schedule
- Remove culdesacs and allow escape out of them with paths or gates to connect the neighborhoods. Cul de sacs are not more safe they actually decrease walkability and create more crime.
- I felt like neighborhood snow removal was really inconsistent last year. Only half of my street got plowed each time and it wasn't my half.
- Would like to see lowering cost of water usage on larger sized property and given on Sandy soil. If it were possible to get irrigation in our neighborhood to offset cost.
- In our neighborhood (Granite/Fur Hollow), when will our trash be picked up by the Sandy City contractor (Waste Management) instead of Wasatch Front?
- On snowy days, should issue warning tickets to vehicles parked on street
- It seems that 1300 E near 9400 south is under construction A LOT. Is there any way to plan for (ex.) phone and sewers upgrades to be done at the same time?
- In my cul-de-sac snow is pushed to the curb which there is very little of. It would be better pushed to the middle of the cul-de-sac.
- The reason I pulled back on my recycling rating was because I know of other cities that are more



advanced: recycling glass for example. But your next question asked me about the recycling glass service which I knew nothing about. So I guess you need to market yourself better. I have always believed the bulk recycling program is awesome. Way better than anybody in the valley. But recent communication about getting rid of plastic bags has left me wondering what I really supposed to do

- I live in a circle. When the snow is plowed (and we don't always get plowed because (1) living in a circle, and (2) at the end of a dead end road), it's ALL plowed in front of the 20 feet of front yard I do have. I have to dig out my mailbox too. I am no longer physically able to do this. I have no room for anyone to park in front of my house either when the snow is 5 feet high. It would be super great if the plows could split up where they deposit the snow. There are 6 homes in the circle. It's time to share. Thank you.
- Save paint by using dashed-lines instead of solid lines for 100 feet on right hand side of traffic lanes approaching intersections. Example: Newcastle Drive at Summer Meadow Drive and Michael Way, etc.
- Please address buckled sidewalk issues in a timely manner. I have a bucked sidewalk in front of my house I reported over a year ago and haven't heard any follow up.
- We only have one internet option. This is frustrating.
- 1300 E. is always being dug up or resurfaced.
- It would be nice if there was a place to drop off small amounts of green waste that come up during the summer months or with extreme snowfall. Not large amounts just a small pickup load or equivalent from homeowners. Maybe a drop location at the city shops or parks dept like the Christmas tree drop off. Thanks for the forum for ideas.
- We are the top center of a cul-de-sac on a hill (11660 South). We often are the last to be plowed and folks have great trouble going up/down safely. In recent years, the plows only clear the center of our culdesac (not out to the curb). This pushes snow accumulation up to 5 feet from our curb - making it very difficult to place garage cans out, have mail access, or even leave our driveway. Our first years here (2010-2013), the snow would be pushed all the way to the curb - creating a huge pile in our yard. This was better than having to plow the street (including the street in front of our driveway) ourselves to have needed access. Thank you
- I know they are last priority, but dead-ends and little spur streets need snow removal too. Little spur at 8920 east of 300 E. always gets missed, but slopes into traffic on 3rd and always has ice if I'm not around to clear it with ATV plow.
- It would be nice to have more definition/communication on the recycling program as to what exact requirements are preferred for recycling. Pizza boxes okay? What if there is a little food stuck to them? Milk cartons need to be rinsed or not? Why are the green recycling cans so much smaller than the garbage cans? With all of the cardboard we get from Amazon, they should be the same size. I am often looking around the night before garbage night for a half empty recycle bin I can throw my extra cardboard in.
- Bulk waste pickup would make more sense in the spring and fall (april/may and September/October). It is hard to have fall pickup in November.
- more speed enforcement or speed bumps on residential street

- There have been several times I have called in about a pothole and it is fixed promptly. Thank you!
- The gutter at the front of my home is very low which causes it to accumulate dirt and water turning into mud. I don't even know who to contact regarding this matter.
- As someone who lives at the bottom of a street and has to go up a fairly steep hill (in both directions) to just get off my street, it's frustrating to not have the plow come through until the afternoon or even the next day. It leaves those of us without 4 wheel drive completely stranded during heavy snowfalls. I know that heavily used roads have to get first priority, but roads that are truly impassible after every heavy snow should get a higher priority.
- I live next to the Sandy City water station at Highland Drive and Village Point Way. Some large, unsightly pipes have been sitting at the sight for months. With fall coming, it would be nice to have some help with leaf removal. The site has some nice maple trees. I think some arborist work is overdue. The trees grow into my yard.
- It would be great if we could put glass and plastic bags in our curb side recycle bin.
- The size of the cement rings around manholes on the streets are too big. Even if it is in the middle of the lane you can't pass them between wheels. And most of them are not smooth. They are lower or higher than the main asphalt surface and cause a bumpy rides and not good for car tires and air pollution.
- Spend a little less on curb appeal and more on street repair.
- Thanks for doing a great job!
- Better train snow plow drivers on where they should dump snow. They should not dump huge piles on fire hydrants or mailboxes (when at the end of a street) when there are other empty spaces available.
- Please bring back the electronics recycling, like the one that was on 700 W. I love how you have a place for paint and batteries.
- Place manholes anywhere except where you drive your car.
- This is the best city PW service we have experienced, thank you!
- More timely service
- I wish I could put foam cups and containers that have the recycle symbol in my curb-side recycling.
- Please sweep the roads and gutters more frequently.
- None! The department does a great job.
- Snow seems to get piled up by plow operators in a space between my neighbors and my house on Tracy Drive. This makes for difficult shoveling, it kills the growth on my parking strip due to all the salt content, it creates an area for water to pool up and freeze when some melt occurs creating an ice hazard. It also is where I place garbage for pickup but at times I can't get it in this area due to the deep snow and ice that has been piled there.
- Can you ask the police to stop using 700 East as a speed trap?
- Keep up the good work.
- We can't understand why our garbage cans take until sometimes late evening to be picked up. In the past, the blue cans would be picked up around 8 AM, with the green cans picked up maybe an hour or so later. Now, we seem to get the green cans picked up in the AM and the blue cans take hours and hours and hours to be picked up. What happened?

- Infrastructure for road cycling is extremely important to me. Ideally, manhole covers should not be in the area designated for bikes, as they are a safety hazard for cyclists. More safe bike Lanes are a must!
- Snow removal is missed a lot on our street. We are a circle but sometimes we are completely missed and they plow the streets that connect to us. Our street is Senda circle.
- Public Works and Sandy City, the Principle, has let Waste Management, the Agent, dictate how and to what degree they would remove the hydraulic oil and subsequent waste product residue. A travesty of bureaucratic ineptitude. According to Sandy City the oil spill has been clean-up and the remaining oil stain in the asphalt extending three city blocks is expectable. Yet, the oil stain is caused by product residue. The hydraulic oil product's MSDS mandates that waste product residue should be disposed of in safe way. The existence of the oil stain means that oil has been absorbed into the asphalt, therefore, oil residue exists and has not been disposed of in accordance with Waste Management's MSDS. If the clean-up would have been conducted properly, the following would have eliminated the stain: Oil Stain Remover The Ultra-Oil Stain Remover is an easy-to-use product that removes stains caused by oil, grease, hydraulic fluid, and other oil-based materials. After scraping off build up and cleaning the area, apply the oil stain remover to the stained area. Let the product dry to powder form (usually about 5-8 hours) and then sweep up the area. 4) Replace damaged asphalt In areas where the oil is so saturated into the pavement, the best course of action may be to replace the damaged area. This involves heating the area to soften it and then scraping off the saturated layer of asphalt and replacing with new asphalt. Now, we are more than three months since the May 17 incident at and near 10359 Eagle Cliff Way and it appears we are at the asphalt replacement stage. Is Sandy City going to preserve a street asset and demand Waste Management to make Sandy City and her citizens whole? Or, is Waste Management running Public Works and setting policy for Sandy City?
- Would use a green waste can if I didn't have to pay for it year round or pay the start up fee again if I cancelled for the winter. Would even sign up for an abbreviated schedule. Say April - Nov.
- Additional glass recycling locations would be helpful. In addition, cleaning up the broken glass around the containers would make it safer to use them.
- Public works does an exemplary job.
- Please start a bi-yearly program where papers can be shredded onsite safely for Sandy residents
- I have a fire hydrant in front of my house on a culdesac and snow plows push snow to cover it. Not safe when there are other places on Circle to push snow Glenn Abbey Cir
- when there is a bad storm, i realize the highways are the first priority, but wasatch blvd is a main thoroughfare and should be done way earlier
- Overall I do think you do a pretty good job. I would love to see green waste recycling introduced
- When we have bulk waste pickup, you mention two piles with vegetation in a separate pile. I know many people do not separate their waste into two piles but when the trucks come, they seem to put everything into one truck. So what is your plan for vegetation waste?
- I doubt code enforcement falls under public works, but LOOK @ the house @ corner of 700

East and 8080 South. This is worse than pitiful. And it is in the back yard of the sitting council member of our district. Yeah, great my tax dollars being wasted by the total lack of code enforcement. I would invite a code enforcement officer to come to my house and let me have the opportunity to point out at least 6 or more houses on 8080 South that are horrible.

- I would love to know more about recycling. I'd like more about what can be recycled, what condition it should be in, etc.
- Use less salt!
- I had no idea until very recently that we had glass drop off locations. I think more people would use it if they knew about it.
- If a trash can gets tipped over in the wind or whatnot, don't ignore it. Get out of your trucks and pick up the trash, don't just drive by it.
- This may not be for your department, but I'll leave it anyway so it can be passed along. Some of the common area landscaping on city streets needs attention. There are weed filled areas that need to be addressed as well as lawns that needs edging. Lawn care in our local park is not as good as it has been in the past. Dandelions have been rampant for two seasons now. Grass should be edged more.
- Why did recycling quit taking shredded paper? It seems a waste of landfill to fill it with shredded paper.
- Sometimes there is slow response to snow removal in our area. More attention needs to be given to ticketing cars that remain in the street during snow storms.
- Garbage collection needs be consistent. There has been time changes with no notice. Also the workers that pick up the cans are messy putting them back. If they make a mess on the ground they leave it and do not go back and clean it up. I have watched them knock over cans and drive off. I have watched them pickup a can drive forward shaking it and put it down in a very bad place - like in front of another driveway
- Like it would do any good! Our street is a mess and now we have an additional 36 homes with the entry street DIRECTLY across the street from ours! What rocket scientist designed this?!
- I feel the plow blades could be turned somewhat at driveways and adjusted Between them. The speed is questionable at times . Overall I feel the drivers are doing a great job but my concerns would slow the process and may cause overtime.
- Do something soon about the garbage cans
- I don't recycle glass because it's not convenient. I don't necessarily need at home pickup, but more convenient glass receptacles at Smith's for example would work. I could just bring my glass when I go shopping. Road snow removal is fine. However, sidewalk shoveling is not enforced. I like to walk and I often can't walk on the sidewalk because it hasn't been shoveled. This also applies to tree trimming. It is likewise not enforced. The condition and appearance of roads in Sandy are pretty good. I'm generally satisfied. There are a couple of spots along 1300 E where in the median, the brickwork is pushing up. Every time I see it, I just want to stop my car and stomp on it to push it back down! (I know, I'm kinda anal!)
- If they plan on tearing the street up for maintenance, don't repair it first!
- There's more of us in Sandy

- Trees are over the sidewalk on corner of Hidden Valley Road and Nicklaus Road, making that intersection very dangerous. You have to get way out in the road on Nicklaus Road before you can see if cars are coming from the east. I have called in about it before, but nothing has been done. Thanks. We live on Nicklaus Circle.
- Just wanted to comment on snow removal service. Overall it is very good. We must have had a new driver on Newcastle Dr as he took out two mailboxes at my neighbors and also at my residence he drove up and over the curb and took out a 10 foot swatch a grass.
- I'd like to see more emphasis on recycling even given the growing financial challenges. Getting the community properly using the system is a real problem. It's worth spending more but citizens need to act more responsibly. Don't give up!
- Performing maintenance on off peak traffic hours is appreciated. Having traffic directors can also help during peak hours to minimize congestion.
- Street sweeping should be done more often
- Please consider my remarks. I have owned 3 homes on the high East bench of Sandy in the last 21 years. When I first moved to Sandy in 1997 the bulk waste program was a minimum of 6 times per year. The snow removal has never been acceptable for the high east bench in the neighborhoods. The glass recycle program is basically non existent and not user friendly. Thanks for your time!
- The twice a year bulk waist program is very important to me.
- Be careful of sign placement when doing roadwork. Often I have seen signs saying lane closed ahead and when I got through the area the lane wasn't closed and all the polycones have been moved to the side. I'm guessing this is because the workers were done for the day. Don't post misleading signs like that. If the lanes aren't closed, but will be later turn the signs around until then. Otherwise it just teaches people to ignore the signs. Please only post accurate signs
- I am happy with the cleanup program but I am frustrated with how it is abused.
- More glass recycling locations please!
- I would like to have brown waste bins
- Too many roads do not have luminescent lines. Most are too faded to be seen at night and/or when streets ate wet.
- Maybe it is just our street, but the Bulk Waste Pickup needs to be timed better to coincide with usual household landscaping spring and fall cleanups. It comes too early in Spring and too early in Fall. If that cannot be done, maybe put it on a rotation so that sometimes our neighborhood would be in the beginning of the rotation, then the next time middle, then the next toward the end.
- Increase recycling program and add weekly yard waste/composting
- Greenwich Cir pretty frequently gets missed after a snowstorm. It would be great to have us on the normal snow removal rotation.
- When exiting something like a dead end, have the snow plows push the load forward, then reverse. Do not turn immediately in front of a driveway where the plow will dump its load. This is what the snow plow driver does when he/she sees us shoveling our driveway. But, if we are not there when the roads are plowed, we always end up digging out from very heavy snow and ice.
-

- I had a street light in front of my house that went out and it took a year for it to be replaced/ fixed. To be fair, I never called, because I wasn't sure who to call.
- If at all possible, could you plow the hilly streets first? I even have 4 wheel drive and all weather tires and cannot get up the hill at times because the snow has not been yet plowed.
- Do a section completely. I recognize that there is only a certain amount of money for resurfacing but then do a smaller section and do it nicely.
- Stop working the same roads over and over again that don't need work.
- I have a street light that shines right into my family room. I have heard of street lights that are shaded or blacked out on one side to direct light only where needed. I would like to have one of these installed by my house. Who do I contact about this?
- Although I realize it can't be done in every case, it sure would be nice in winter to not have the entrance to my driveway blocked with snow from what the snowplow driver has done. But it's been going on for 40 years now, so I guess I shouldn't expect a change now...
- Need more street lights on my street
- I hope someday glass all be accepted in the recycle bin.
- A small thing but I've noticed some paving companies are really good (or maybe lucky) at blending the joints of old roads to new paving. Bad joints really bother me. Take note of the good ones and hire them.
- I would like to have a green waste recycle program
- Keep up the good work. Do not change the bulk waste pickup. I use it every year, and love it.
- Keep up the great work.
- Find a paint for stripping lanes that will last longer and be easier to see, especially in winter after the roads are salted.
- curbside glass recycling.
- I really don't like sprinklers running in parks and city property during the day when other residences are told not to water at that time. Please be more aware of rules that are pushed on citizens that the city doesn't follow.
- Wouldn't mind mockingjay being an alternating street parking in winter.
- You should benchmark your recycling program with other progressive cities and strive to be more inclusive. Too much waste still goes into landfills.
- 1. Make more than one swipe in the circle 2. Don't block driveways 3. Do a good job!!
- I would like to see more on recycling, specifically glass. Maybe some good glass sorting containers that we could purchase to help separate out glass to better take it to the glass pickup locations? Just better recycle information in general would be nice. I find a lot of the neighbors and even myself on occasion not very well versed in recycling. What we can/cannot recycle and specifically glass recycling. Our sidewalks are awful. My neighborhood was build in the late 60's and throughout the 70's and the sidewalks are all askew, sinking or smashed up in some cases. They could definitely be revitalized/fixed better.
- I understand that small neighborhood streets have to take lower priority than keeping the main streets clear, but when they plows finally do reach my street, they plow a mountain of snow in front of my driveway because so much of it has accumulated without being plowed

- We love the bulk waste 2 times a year. It is such a great service, thank you!
- I think we need a container for shrubs, clippings and grass. I would like to see sandy in forefront of being green. Such as eliminating plastic bags at our businesses. Let me know how I can help with that. When I visit cities or states that have done this the litter along the streets and in our parks have decreased dramatically. People adjust.
- Curbside Glass Recycling Please!
- Green waste recycling would be awesome for lawn clippings etc
- Interesting how some streets are “repaired” but immediately sink thus leave large square depressions..
- Increase the number ofr glass recycle pick up bins.
- The bulk collection comes too early. In the spring it’s too soon but I feel the pain the most in the fall because I haven’t torn down my garden and gotten my yard ready for the winter when they come in the fall. If it could get pushed back by a month that would be much better.
- Things are good as far as I can see. Thank you!
- Please clean-up loose gravel ASAP. It’s bad for kids on bikes.
- I live in a townhome (condo). We all have our own trash cans and pay separately for trash collection, just like our neighbors who own single homes. However, we’re being told we don’t get to participate in the Bulk Trash program. I think that’s unfair, or maybe the leaflets we receive are misinforming us?...
- I think that we often overlook all that they do for our community as they do their jobs well and professionally. When things are working smoothly, we often don’t even think about them. I appreciate that our city streets and parks are keep accessible, clean and in working order. Thank you
- Our garbage can has been broken many times from the garbage man slamming them down and are almost always knocked over.
- I live on a culdesac and some times the snow plow comes in and makes a swing turn pushing the snow to the outside and making berms in front of the driveways. Other times the driver takes a little more time to push the snow to the curb (where there is no mail box) then continues to push to another area to another place on the curb and NEVER blocks any driveways. I wish that driver would always plow the culdesac where I live.
- I live in an area where the bulk waste pick-up days are super early in the spring, and super late in the fall. Some years we are unable to get anything out because of the temperatures and or snow. It would be nice to be on a rotated schedule of when the pick-ups would be.
- I run into occasional blockages on the bike lanes for construction. I know there are not many places to put them but they do push us into traffic.
- instead of just coating streets with black coating. please resurface them. also 1300 east was redone and then had to be torn apart again for mnt work. POOR PLANNING
- It would be great if the spring cleanup/bulk waste removal—which I very much appreciate—was later into the season, as it’s often too early for anyone to be working in the yard.
- Keep up the good work. You guys and gals are awesome. It is the behind the scenes people that keep this city working. With out you we would be up a creek!

- Gutters in historic sandy need repair. Weeds are coming up along the edges of the street breaking up sidewalks and asphalt. Driving on the roads is fine but the sides of the roads near the side walks and gutters are in terrible shape. This area should be maintained better for those that use the sidewalks and just for the general aesthetics of the historic sandy area.
- Begin glass recycling at home without charging extra.
- Please stop coming around the corner and depositing ALL snow in front of my house. No one else on the street has this issue except us
- I just don't like garbage day on Friday.
- When snow plowing the roads, please don't push it into driveways. The snow is heavy and for us older residents, it is almost impossible to move it out of the driveway and get out of our driveways. Why can't you push it to the center of the street, especially where there is a center turn lane. Please have consideration for your older residents.
- We live on a cul-de-sac. When it snows, sometimes the snow plow driver makes a quick "Y" and leaves the rest of the Circle for us to clean. I really appreciate it when he takes the time to clean the whole Circle.
- Many of man hole covers need to be lifted to reach new street levels after resurfacing. I think we need to add glass recycling to our recycling program.
- The street drains often are overflowing in historic sandy with blockage from leaves and trash. The water floods into the street instead of going down the drains.
- Keep up the good work thank you for all you do.
- In my area the team who picks up the recycling cans almost always dump items on the road, which I have to go out and pick up. For a time I quit putting out this can, due to that fact - just recently began to recycle again and nothing has changed. This past Thursday I was gathering up the items he had left behind - I'm sure that tomorrow I'll be doing the same thing again Since my main garbage can can be emptied successfully, is it a hard thing to have the recycling can get the same treatment. Maybe part of his problem is the phone calls he is making all the time and so he is running late everywhere
- I think the city has wasted a lot of Money and resources on useless aesthetics like islands in the roads.
- There have been several instances when road repair crews have left signs or restricting cones far too long, after work apparently finished. 13th East was narrowed to one lane, the left-hand turn, all the way to rush hour, with no workers in sight and no manual traffic director, so that traffic backed up for several blocks. Better monitoring of contracted work crews, assuring traffic flow, is needed.
- Attend to areas near neighborhoods that belong to the city. Spray it, pull weeds and remove trash. If you don't know because it's been neglected for years, have an APP or website to report it so you can attend to it.
- Aesthetics of street repairs and resurfacing is really ugly...84092
- Better coordination of underground work on roads. Let's tear up the road once do all the underground work then repair it. Having constant construction especially along 1300 and 700 does little help for rush hour



- I do think you are doing a great job but something has to be done with the height difference between man hole covers and the AC. Its too much of a variance. Also the new timing of the Newcastle/Highland light is frustrating. I can't tell you how many times I am waiting over 2 mins. for the light to change when heading west and there is no traffic heading north/south. Also the green arrow for turning onto Newcastle when coming from the north is crooked. if you can fix this, it would be great.
- My only complaint about garbage pick up is that they abuse the cans and then we have messy, broken, ugly cans. I understand the trucks are trucks but the operators have no regard for how they pick them up or put them down. They are dropped hard and often land side or front down. I have had to call for a new can before and get a replacement but it just seems that they could be gentler in the handling of them which would cut down on replacements or having to send someone out to replace a wheel or handle so often. And the arms of the trucks leave gobs of grease on the cans. I am constantly having to wipe them off since I don't want my grandson getting messy when he "helps" pull them in from the street.
- Waste management and diverting as much waste as possible is very important to me. I currently drive my glass to collection locations but I think it should be an at home pickup service and required service charge on all residents. I also think we should start a local composting pickup service too for an optional additional charge. Drop off locations for unusable textiles to be repurposed is another great way to recycle. The recycling processing plants need far more support to function properly and efficiently. Public awareness is extremely poor on what even can be recycled, how important it is, how the recycling process functions locally and the support our facilities need to be effective. Thank you.
- please come and finish grinding the sidewalks on my street: 9350 south from 1500-1700 east. also, can we please get a crosswalk flasher added to the crosswalk west of falcon park? that crosswalk is part of the safe passage for the elementary school, but cars coming down the hill cannot see children who are waiting to cross from the shortcut (hill) to the park.
- In regards to snow removal - many people on our street park on the street during snow storms and then our street doesn't get sufficiently plowed. What good is it to have a code or ordinance against parking on street during snow storms if it's not enforced? Same with neighbors not shoveling their sidewalks? And yes, I've called, but nothing is enforced and therefore nothing changes.
- Department Head is not very nice to the public, shows disdain for their concerns.
- More and better bike lanes around the city.
- IF POSSIBLE don't have major work on 7th East, 13th East, and 20th East at the same time. Also on the East West major roads. I know there are different departments and entities, but coordinating a little better would be much better for everyone.
- More recycling options or locations
- Green waste recycling on the curb, like SLC neighborhoods, would be great!
- I often report malfunctioning traffic signal lights. The office is receptive to my input and effects a repair in an appropriate amount of time. Police and other city agencies who have staff that drive a lot should also report malfunctions as they see them.

- My one issue is with snow removal. I know they try to get it done quickly but, the speed at which they drive throws the street snow all the way to the sidewalk and I have to go out again and shovel the “wet” snow off the sidewalk, driveway and walkways. If they could just slow it down a bit that would be appreciated.
- Potholes could be fixed sooner so that we don’t have to get flat tires when we hit them.
- Trouble spots that don’t get much attention are asphalt to concrete transitions. For example, 9000 South heading east or west, approaching I-15, between Monroe St and S Sandy Parkway, when the asphalt transitions to concrete there is a large bump. This seems to be a common problem for most transitions like this.
- Keep it up, yay for Sandy City Public Works!! <3
- I appreciate the street lights in my neighborhood and I know they provide safety and security I do wish they shut down at times..... Otherwise....great job!
- Lanes just seem to end and drivers are on their own to fight for priority. For example, southbound Highland approaching 9400 S is horrible.
- Bring the sweeper more often to clean the gutters from leaves and dog poop.
- Water Bills? Please put the amount due in the email message rather than making us login to see it. If you insist on making us login, at least have a “keep me logged in” option and let us pick our own usernames rather than requiring the account number.
- Please avoid piling snow into our driveway from the cul de sac
- A lot of new and redo construction especially this time of year eg school starting, would have thought these shovel ready project would have started earlier in construction season
- Education or tickets for bulk waste on streets too far in advance. Happy with everything else.
- due to recent news stories and public notice I am not sure recycling is of any benefit to anyone. For some reason I thought we recycled our items here locally but have since been informed that it is shipped out even as far away as China. As you can see it is a comment, not a suggestion.
- I have seen communities using smaller dumpsters for yard clean up in between the twice yearly community cleanup, is it possible for Sandy City to get smaller dumpsters for citizen use?
- Consolidate the road repairs so more workers complete a project before moving to the next road project. Too many projects inconvenience Sandy citizens and delay routine and efficient use of roads. “Don’t bite off more than you can chew!” applies to repair and repaving Sandy streets. In addition, plan ahead for housing development so that water, sewer and other utilities are done once for the long term plan and not piece meal for multiple subdivisions.
- I think more glass recycling locations would be great! Every winter, I get frustrated with the snow removal on my street. I live near a school and when there is snow, the streets seem to rarely be plowed enough to allow for traffic in both directions.
- More bulk pick up days, street lamp maintenance Also you should hire someone to go around one day a week and take down yard sale signs from the weekend
- Allow glass in residential recycle cans.
- Better communications with citizens and WM. WM replaced my recyclable contain when they broke it with a smaller can. when I called them out on it, I was told to take it up with the city as this was the size the city had ordered. When I call PW’s I was told that I would have to call WM

as they are the ones responsible for the containers. In other-words lets pass the buck and eventually you will give up, and I did. I given high marks to the City and WM but that's changing quickly.

- Thank you for the liquid salt layer before the storms!! That really helped to keep snow at a minimum on our residential streets!
- Really appreciate the bulk pick ups!! Several years ago, the street crews did some selective pruning on our parkway trees, Norway maples. They did an excellent job. Their skill was obvious to us. It was not a lop and chop job. They made smart cuts in the right places. We really appreciated their efforts.
- Curb, gutter, and sidewalk on the North side of 8600 South above 700 East is needed to make it safe for our children to walk to and from school.
- Clothing needs greater visibility
- Better explain the huge increase in the cost of water. I am shocked with the last bill.
- My only interaction with public works employees was when a water main broke across the street from my house. They were friendly and answered questions when approached. I would have appreciated a follow up notice on my door or an email, etc. about the schedule of the work that needed to be done after the emergency fix (road resurfacing and such), but feel like it was handled well enough.
- I would like to see a green garbage collection on a monthly basis for yard waste. I prefer composting but there has been a rat problem in the neighborhood due to unoccupied homes and neglected yards. Therefore I have abandoned the compost.
- It would be very helpful to have curbside recycling of glass, even if it required a separate bin.
- One of the biggest reasons we chose to continue to live in Sandy is how well kept the city is.
- Snow removal is my only real concern, mostly because it only happens 50% of the time
- Email the locations of glass recycling dumpsters - I have never seen one in Sandy. Where do we take hazardous waste like empty paint cans or flammable liquids??
- Try using good contractors for road work. Or train Sandy's road crews much better.
- Glass recycling dumpsters at the senior's center seem to always be super full and a bit dangerous to put my glass into. I think we need additional dumpster sites
- Keep pushing the County to keep their streets in similar shape as ours. It's infur to hit s crappy road just because it's in the county unincorporated area
- How often do street sweepers sweep the streets from debris left by dump trucks?
- Red left turn arrows are used too much and they impede traffic flow. Divided highways also impede traffic flow on 7th and 13 East. No one needs trees in the middle of the road. Closing the intersection by the Sandy library on 13th East was one of the worst decisions ever made!!! Re-open it.
- Please provide specifics about glass disposal. I went to the Sandy Amphitheater looking for a bin and could not locate one. I understand there is a bin at the City Center bldg(s) and thought there was supposed to be one at the Amphitheater. Please provide a map designating the specific area for these bins
- It seems to me that many of the streets need to be restriped with reflective paint. The lines are

hard to see and night and in the rain. Also, some street signs don't match the most commonly used name for a street. For instance on 9400 South the Stoplight at Quail Hollow Dr and Eastdell Dr, the street sign on the light is marked as 2300 East. However, the street names are most often used. I think that sign should be replaced with one with both names and arrows pointing north for Quail Hollow Drive and south for Eastdell Dr. This would be similar to the sign at Alta Canyon and Viscounti or Bengal Blvd and Parkridge.

- Please call the police to come to ticket the cars that are on the street during snowstorms.
- The streets are fantastic, I can always tell when I leave Sandy. I also REALLY love the twice a year bulk waste pickup! Thank you!!
- I love being in Sandy. Even on horrible snow days you are there keeping us safe. Thanks
- Sometimes when the garbage truck misses and garbage is left in the street. Please clean it up. For the most part they are great. I think we were training a new guy. Things have gotten much better. Thanks for what you do
- I'm always a bit confused what happens on a holiday- which holidays garbage is not collected and what I should do with the bin. Some information would be helpful.
- I feel that our Public Works Department works well. I never notice a problem. In six years, I've had to call once to ask for snow removal. And the receptionist on the phone was so kind, it was hardly a bother to call!
- The recycling is becoming more confusing. We have discussed it with neighbors---plastic bags or not, junk mail or not and why are a few of the items we are not certain of.
- Cut the Mayors pay, and put it into the city works. More efficient snow removal with front loaders and large bed dumpsters. Give money to the city employees that do the work, not the over price mayor who talks big, but doesn't do any sweating.
- Please plow curb to curb.
- Notoriously misses our section or is a day or two late. This is very common.
- Would like a container for yard waste, which could then be mulched and distributed to home owners for yards and gardens.
- Give the workers/companies shorter time constraints. They'll tell you they can't do it in that time, but they absolutely can. They schedule all projects concurrently then work on them all at the same time. If they concentrated on one or two, they could knock them out in a day or two instead of weeks and weeks.
- Better enforcement of no parking during snow removal. On our street, Knollwood Drive, some neighbors always leave cars on street. Call police and nothing is done.
- Great people - they need more recognition and a pay raise
- Some general bulk drop off sites please.
- More street sweeping.
- Please stop with the spray on covering of asphalt and remove the asphalt if needed and put asphalt down. The slurry is awful and gets in the driveways and is a ugly solution.
- Please be considerate of rush hour commuters when performing road construction that requires lane sharing with oncoming traffic. Otherwise, they do a good job.
- Can the bulk waste schedule ever be rearranged or adjusted from time to time? I have had the

early spring/late fall pickup time for many years now. The seasons and weather can change considerably from the time you start in March to the time you end in May. Same goes for the autumn weather. For example, in late November, I can't use bulk waste to dispose of tree limbs, shrubbery, etc. It's past the time to prune. I'm not campaigning for better times permanently - just a rotating schedule that allows everybody to share bulk waste collection times. I understand the logistical difficulties for a set schedule, let alone a rotating one. But a rotating schedule would certainly provide more equity. Thanks. Keep up the great work! Your a major reason our city is as beautiful as it is.

- Go back to street repair that does it correctly around manhole and utility covers in the street so that the ride isn't so jarring.
- More glass recycling locations. More information about other types of recycling and a very detailed list of how to recycle and locations, etc.
- We need more sidewalks in our subdivision replaced because of deterioration and trees overhanging and roots raising the sidewalk. It is difficult for strollers, walkers and wheel chairs to navigate some of the sidewalks.
- Great job! Thank you, Sandy City.
- Recycling would be nice to know what is and isn't recyclable. It's hard to know and frustrating that things like plastic shopping bags aren't recyclable. Also it'd be nice to know what happens if we accidentally recycle something that isn't recyclable.
- As a Motorcycle rider I am always irritable with how the roads are resurfaced. Frequently, there are differences in the road surface at critical points where Motorcyclists would take a line through a corner and this can be terrifying. I can't prove it, but I bet some single vehicle motorcycle crashes are caused by "joins" in the road surface that upset a Motorcycle through a corner. Of particular note are the god-awful "Tar Snakes" that, when applied, turn a corner into a heart-stopping, pants-filling, white knuckle moment.
- Sandy City does a great job maintaining the streets, especially when compared to Salt Lake City, Holliday and Millcreek. Only one suggestion, paint all sunken manhole covers white so drivers can avoid them easier.
- Clean my street area.
- Enforce code on vehicles on street during snow removal
- I would love to see prompt snow removal emphasized over smoothness of street surfaces. Coming from Chicago, Sandy City barely has potholes and streets can certainly wait on resurfacing, but we can't wait on snow removal when everyone needs to get to work.
- One: closely supervise your contractors work. Two: eliminate resurfacing buildup. Three: ensure that manhole covers are matched to new surfaces. Four: eliminate gutters (dips) that cross a road.
- I have placed my garbage and recycling bins in all sorts of different placements on garbage day trying to find the best placement for the trucks. Regardless of where I place them, they are 90% of the time left in the road or knocked down.
- Main line insurance replacement
- Stop improving streets! Start making bike lanes. Start making our landscapes pedestrian/biker

friendly. Stop these incessant road repair projects. What a bunch of pork you've got going on here in Utah. I live in suburban hell can't you tell?

- Recycle for our area drops a lot of trash and they don't pick it up.
- The guys and gals doing the labor part seem to do a good job however the project part is lacking. Some roads need to be repaired in Sandy
- Sewer access covers continue to get lower and lower leading to rough and dangerous situations.
- Raise the sewer chimneys before you resurface the street, also the water channels at some intersections are really too low.
- I think Public Works does an excellent job of snow removal overall, but it seems my neighborhood (2130 E) is the last street to get cleared. The most dangerous part of my commute is almost always on my own streets. I would like curbside glass recycling.
- They have done a great job anytime that I have called with a concern. They have also done a great job on overall maintenance on our street. Keep up the good work.
- None, I am very satisfied with everything.
- I know nothing about glass recycling. Lived here 30 years.
- They plow the snow into my driveway. Please stop.
- PLEASE PLEASE PLEASE require all utilities to replace their cables, etc. BEFORE a road is repaved. It seems like every time road work is complete, ie Wasatch Blvd, 1300 E, 9400 So, etc. the list goes on and on! What a colossal waste of money.
- Continue fixing our infrastructure. I was pleased that sidewalk sections that were uneven were removed and the sidewalk repaired. Please continue doing that with curb and gutters that have settled.
- Constructions on 9000 S: a lot of gravel spilled on to the road where cars go through. Some of the the orange cones are not well placed making the passage quite narrow (could be due to cars bumping into them).
- A sidewalk on 110th, more bike lane areas.
- Bulk waste on the curb makes the City look bad for many weeks in the spring and fall. An enhanced dumpster program would meet the needs of most citizens.
- If possible, it would be better to have 3 bulk waste pickups per year - early Spring, mid Summer, & late Fall.
- More bike lanes where possible
- Bulk waste program needs to be eliminated. Offer landfill passes to residents and continue to rent dumpsters for a reasonable rate. This would clean up the City immensely.
- Curbside glass recycling please
- The roads are rough, the street in front of my house and others nearby, is cracking away from the gutters. The gutters are draining properly.
- Would like to see cars parked on the street during snow removal receive citations. Sometimes our side of the street doesn't get plowed because of this very issue. Appreciate all the hard work from this department.
- Time/ rotate projects so that everything doesn't seem to be under construction at the same time. Plan for impacts on traffic flow: don't work on State St. AND 700 East at the same time.

- I was not aware of glass recycle containers in Sandy. If there are, it would help to better advertise where they are. Also for electronics recycling.
- smile more
- The landscaping on Highland Drive from Creek Rd to 9400 South is very nice. Is that a Sandy City effort? If so, maybe you could replicate on 13th East and 7th East. Landscaping on roads makes a huge impact in city aesthetics.
- Recycling seems to be going downhill in most areas due to the value of the recycling. One thing that i can't stand is the requirement to not put recycling inside a garbage bag. This leads to trash blown around our city. Can we ask WM to charge us a little more and allow us to use trash bags to hold the recycling? I would be willing to pay an extra \$.50 to \$1.00 per month for this.
- Better snow removal on big snow storm days. When snow falls overnight but can't get on main roads at 6 am because they haven't been plowed is frustrating. Understand need to prioritize and neighborhoods not done until much later, but main thoroughfares like 700 east need to always be clear for traffic to move
- It would be helpful if the crews on the streets would make sure their signage is correct. More than once I have come upon a sign indicating that a lane closure is ahead so I merge into the other lane only to find out that no such closure exists. I also find it very irritating to have cars not merge into a lane for a lane closure until the very end of the warning area. The cars in the open lane are held up by the last minute mergers. Some public education on this subject would be nice.
- Consider the use of street zone maintenance concept to achieve more cost effective maintenance
- I think Sandy City does an amazing job at growing and keeping out community running. Thank you! Water costs seem to be very high and have doubled in the many years we have lived in Sandy. I am not sure if we have the ability to limit these rising costs but that would be a good thing to look at. I do realize with live in a desert and there is significant efforts to preserve water as a result.
- great job, nice employees who are courteous and helpful
- I would like to see feedback on the effectiveness of our recycling program and hear about future plans for the program on a regular basis. I would like to see it discussed regularly in the city newsletter to keep us mindful of the impact we can have by responsibly recycling as much as possible.
- They seem to be well engaged in keeping Sandy nice.
- Love, Love, Love the bulk waste day!! Our address is always the first in the spring though and then last in the fall which means that our two dates are very close together rather than spaced out 6 months.
- I rated recycling, etc. as 'do not use' since we are still on WFWRD, which we are pleased with. I've seen neighbors, on Sandy waste collection, even today while walking, working to stuff their humongous amounts of green waste into their regular trash bin, and wondered whether Sandy might want to follow WFWRD's lead and establish green waste bins. You might want to have Kris Nicholl (still on WFWRD board?) check out the economics of that change.

- Green Waste Cans would be great! It would eliminate my need for a second trash garbage can.
- Traffic Flow - especially along 1300 East the lights seem to be timed to hit every one red. The flow would be much better if the timing would allow a vehicle to travel the speed limit and pass thru at least a few lights that were green. After experimenting, you need to go at least 10 mph over the speed limit to hit the next light green. Improved traffic flow will also decrease congestion during rush hours. There are computer simulation models available to help in timing...
- Better communication about when bulk collection will be and it would be nice to have it at least one more time during the year. Otherwise I think Sandy does a good job of maintaining things.
- Instead of the bulk waste program serving individual residences, I would like to see a program where dumpsters are placed in city park parking lots for a week timeframe. Having the garbage pile up in the streets for weeks (bc no one enforces the code) and then having people sort through the trash and pilfer things (another code not enforced) makes our streets less safe. While I think the bulk waste is necessary, I think it can be done in a more efficient way that accounts for the safety of runners and cyclists and protects private property rights by not inviting in people to steal garbage out of the gutters.
- There are a lot of sidewalks in need of repair or replacement. I would like to have more bulk clean up or maybe more variation in timing. My schedule is always very late in the year and then very early the next year. Most of the clean up is yard landscape clean up. Having these 2 cleanups so close, makes it difficult for me to get all that I need cleaned up. It would be nice to have another cleanup in the early summer so that I can get rid of dead landscape, bushes or trees.
- Most of my street complaints would need to be targeted to UDOT.... the constant summer cones on State Street and the length of time it has been taking to finish lower State Street. They are never mindful of the travel routes to work. I'm back on the freeway to avoid the mess.
- Budget every year to do work on the historic Sandy infrastructure. It all needs to be redone. Then if residents see that the city puts a priority in the neighborhood, residents will also put a better effort into their homes. See Main street and 8680 south. Both have updated , side walls etc. And the homes are well cared for, and kept up. They're is definately a causation there.
- Water is far more expensive than other cities I've lived in Utah.
- Do you have a long-range plan for resurfacing neighborhood roads? If so, is it published somewhere? When you do resurface, could you even-out bumpy roads instead of just paving over them?
- You make all these "pretty islands" along the roadway sidewalks and then forget about them... they grow in with weeds and look awful.
- The current street lights should be replaced with more efficient lights that only direct light downward. With the current design, half the energy is wasted trying to light up the moon. Better yet, let's save even more energy and turn all the street lights off.
- Be innovative. Use public funds more appropriately. Have your office people respond more professional and kindly when issues arise and citizens phone.
- Street sweeping is a great service. However, on my street there are both Sandy and unincorporated SL County homes. I recognize the difficulty in knowing which houses should have a Sandy sweeper. But it is only about every 3-4 years that Little Cottonwood Rd in front of my

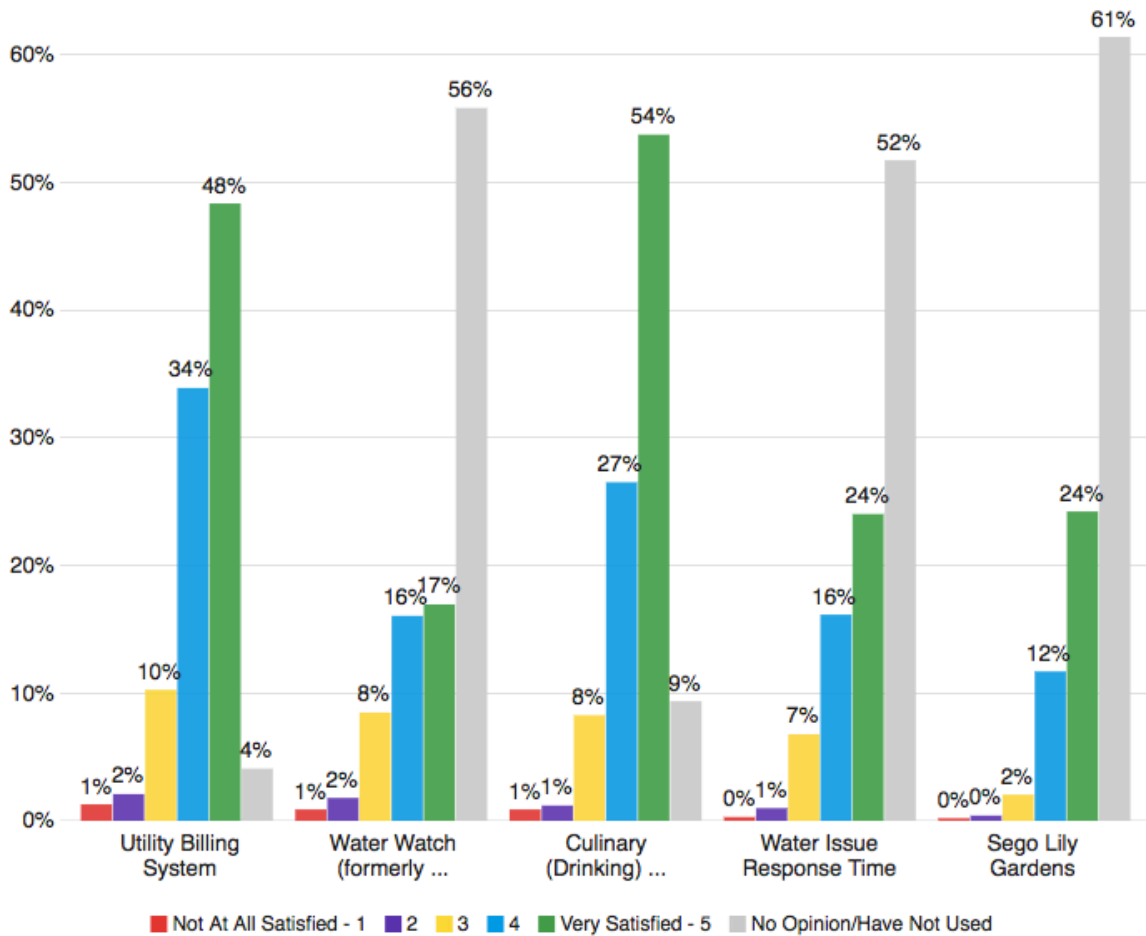


house gets swept. Perhaps there could be a way to figure out how to reliably get the sweepers to those of us with SL Co neighbors?

- Snow removal is wonderful in our neighborhood. The drivers are courteous and go out of their way to get our streets cleaned. Most roads are in good condition but they are also aging rapidly. Overall Sandy has done a good job with the amount of infrastructure it has to maintain!
- Keep bike lanes swept regularly so they can be used.
- sweep bicycle lanes
- I would love to have street sweepers come through my neighborhood more frequently.
- For bulk clean up I'd like to see dumpsters around the neighborhood instead of just letting people through stuff onto the street. Having a loader pick everything up is rough on the roads and is time consuming for the city. I think by leaving bulk containers would improve the bulk cleanup process. Thanks
- They do a great job. More than likely they are all due for a raise. The snow removal cod stand to have people out all hours. I've talked to employees who weren't happy with having zero family life during snow season.
- They have always been helpful when we need to pass.

## Residential Water Services

Please rate your satisfaction of the following using a 1 - 5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1 - 5 scale, with 1 = Poor and 5 = Excellent:

- Utility Billing System: **4.31**
- Water Watch (formerly Aquahawk): **4.05**
- Culinary Water Services: **4.45**
- Water Issue Response Time: **4.30**
- Segoe Lily Gardens: **4.54**

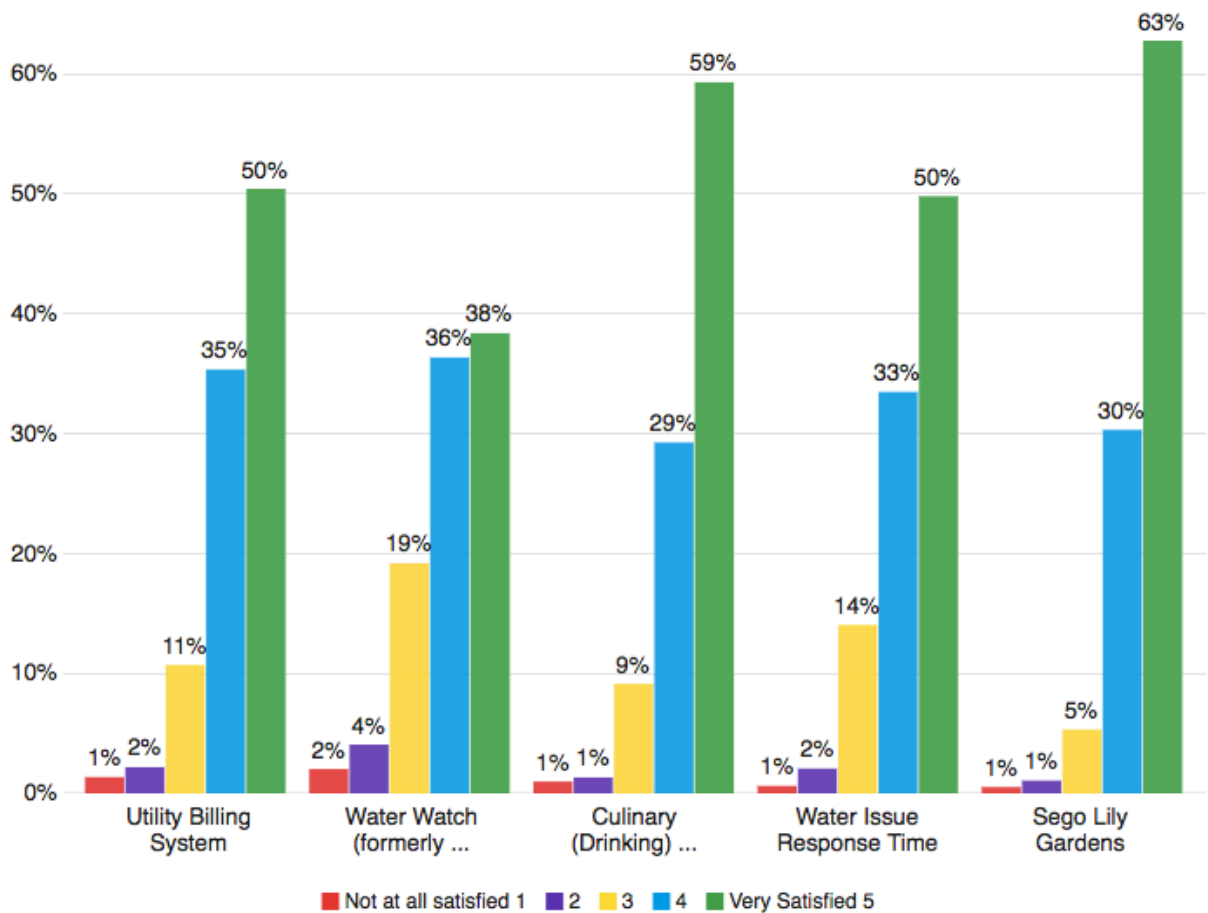
## Residential Water Services Summary:

As expected, most residents have used Culinary Water Services and the Utility Billing System. By contrast, the majority of respondents have not previously used or have no opinion about Water Watch, Water Issue Response Times, or Segó Lily Gardens, with Segó Lily Gardens as the least used service. All five residential water items received high satisfaction ratings.

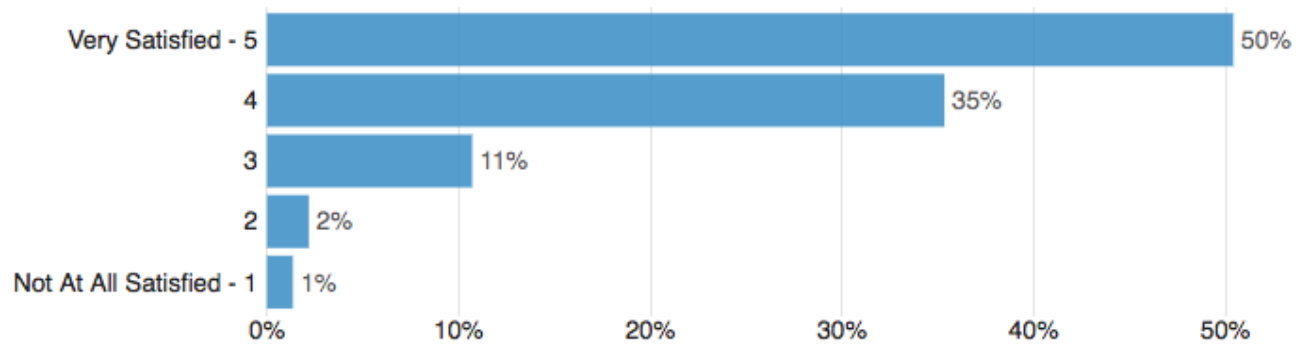
Both the Utility Billing System and Culinary Water Services received higher ratings this year than during the last citizen survey (2014). This was the first year we asked for satisfaction ratings for Water Watch, Water Issue Response Times, and Segó Lily Gardens.

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

### Satisfaction ratings without the “Have Not Used / No Opinion” responses:



## Utility Billing System:



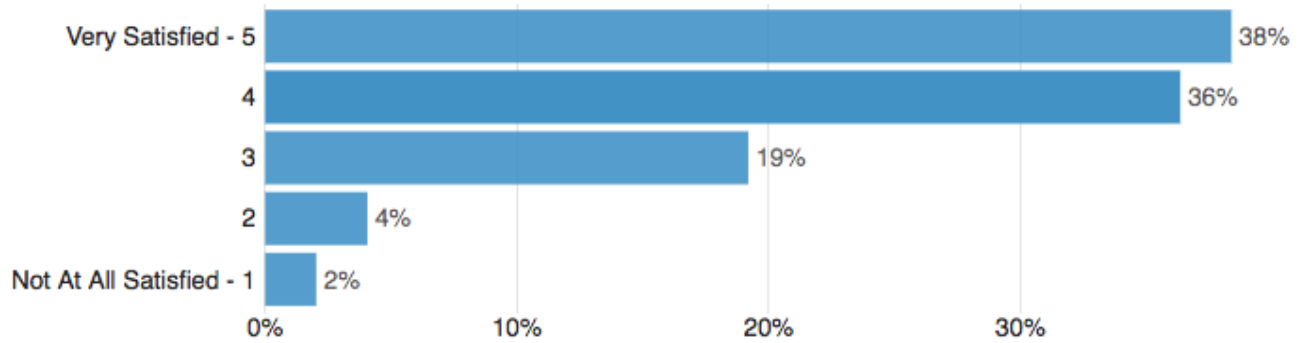
Half of respondents (50%) said they were “Very Satisfied” with the utility billing system, and the majority assigned a rating of 4 or 5 (85%).

### Of those who rated 1 or 2 - **Why did you give the Utility Billing System this rating?**

- Paying the water bill is not very user-friendly and the cost for paying over the phone is ridiculously over priced. fact that that
- I don't like that I can't schedule a payment to be made automatically. I would also like statements emailed.
- I feel like it is very random.
- the Tiered system is unfair to those who are not given the option of secondary water but yet are required by city ordinance to maintain green lawn/yard space.
- I'd like to see easy to read information on my bill
- The website is old and not user friendly. I also don't recall receiving an explanation why my water usage changed from a flat rate for a base usage amount to a flat rate plus any usage amount. I'm paying significantly more this past year compared to previous years and my water usage hasn't changed significantly.
- Needs to show more than just 12 month history. I often want to compare further back than what is displayed
- Because we have an large lot and get too high water bill for over usage.
- I am on electronic billing and do not get notices that come with the paper billing, or if they are attached to my electronic billing, I don't notice them.
- The system is flawed because the useage scales are weighted towards normal sized families. For those of us with horses or other animals are charged very high bills due to the tier levels which work for 2 or 3 persons in the home.
- We have set up auto pay multiple times and it has not pulled our payment as it should. We didn't know until we received a shut off notice.
- the billing system is antiquated, and needs an update. when I called to ask about my bill, the young lady who answered was rude and condescending.
- There is no ability to schedule a payment to be made at a later dater. You can only pay on the day you log on.

- Because I think it is inaccurate and the tier system is a way to overcharge consumers
- HOLY CRAP IT SUCKS. Include the amount due in the outgoing email message so we don't have to login. And let us login with a username or email, not your account number.
- Institute equal pay. Drop the tier system.
- It's always difficult to figure the portal out. It feels SO outdated.
- We pay extra for water living here which doesn't seem legal
- THE SITE IS CLUMSY.
- There is no notification of water with you soon, there is no way to set up your monthly payment to average your yearly use to make the payment consistent
- There should not be a minimum usage amount and then overage amount. Should be billed all at same rate.
- It is a difficult to use system, and the way credit cards are handled is antiquated. I have reverted to cutting checks by hand rather than deal with this poor system.
- It feels old and feel insecure when going to make payment, always popping new tabs or windows.
- Water to expensive. Billing not consistent.
- When you use forgot your password it sends it through email in plaintext. It also puts too low an arbitrary requirement on passwords.

## Water Watch:

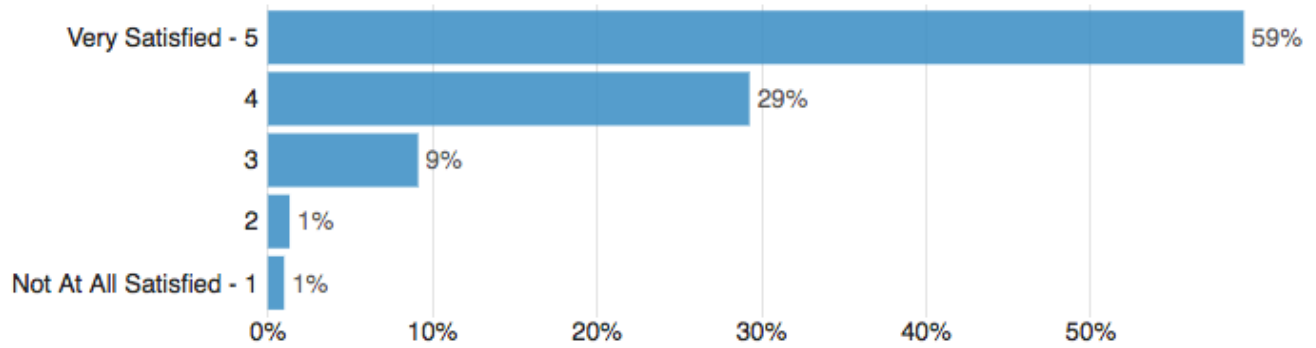


While most respondents have not used Water Watch, of the group who have used this service, the majority gave Watch Watch a rating of 4 or 5 (74%).

### Of those who rated 1 or 2 - **Why did you give Water Watch this rating?**

- The service hasn't made me aware of much if anything at all.
- I haven't used it and when I tried to log in, it wasn't easy
- I try to watch our watering myself
- I have an alert on for aqua hawk. It never alerts me when water usage is above the threshold I set. I had a water leak outside and it never alerted me to that. It should have since I had set up parameters.
- The city needlessly dumps more water than I use and complains about my lawn being dead and wants people to conserve. Hipocrites
- The auto pay system does not work.
- Has had no benefit. No tips no notifications
- Not aware this oversite program existed
- I signed up, but it's confusing to figure out the settings.
- There is no notification of water with you soon, there is no way to set up your monthly payment to average your yearly use to make the payment consistent
- Didn't know there was one and when sandy city asked people to not water at this time to this time that sandy doesn't in force the rule
- I don't see it as effective. If you a for profit business why would you care if people watched their water. And from seeing how people use water so freely here (ie waste), then water watch does no good, does it?
- It's useless
- I signed up for the program but never invested the time to learn how to use it. I like the feature, but haven't used it.
- I don't believe it is accurate and thus not reliable
- It is not current enough. Seems to take a few days to get the website graphs updated.
- Horrible service.

## Culinary Water Services:

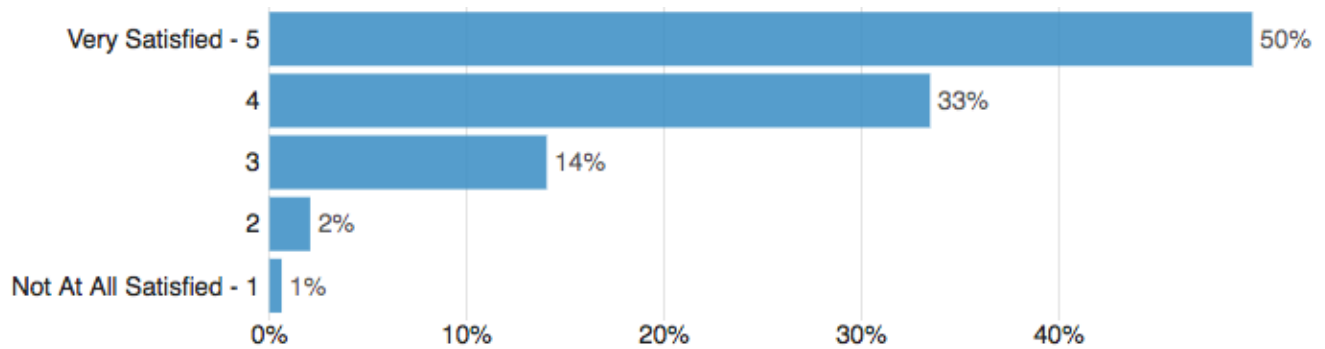


The majority of respondents indicated they are “Very Satisfied” with Culinary Water Services (59%).

### Of those who rated 1 or 2 - **Why did you give Culinary Water Services this rating?**

- STOP poisoning our water with flouride. People should be able to choose whether or not they have fluoride. I have a medical condition that makes it so that I cannot have it. The extremes that I have to go through to remove it from my water system in our home and not drink any water that comes from your system is ridiculous.
- Water quality is good but varies wildly
- Because I can smell the clorine when I turn on the tap. I’ve been buying bottled water for years now. It ain’t what it use to be. I loved our water back then.
- It doesn’t taste very good.
- My water pressure is horrible
- I feel the quality of drinking water could be better.
- Floride in the water? Really? and I have to pay for that scam! Teach your kids how to brush their teeth!
- because it’s what gets used to water landscapes and we live in the desert
- Take the fluroide out. Now.
- Chlorine and fluoride levels are too high. I have to have a system to further purify the water for drinking.
- It taste horrible
- Why do we have culinary water being wasted on irrigation and the endless lawns of this suburban hell we live in?
- Please remove fluoride from our water.
- Alergic to Flouride. Have to pay to put it in the water then have to pay to take it out before drinking.
- Most expensive water in the valley and it is not even that good.
- I wish there was fluoride in the water.

## Water Issue Response Time:



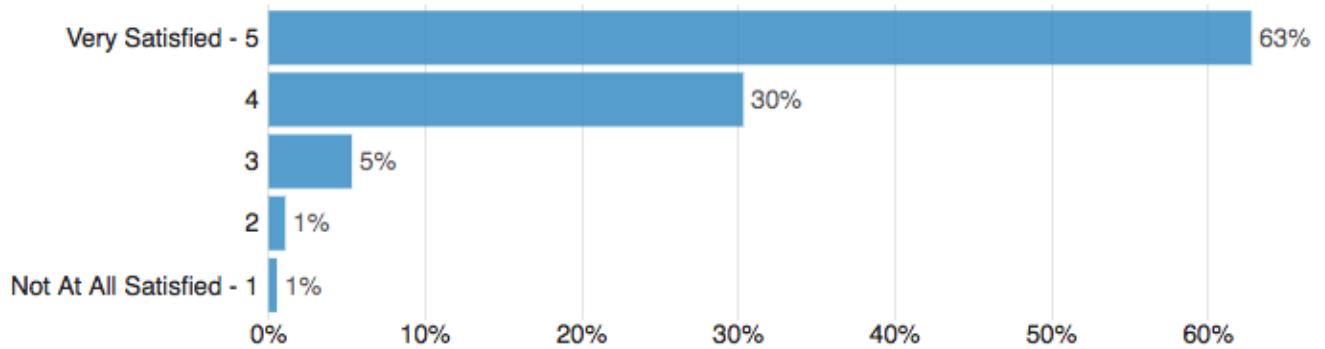
While most respondents have not experienced water issue responses, of the group who have used this service, half were “Very Satisfied” and the majority gave Water Issue Response Time a rating of 4 or 5 (74%).

### Of those who rated 1 or 2 - **Why did you give Water Issue Response Time this rating?**

- My water pressure is not that good. Could use more.
- Our neighborhood has some of the worst pressure our sprinklers barely had a drop coming out of them and all of our neighbors. Our lawns were all dying
- A few months back there was very little notice of turning off the water for a few hours. I think more advance notice would be better.
- Because we have crappy water pressure since they upgraded the fire hydrant in our circle
- water pressure becomes too high in the spring, east of 2000 East.
- Several years ago the main water supply line between the meter and my home ruptured. I was treated poorly over the phone when I called to inquire about support. Further, I firmly believe that my line ruptured due to an over-pressure event by the city. With meters located at the roadside and pressure regulators located inside the home, the line between them is at the mercy of the city, yet the city does nothing to support homeowners’ liability for that line. Where I grew up, the meter and the pressure regulator are both located inside the home, likely for this very reason.
- Our pressure is extremely low and we’ve been told there’s nothing that can be done.
- Horrible service.



## Sego Lily Gardens:



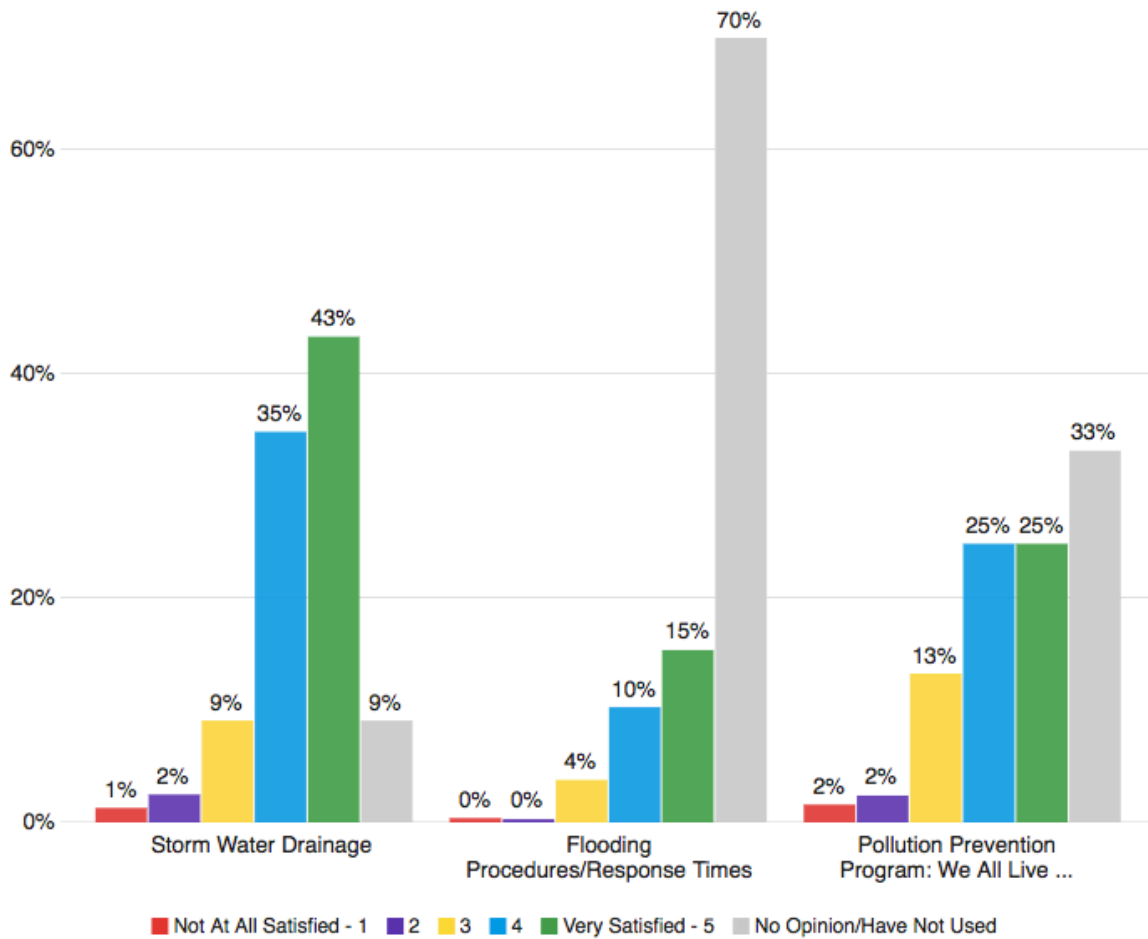
While most respondents have not visited Sego Lily Garden, of the group who have visited the Gardens, the majority were “Very Satisfied” (63%).

Of those who rated 1 or 2 - **Why did you give Sego Lily Gardens this rating?**

- kind of a waste of resources and money
- Check out West Jordan conservation garden. They have classes and offer incentives for people to ditch their grass.

## Storm Water

Please rate your satisfaction of the following using a 1 - 5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1 - 5 scale, with 1 = Poor and 5 = Excellent:

Storm Water Drainage: **4.28**  
 Flooding Procedures/Response Time: **4.32**  
 Pollution Prevention Program: **4.03**

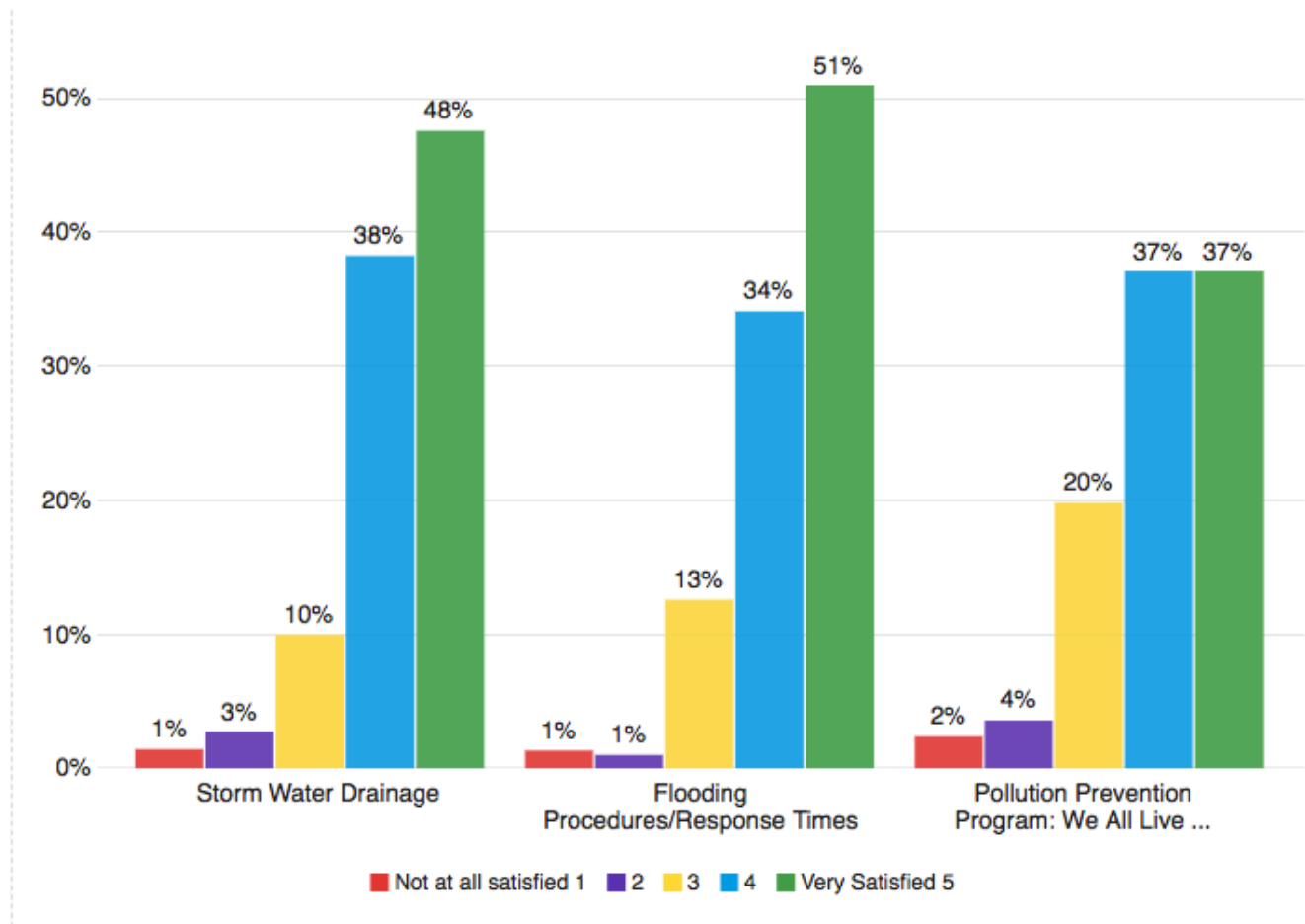
## Storm Water Summary:

The majority of respondents have used/noticed Storm Water Drainage and the Pollution Prevention Program (“We All Live Downstream”). The majority of respondents have no previous experience with Flooding Procedures or Response Times. All three storm water items received high satisfaction ratings.

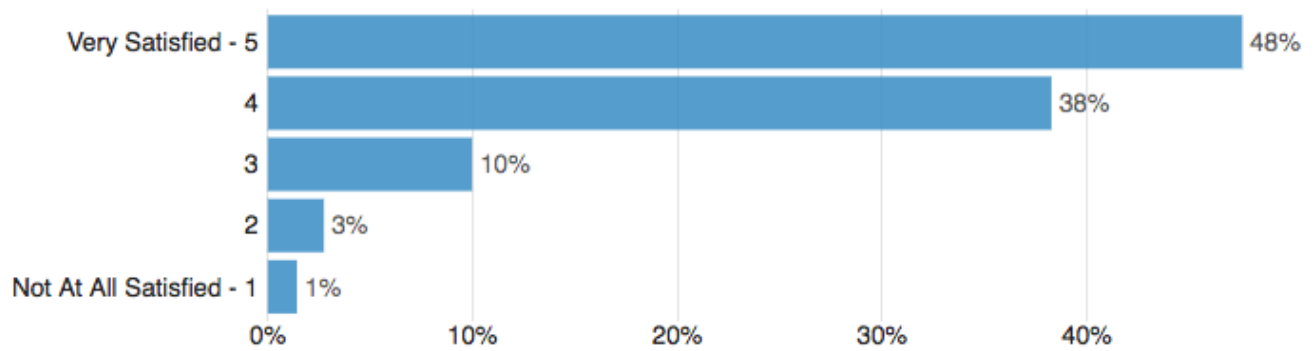
Storm Water Drainage received higher ratings this year than during the last citizen survey (2014). This was the first year we asked for satisfaction ratings for Flooding Procedures/Response Times and the Pollution Prevention Program.

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

### Satisfaction ratings without the “Have Not Used / No Opinion” responses:



## Storm Water Drainage:



The majority of respondents assigned Storm Water Drainage a rating of 4 or 5 (86%).

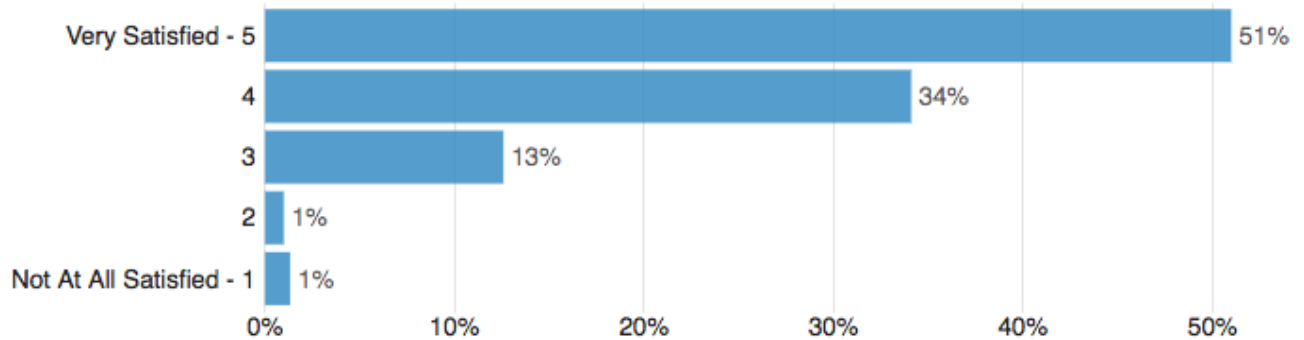
### Of those who rated 1 or 2 - **Why did you give Storm Water Drainage this rating?**

- City's refusal to put in proper drains.. rainstorms flood my sidewalks and into my lawn. I have mushrooms every year. Once it snows, i can keep the sheets of ice (5") think broke down. People slide.. neighbors complain.. i can barely move the snow that snow removal puts on top of the ice before i have to start chipping it and salting ever 30 min for a few hours just to see the sodewalk and give a safe place for people to walk. Im in historical sandy near traxs. Lots of perople use the area.. why is my insurance paying for peoples falls.
- Low spot in street that does not drain completely
- the water drains in my area never let the water down. The end of our street ends up in a large pond when it rains a lot.
- In my neighborhood, storm water doesn't drain well bc the gutters aren't sloped appropriately and puddling and debris build up occurs.
- Gutters and grates in gutters need to be kept clean. So many grates are clogged with debris.
- The storm water consistently pools and stands at the entrance to our street and doesn't make it to the drain. Problem with the layout or grading as the drain isn't blocked.
- In the winter, the snowplows push the snow on our cul de sac over the top of the drain near our driveway. Then the show freezes and thaws and blocks the storm drain which backs up ice to at least two houses. This means chipping out ice to let melting snow drain. My neighbors are 78 & 92 and it's even harder for them. I should also have mentioned this under snow plowing
- Storm drains in neighborhoods are always cluttered with gunk, and grates covered in leaves and junk.
- I don't like paying for storm water based on the amount of water I use.
- The curb and gutter in front of my home gathers water that during bad storms then floods my front yard, and in extreme cases, my garage. PW and PU did come last week and do some repairs, I'll have to wait until the next storm to find out whether or not the repairs worked.
- The gutter in the front of my home accumulates water and dirt which turns into mud. For the most part i have standing water there 80% of the time

- Large puddles, etc., after storms.
- there is one drainage on our street. it doesnt seem to work during a heavy rain. dont know when it was last cleaned or cleared
- The very few gutters out there are always full of stuff and junk. How do you expect them to work when they are full or blocked ?
- The intersection of E Montgomery Dr & 300 E floods every single time it rains because the storm drain is always blocked
- Water pools by my driveway. When snow melts it all drains to my driveway. There needs to be some work done to improve drainage near my driveway.
- My house is near a drain that constantly clogs and floods. There does not seem to be enough drains on the street and a large amount flows to the drain by my house thus bringing large amounts of debris
- Very poor design!
- There needs to be more drains put in my neighborhood. I have a constant mess from yard debris from the neighbors that flows down the side of the street and has no place to go except in front of my driveway. The water gets diverted by dirt and rocks because there are no gutter drains in the area of my home
- Storm water collects in my driveway.
- There is a spot in my neighborhood that needs a storm drain. There is always a puddle, sometimes small and sometimes big, in the curb and won't drain properly. When it's winter it's ice.
- Gutters need to be cleaned and repaired in historic sandy.
- The water backs up in front of the house and does not drain properly.
- We have a storm drainage on our propwrty that gets debrie in it and backs up. I have only seen them clean it once a year
- I am not happy with how much the Cottonwood improvement District cost and I do not know what they provide that the city of sandy does not. It is literally a 15% increase to my taxes. Why so much. It is a ton of money which Sandy city should have as part of their municipal services.
- Streets flood from rain
- The city workers came and redid the storm drain and curbing and we still have water puddling in front of our drive. We sweep it down the street every morning.
- Water pools in front of my driveway. I sweep it every morning.
- They are very messy, they collect a lot of trash
- We have had a lot of issues in our community.
- Storm water should be redirected into the earth over large, local areas instead of channeled and piped away into the Jordan River.
- Water in front of my house doesn't drain. There is always a pond there after sprinklers/rain/ neighbors using water, etc
- We got it and didn't want it, due to development while we were in the County. It was unnecessary on our tiny lane.
- There are multiple drainage issues in the Creek Rd Terrace area

- See 8800 south. Non functioning leaking gutters.
- my yard is sloped & we get alot of water from the uphill neighbors that comes from the road above them
- Many of the gutters don't drain to a drain. No pressure is put on homeowners to keep their drains in fron of their houses cleared.

## Flooding Procedures / Response Times:

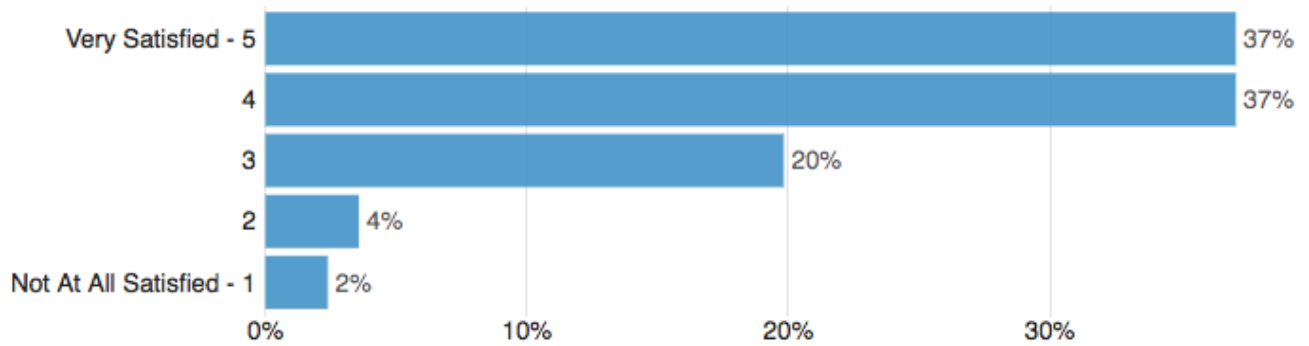


While most respondents have not experienced flooding issues or responses, of the group who have used this service, half were “Very Satisfied” and the majority assigned a rating of 4 or 5 (85%).

Of those who rated 1 or 2 - **Why did you give Flooding Procedures/Response Times this rating?**

- during bad rain storms our yard floods due to improper storm drainage
- When we had a flood in our basement, we were on our own to clean it up.
- Flooding during rain storm
- When the flood basin in our subdivision fills, the response is quite poor.

## Pollution Prevention Program:



Of the respondents who have used the Pollution Prevention Program (“We All Live Downstream”), the majority assigned a rating of 4 or 5 (74%).

### Of those who rated 1 or 2 - **Why did you give the Pollution Prevention Program this rating?**

- When I caught concrete people dumping into the drain system called police and was treated like I was the problem police just made them hoes down the curb into the drain
- Because I see too much trash in our canyons and rivers. Too many dogs and people in our drinking water. I dont think we are responsibly using/taking care if our water resources very well.
- Not enough information to the public
- Not enough drains and more information needs to get out to the public about not blowing grass and weeds into the gutter or into the street.
- I’d like to see more.
- It’s not needed, our citizens are already well informed.
- What is it how does it work etc
- Sandy parks running sprinklers during the daylight hours ? Very poor example.
- Schools and churches waste water like crazy and city street lawn care blow it all out in the street, that goes down the drain.
- I have too many neighbors that are still using their gutter to clean chemicals, paints, etc... I would say something but it creates an uneasiness I don’t want to deal with.
- I do not hear enough about it
- Haven’t heard much about it nor seen anything for me to indicate otherwise
- Same reason as hydraulic oil spill. Immediate response did not protect storm water system.
- Because I regularly see people with dogs all up and down Little C/W canyon. More policing needed and prosicute the violaters !!
- I don’t think those commercials are effective or very well done
- Storm drains do nothing but collect garbage off the streets. Especially on bulk collection.
- I’ve never even heard of it and I am generally tuned in to this kind of program. Obviously, not well-publicized.
- City needs to do more in to monitor neighborhoods as majority of people dont care about live

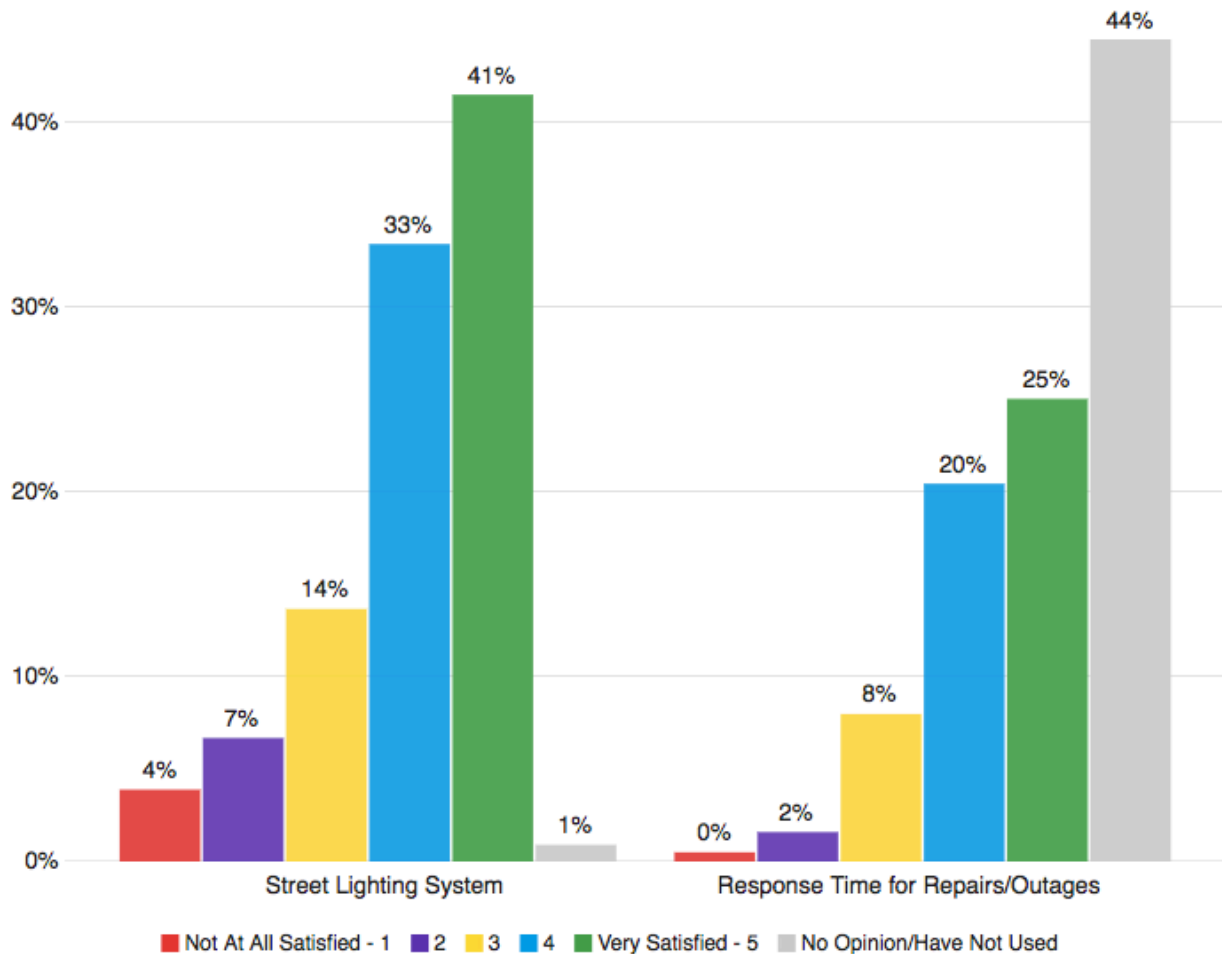
downstream

- I've heard of it but don't know any details about it.
- Doesn't make sense not to allow dogs on mountain trails. All the wild animals still defecate and urinate in the watershed. What's the big deal. I always pick up after my dog and would do so anywhere.
- I have never even heard of it and have lived in Sandy for a few years now. That coupled with the copious amounts of trash I pick up in my yard and in the street/gutters in front of my house I assume it's not as good of a program as it could be.
- I haven't seen or heard of anything actively done. The whole valley is a mess.
- Needs work
- Too many pesticides are being applied to summer lawns which are not biodegradable. These and other chemicals get into the ground water and pollute the drinking water downstream so to speak.
- It isn't doing enough
- Haven't heard anything about a pollution program since I was in grade school. Doesn't seem to be a priority.
- I haven't seen much in the way of community education.
- Do we even have one?
- I don't get the impression we do anything in this state to cut down on pollution.
- I don't see any evidence of pollution prevention. You've got tons of herbicides and other lawn poisons going into the sewer system.
- Have never heard of it.
- Many of the gutters don't drain to a drain. No pressure is put on homeowners to keep their drains in front of their houses cleared.
- We can do more to let people know.



## Street Lighting

Please rate your satisfaction of the following using a 1 - 5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1 - 5 scale, with 1 = Poor and 5 = Excellent:

Street Lighting: **4.03**  
 Response Time for Repairs/Outages: **4.22**

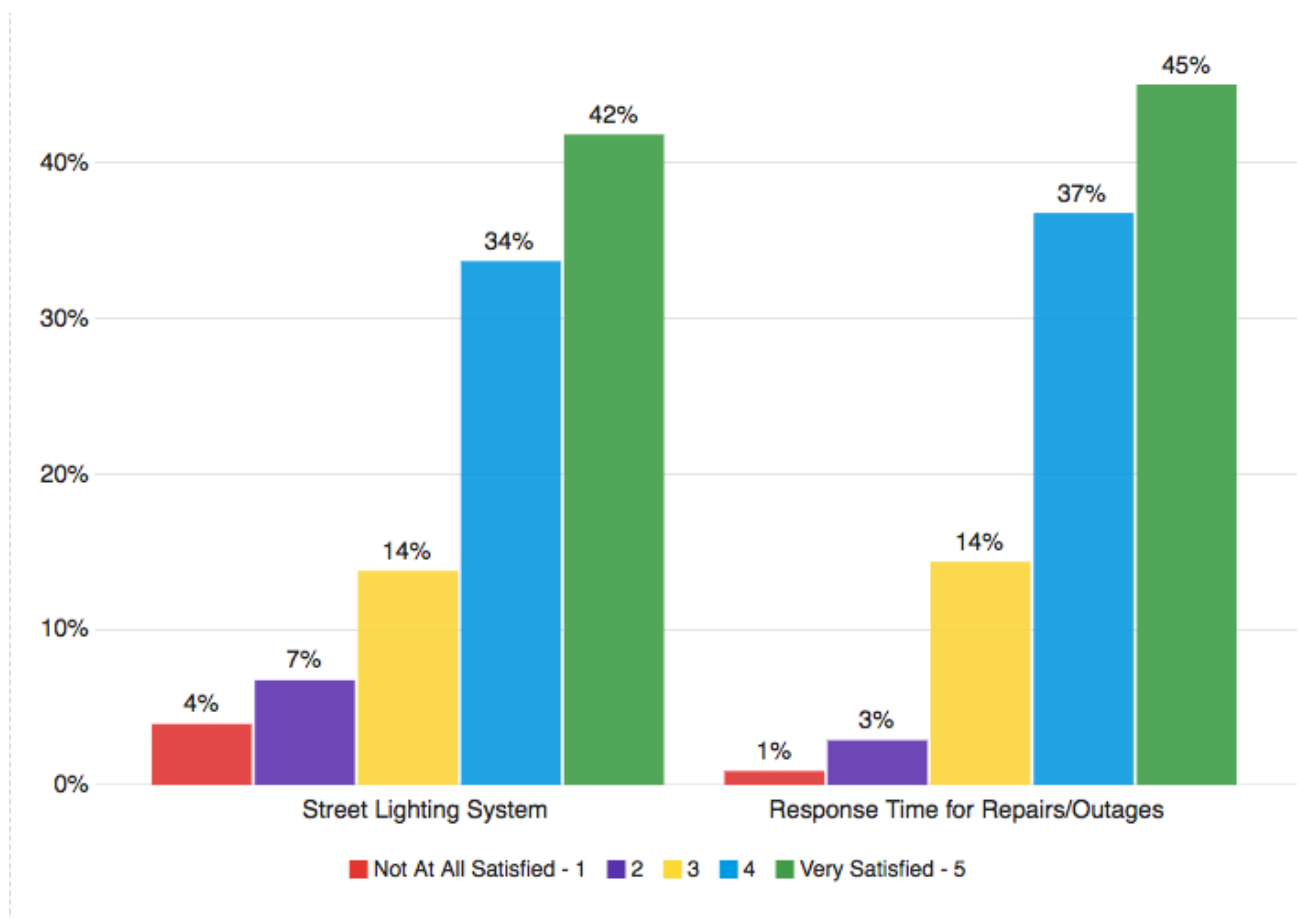
## Street Lighting Summary:

As expected, the vast majority of residents have used the Street Lighting System. The panel was split almost in half for experience with Response Time for Repairs/Outages (44% have not experienced, 56% have). Both street lighting items received high satisfaction ratings.

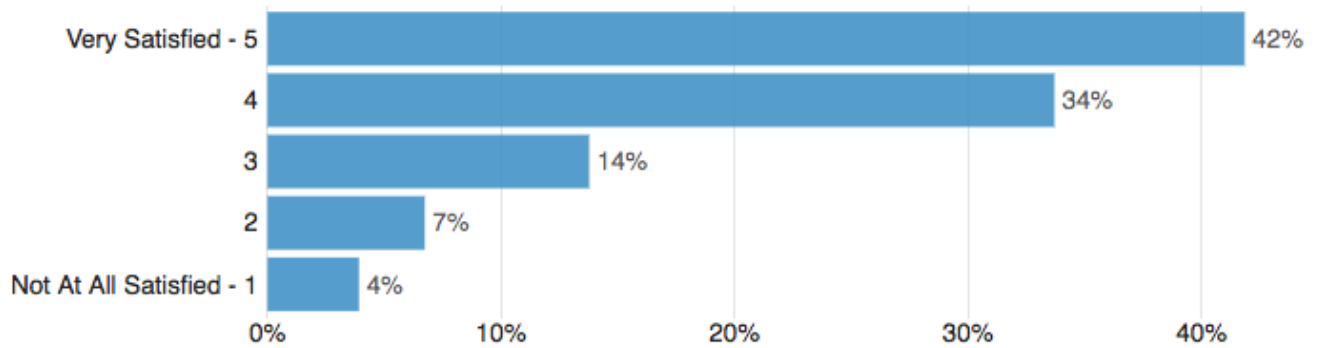
Street Lighting System received slightly higher ratings this year than during the last citizen survey (2014). This was the first year we asked for satisfaction ratings for Response Time for Repairs/Outages.

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

### Satisfaction ratings without the “Have Not Used / No Opinion” responses:



# Street Lighting System



The majority of respondents assigned Street Lighting System a rating of 4 or 5 (76%).

## Of those who rated 1 or 2 - **Why did you give Street Lighting System this rating?**

- Most of them dont light enough. Not broght enough and too many trees in the path of light.
- Urban light pollution disrupts natural sleep/wake cycles and is bad for migratory birds. I'd prefer motion sensor lights rather than the energy drain of constant output.
- Light pollution. The light should be directed downward, not at the sky
- Some streets are too poorly lit.
- Street lights currently in place are insufficient and create light pollution.
- Streets shine up into the sky instead of down on the streets
- We are billed for these each month and when they were put in it was supposed to be a temporary charge. Like all charges it has remained. Very dishonest.
- Not enough street lights on 8600 S
- Street lights in my neighborhood or easily 10 years old and spray light in all directions. Some have been replaced to only spray light down and look good at the same time
- Not LED - Terrible Light pollution and poor light quality.
- Wasteful with up lights, I'd prefer more modern downlighting. Lights blare into second story room.
- We have a light that shines right in our bedroom window. Even though an LED bulb was installed this didn't fix the problem. We were pretty much told "too bad just close your blinds". That means no breeze from those windows (higher utilities) and no mountain view in the morning. Life would be so much better if there was a shield on the light or it was just taken down. We're moved into this house 3 years ago and the lights been making us crazy ever since
- Our street is very dark
- Street light shines in my bedroom window. I do not need a street light to illuminate my house. Street lights should have deflectors to keep light out of homes.
- I hate the street lights. They shine up in the air and into your house not on the streets.
- Not enough lighting
- dim lights some don't light up

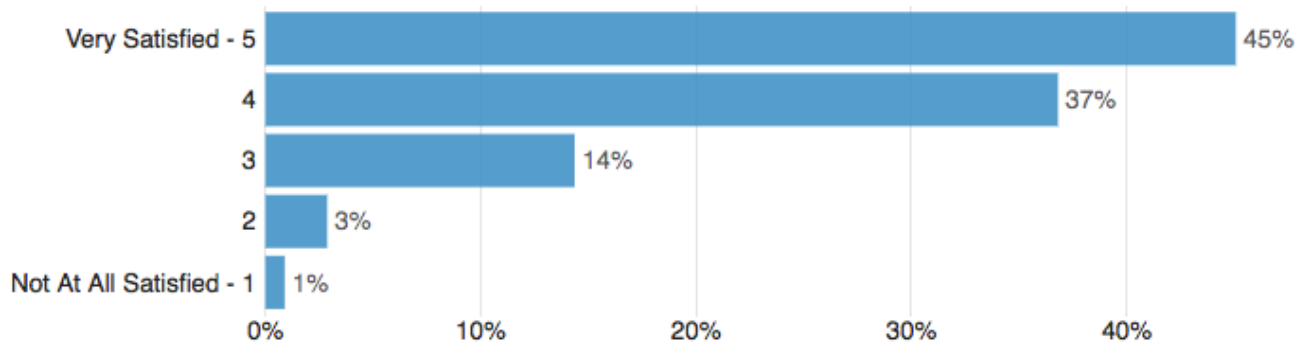
- Lack of it
- The street lights in our area do not direct the light down. They are globe lights that create a lot of light pollution. I believe the street light system should be upgraded to LED and direct all light towards the ground. We would save a lot of money by switching to LED.
- The lights are too bright and point upwards.
- Please, let's remove light pollution from our city. The street lights are a waste of the City's money.
- I have a very bright street light in front of my house and it sucks for Halloween Time, it's not a problem just sucks for decorations.
- Parts of Sandy that are desperately under-lit, and/or make use of sporadic outdated lamp types
- The street lights emit far too much light pollution. Bonnets on top of the lights that direct the light downwards would make the street light system great.
- Street lights shine into the sky, and horizontally, but not down onto the sidewalk and street. The new streetlights create light pollution.
- There are a lot of streets still with inadequate lighting.
- I am a recent victim of auto theft in my home. My street is very dark. We only have 1 s lamp post. I believe with the increase of theft in my area that installing more street lamps will deter intruders.
- There's a street light that shines directly into our bedroom, and if I want to have the window open to let in fresh air, then I'm going to have that light streaming in.
- I really don't like the big orange night lighting in my hood. Light pollution big time
- My street and neighborhood are very dark at night. My post light and porch lights are the only constant source of light by me. There is a light but seems to be ineffective.
- We paid for street lighting for many years and thought we were finally done. Now, it suddenly reappears on our utility bill with no explanation. We think paying for this for 15 years was quite enough.
- Some lights that are out in our area don't get fixed soon enough
- Light pollution. It would be nice to see stars at night.
- Light shines right in our bedroom and is quite annoying
- Too many areas are too dark and lacking enough lighting for safety
- I want less light pollution- we don't need as many streetlights and they should be pointing downward
- I live on a corner I didn't need lights when you put them in and I don't appreciate the total lighting up of my back yard, or the bright light in the bedroom windows on both sides of my house. To go out at night and sit on the patio you might as well be on stage. Try to look at the moon coming up over the Wasatch you are looking directly into the street light. And then you have the gall to send me a separate bill, rubs me the wrong way.
- Too many lights and too bright.
- I am very dissatisfied with the number of lights in my neighborhood and the kind of light polluting lamps there are in Sandy City. The light shines brighter than noon day into my son's bedroom window at night, and into my window. I have had to buy multiple black out curtains. I am concerned about the light pollution.

- Isn't it obvious? They're aren't enough!
- We need more street lights in the newly annexed portion of Sandy (300 east - 700 East, 8000 South - 8400 South). It is incredibly dark and many homes have been burglarized in the last few years. We also do not have sidewalks through a portion of those neighborhoods and a lack of sidewalks plus a lack of streetlights is a deadly combination. Bryce Drive is also a through street and people speed through the neighborhood making it even more dangerous.
- Useless. Waste of my money to have the damn thing beaming in my widow all night. wish I could turn it off.
- Because there are practically no street lights on 1300 East coming from Draper north until you get to Hidden Valley Road. It is dangerous for anyone walking in the dark, and deer frequently cross there and it is difficult to see them at night.
- I do not like the street lights Sandy has. They look nice, but most of the light goes up (causing light pollution) while the area below is not well lit at all.
- My street does not have
- The design of the light just shines into my house windows not lighting the street. Unincorporated SLC has a better design that shines down.
- Our neighborhood has a few very dark areas when walking at night. I few extra lights would contribute to visibility and help my daughters and I feel safer should we need to walk after sundown.
- too much lighting of the sky instead of the ground
- Live in pepperwood and street lighting on side streets is none existent
- Not enough lights
- Tired of the old lights. We have one right outside our house. The light pole is in a horrible spot and interferes with getting vehicles on and off our property. We don't even need lights at night to navigate the house.
- The lights should be more dark sky friendly i.e. pointing down to the ground, not reflecting up into the night sky. this would minimize effects on surrounding environment, migrating birds, etc.
- There are far too many street lights in our area, and more are being installed. Most are not the light pollution preventing lights that just point toward the ground.
- A cohesive plan needs to be developed to eliminate excess lighting and to change existing lighting to low-light pollution models.
- Not enough street lights in neighborhood. Many thefts reported at night
- I have been paying for 10 years and have notseen any lights in my area
- Wish there were more in my area
- Street lights in our area seem to be constantly burned out.
- We are paying for a street light that is supposed to have been put in across from our house. Never has been put in. So, im paying for one that doesn't exist.
- Light shines right in my bedroom window, should not be in that spot, or should be downshielded
- Our street is very dark
- We don't have street lights!
- Street lights waste energy and money. There is little if any evidence that they deter crime. Light pollution is also a problem.

- Some of the street lights should be updated to shine downward, to help reduce light pollution. The street light right outside my home is SO (needlessly) bright.
- I feel the lighting is very “low light”, seems like a 10 - watt bulb is up there somewhere, couldn’t you choose a brighter light to be able to see better in the dark.
- The lights in my neighborhood do not have hoods and light up the entire area. I would prefer lights with hoods on them to minimize light trespass beyond the street and light pollution in the neighborhood.
- Actually would rate higher 3, but wanted to comment, delicate balance between safety, costs, aesthetics. Believe current light posts radiate too much light pollution eg lighting upward
- I wish the lights on Pineridge were of a uniform type, and I wish they were more dark sky friendly. A lot of light pollution is just thrown straight up from the lights on my street.
- They are not maintained
- Most lighting in the city is not night sky friendly
- Emit more light pollution than they should, light pollution could be lower
- Needs to be better
- We hate the street lights! One in front of house makes it feel like a parking lot. Light pollution makes it difficult to sleep.
- Should not be as many in residential areas- way too bright and hard to sleep.
- Too bright and in your face
- Smart factor of lights isn't overall the greatest.
- They seem to be unevenly distributed--some areas are very well lit while others aren't. It's hard not to assume there is likely a wealth distribution association there...
- In my neighborhood we have a few that turn on and off constantly and it always seems that they turn off when your walking underneath them. I also think street lights should have hoods to direct the light down and not into my window or the night sky.
- Don't have lights on my street
- The lights are too bright and should be shielded to only illuminate sidewalks and streets and the houses around them. I'd love to see Sandy lead the way in improving light pollution.
- asked over and over to have a light fixed it's too bright in my sons room they paint a white square but that didn't help put a different light head or move it
- Does Sandy City have and enforces a Dark Sky Ordinance? I see no evidence of any.
- There is a single light on my street. May as well not have any.
- It would be better to produce less light pollution by simply directing the light downward.
- Too much street lighting. The combination of every single home in the neighborhood blasting house lights at night plus street lighting is absurd.
- Not enough lighting
- All street lighting should be changed to LEDs.
- when new lights were added to our street 20 years or so ago, it still left large very dark spots; the new lights were not thought out very well
- There are far too many lights in my neighborhood! And, when we purchased our house we had to pay 200.00 fee for street lighting. When they built more houses we were and are being double billed for their lights. I believe it is called double taxation.

- I have not liked the light color, placement, the fact that the lighting is not designed to just light up the ground, and the increased fees.
- too many, complete waste of money
- Unlucky me, there are 2 street lights that shine into my house. I requested shades for the lights that were installed, however it's like daylight in the middle of the nite!
- Street is very dark at night
- we've had lights out on our street since we moved in two years ago
- We support the Dark Skies program and we can't see them with all the dang streetlights and neighbors' outdoor lighting.
- our street is very very dark
- Some of the city needs updated light poles
- There should be shields on the street lights to cut down on light pollution
- Waste of energy
- Poor lighting throughout the city.

## Response Time for Repairs/Outages



Of the panel who have used this service, the majority of respondents assigned Street Lighting Response Time a rating of 4 or 5 (82%).

### Of those who rated 1 or 2 - **Why did you give Response Time this rating?**

- Past outages along 3rd East and 90th South have taken longer than expected
- Ongoing outage problems with electrical power none recently
- Many lights by my home have been left not working.
- When street lights are out it takes forever to get one repaired.
- I report a light out on the corner of my street, and it took months to get fix.
- I feel I have more frequent outages compared to other family members in nearby locations. Outages occur frequently and talking to repair technicians I think our aging grid system needs improvements to accommodate the growth of this city.
- My repair order placed was never responded to.
- Slow
- had some issues in our area that went un-repaired for several weeks
- The one time we reported a non-functioning light, it was many months before it was fixed.
- I had a malfunctioning street light in front of my house and it was over a year until it was fixed. To be fair, I never called, because I didn't know who to call.
- Outage reported or monitoring of lights not working, big question.
- I had an unhappy experience - see suggestions for details
- They take a long time to fix
- It seems to take too long: just last week, the lights at 1300 East and 11000 S and 11400 S were out for over 3 hours in the middle of the day.
- We had a light on our street that took weeks to fix. It wasn't turning off during the day, wasting electricity.
- You call to say lights are out...get very little if any response



## Public Utilities Suggestions

### “Do you have any suggestions for the Public Utilities Department?”

This is a new question added to the resident survey this year. Answers are copied and pasted verbatim, so there may be some spelling and grammatical errors.

- I wish the street lights were a little bit brighter.
- Garden low water plants need more support prices are to high. Help educate us on low water plants
- Remove Flouride from our water. We should be able to choose and not have it forced upon us. Some people can't have flouride. Read the new studies, get up to date on the new health information. Get it out of our water.
- Other than snow removal, excellent work
- Let's keep in mind low energy buibs and directing light downward so we can have more brilliant night sky's.
- The striping painted on the streets is pathetic. At night time in the rain, there is no distinguishing between lanes as it just looks like one big black shiny surface. Even on streets that were painted within one week of a rain storm, I couldn't see any of the striping at night.
- Notification our reports have been reviewed.
- More info on we live down stream for the public and information on your glass recycling. I don't see it around much.
- Streets lights are a good idea.
- Is there any way for the city to reduce the amount of business advertising lighting during late night hours? It seems that we have a lot of unnecessary light pollution
- It is hard to believe “we all live downstream” when I continue to see leaf blowers and the like blowing all clippings. leaves, etc. into the gutters and storm drains. I think all those who operate such devices should be required to blow them into pile to be collected into bag and disposed of properly. This includes all lawn care/landscaping businesses, homeowners, and city employees. I have seen the effects of this type of behavior clog the storm drains, especially in sudden downpours when the drains are already struggling to move such large amounts of water. Thank you.
- I had a water billing issue that was troublesome and emailed the department. I never received a reply.
- You recently installed a speed sign on my lot without any notice. I understand you have an easement and are allowed to do this but I now have like 12 utility obstructions in my yard now including 2 street lights and this sign. It would have been great if you had split it up and put this on one of the other yards on 300 east instead of sticking everything in the same yard. It makes me want to move out of the city.
- Try harder to be the best so that people LOVE living here in Sandy.

- Would love the opportunity to use secondary water on lawns and landscape rather than culinary water.
- Did not know there was a special park on Segoe Lilly to demonstrate water conservation !?!?
- Pretty hard to be “very satisfied” about any bill! Otherwise, great job!
- More directions streetlights. They shine in windows from both sides of my house
- Because of the deep gutters in Historic Sandy lots of debris and garbage gather up causing flooding during heavy storms. As homeowners we try to keep the gutters around our home clean but other neighbors do not. I don’t know if the Public Utilities Dept. needs to address this or if maybe a simple reminder to clean your gutters would help. It kind of seems like a gray area on who is responsible for it.
- Moving forward, we would love to see more dark sky friendly lighting. We are strongly opposed to the big glow ball lights, one of which shines directly in our bedroom window. The city did come and put one of those deflectors in the back side of the light, but it didn’t really help.
- Keep up the good work.
- More encouragement and education for residents regarding water conservation. I still see people watering when it’s raining and when it’s windy. Further advertising of smart water systems and of the rebate programs available. Education of HOW to water to conserve water. I have been asked how I keep such a green lawn since they never see my sprinklers running. I have educated the neighbors who have inquired. They said their water bills have been drastically reduced using my method. - I do not have a smart water system but plan on investing in one for next year.
- Add the water bill dollar amount to the email message notification about the bill being available. This would save me some time (no I have to login to the account and look for the amount due). All my other e-bills put the dollar amount in the email.
- Some streets have a lot of lights then some have none.
- My suggestion would be to revamp and go through the whole neighborhood with lights that only spray down not everywhere. Make Them All Uniform so that there aren’t seven different kinds of Lights On One Road.
- Should replace street lamps with ones that reduce light pollution (point down). West Jordan’s conservation garden has our dinky one beat.
- Other cities have citizen rangers that help to provide coverage at area hiking trails, etc. Would love to see this as we saw people swimming again in Bell Canyon reservoir
- Please update our electric grid to accommodate the growth we are experiencing. Power outages are long and disturbing to all involved. We have them frequently and need to be corrected, updated for futures use. I don’t see other areas experience outages like I do.
- our water pressure is the worst! we have called on that more than a few times and they always tell us there’s really nothing different that can be done differently. It hasn’t always been that way, but it’s problematic inside the house and outside with our sprinkling system. This probably plays into our reticence to endorse and love high density housing.
- Again -- sprinkler repairs due to trunk removal damage performed in early 2017
- my water and sewer bill is VERY close in price to the commercial buildings that i work at in the same area. I have 2 adults in my home.

- Install more lights in our area
- there needs to be a traffic street light on 1000 E and 8600 S. Lately I have been witnessing more confusion on this intersection and the speeding is concerning (down 8600 S) I've witnessed on more than one occasion pedestrians not being able to cross safely. I've seen multiple times drivers making up their own rules to navigate the intersection (stopping when they aren't suppose to, cutting out) It gets backed up during heavy traffic times but it's just become a very stressful intersection since I've been using it for 11 years.
- We love the Sego Lily demonstration garden, and it has inspired us to limit our grass in the back yard (thought we would love to take out more of our grass in our front yard). We would like to ask the City to please continue monitoring water quality in Sandy. We would hate to see Sandy become the next Flint!
- Please see the earlier comment on streetlights.
- Street lighting needs big improvement on 8600 south between 1300 east and 1700 east. There is a lot of foot traffic, including park and school access. It is very dark on that thoroughfare
- Currently working with Mike Gladbach, and Raymond on some current issues. They have both been awesome to work with.
- End Government Pensions , 401k's like the rest of us.
- Keep doing the right thing and continue to improve all response times. Thanks for doing the messy jobs.
- Change the lights on Abbedale
- All of the workers at any time I have called have been so courteous, professional and efficient. Whether I was paying a late bill or getting information.
- Please upgrade street lights to LED and have lights directed to shine "down" to prevent light pollution. There are 3 street lights around my house that shine in our faces when we sit out on our deck. It's obnoxious. The University of Utah switch out most of their lollipop lights to LED / down diffusing street and sidewalk lights. It's an investment, but it will pay for itself in the long run.
- I have a street light right outside my bedroom window-wish you could turn down the lights inside culdesacs and not make them as bright as main thorough fare street lights
- Revise the email for utility billing to include the due date and amount owed rather than just having a link to log in to the website.
- Make Water Watch known to the public. This is the first time I have heard of it.
- I didn't know Sandy had a demonstration water conservation garden. I'll plan on visiting it soon. :-)
- Don't use the same recoat specification that you used this year.
- Sego gardens is closed most of the year! Why have a community garden that closes so early in the summer, is closed on Sundays when people would walk the paths and is closed at the slightest hint of rain or snow even if there is none?
- Discontinue the "new" street lights that are at the top of a straight pole. Replace them with street lights that direct light only down toward the street and sidewalk. Functionality is much more important than the way the street light looks during daylight hours.

- The response times for street light outages has improved.
- More lamp post in my street and fix gutter in the front of my home.
- monitor the water waste from schools and churches. neighborhood watch people should be reporting water waste as well as homes not maintaining yards at all.
- Thanks for doing a great job!
- I have a drought tolerant yard and I visit public waterwise gardens for plant ideas. Segó Lily Gardens, unfortunately, has the least interesting/pretty drought tolerant plants out of all the local gardens (Conservation Park, Red Butte, etc.) If we want people to install waterwise yards, let's show them how good they can look!
- None. The department does a great job.
- How does Sandy water compare to cities like Flint, MI? Would be good to be able to get to a report on the safety of local water easily.
- My utility bill has been screwed up for 2 months.
- 8500 s / Newcastle is so dark and is a Main Street for traffic
- Make sure all supervisors and department heads know and understand the contractual obligations to Sandy City owed by any and all vendors doing business with or on behalf of the Public Works Department and Sandy City. Inspect the street lighting at night to identify needed repairs. Mitigate traffic congestion at 1300 E and Segó Lily and Segó Lily and Petunia. The completion of the Icon 9700 apartment complex will only exacerbate the traffic problem.
- A program to begin replacing the old street lights with downward light would make a major contribution to reducing light pollution. The old lights are a serious problem.
- Public Utilities does an exemplary job.
- why isnt there a recycling program for glass?
- Street lighting should be included in our property taxes, not a separate fee.
- It seems on 808 south between house # 836 and several houses west of that house----- S/ PUD comes and digs up the street quite regularly, makes a mess, leaves it open a couple of days, closes it up. These holes sink after a few weeks and need attention. But--- mainly, why do you need to re do and re do your work. The question of compentsey is not nice, but one begins to wonder.
- How about putting a shade on the side of the light that shines into people's private yards, talk about light pollution!
- If possible upgrade lighting to LED bulbs
- Is there a way I can request that the light in my front and back yard be put out? Dark is important for sleep and renewal, and I am concerned about the effect it is having on myself and my children.
- Our streetlights are BRIGHT!! Not really a suggestion, just a comment. Seems like a lot more energy than needed for the purpose.
- Does it matter?!!
- We have an animal rescue group with horse and other domestic animals which need help like food ,water ,medical attention,and kindness
- Need to improve water quality and contaminates in our water

- I am VERY happy with the street lighting in Sandy, especially in my neighborhood. It's one of the reasons I live where I do. There are many similar neighborhoods around the SLC area. They look very much alike in the daytime, but come at night and many are DARK! Even in my neighborhood, it's easy to spot those pockets of unincorporated homes. They're DARK! I love my street lights! Thank you, Sandy!
- Get rid of the street light in my front yard, its only light pollution. Come up with a better storm drain in the gutter before they all become clogged and useless.
- Put more lights on 1300 East from Draper to Hidden Valley Road.
- Maybe some more notification, as I didn't even know a couple of these things existed -- and they sound like great benefits I would like to take advantage of.
- Need to have one additional street light just southeast of my home. We have a very dark area there. When the lights were initially installed many years ago, I was told there would be one in that location but it was never installed.
- Please put more street gutters in my neighborhood. Thanks!
- More street lights please.
- I think it would be a good idea to have street lights that only illuminate the area below. We have too much light pollution. This could be done gradually. or maybe there's a product to modify existing lights.
- Add a shield to the current lights to direct more of the light downward. This has been suggested in the past by residents, but hasn't been done. On the water billing website make it so you can see the usage for the past 2 years side by side for comparison. It doesn't do much good to be able to see only one year at a time. If you could see 2 years at a time you could compare your usage for last spring to this spring, etc and that could help people see if they are reducing usage.
- Did not even try to go to the butterfly release with the grandkids because I did not want to have to stand in a huge line just to be sent away. Sometimes it is confusing to get a paper bill and an email (did I already pay it?). How do I eliminate one of them?
- There was great communication from Sandy City for a recent brief water outage.
- More street lights along new trails for safety purposes.
- It would be great to find ways to encourage less water usage and even gray water systems.
- I live on a hill so I don't see the flooding but my neighbors below have. The storm drains need to be cleaned often because they will clog and when the rain comes, my neighbors down hill have major flooding problems.
- See earlier comment regarding request for a half shaded/darkened street light. I live on a corner and the light shines right into my family room at night— very annoying.
- I have previously suggested adding a 'china cap' to our streetlights to direct the light down to the ground where it is beneficial instead of into the night sky
- Need more lights on my street
- I have been extremely disappointed with the excessive watering, in the hottest part of the day, in front of and around Jordan High and the Farm Bureau. I have repeated suggested that at least the school could initiate a program to xeriscape much of the grass with each class being responsible for planting and care, the Farm Bureau could actually trot over to the school

and offer guidance, like leading by example. There after, the incoming class then assumes the ongoing care. Sejo Lily gardens could also offer education and guidance in the program! I had one response to this suggestion informing me that “the grass is nice to sit on when there are fireworks”. To me, that is an ill informed response.

- I wouldn't mind seeing a couple more street lights along Dimple Dell Rd.
- Doing a great job.
- We have Jordan Valley Water right now.
- Our street light stays on all day and night sometimes. It seems wasteful.
- Cedar Terrace, 740 ea to 11th east...finish repave on north side
- When you take out 3 houses to build 8-10 houses on 3 acres of land, it is overkill to put in 6-8 street lights where there were none before. We don't need street lights very 30-40 feet. I would rather see city money go to fewer lights, and transitioning the older street lights to the new style that is being put in, which offer less light pollution as the light points down only, not just a lamp that shines light up/down/and all-around.
- I would love to have an API end point to where I can download my utility usage detail myself. I like having my own metrics and dashboards for monitoring and alerting of my utility usage.
- Thank you!
- Other city departments, in earlier report to light issues when seen. Most or some citizens do not think to say anything, but departments within if suggested by supervisors would.
- I once had a light out for a week and then happened to hit a power line to the street light. The line wasn't deep enough to meet code and the people in the city didn't care to do the job right. When I asked them to fix the light, they found that fixing the cable I'd hit did fix it - but didn't bother to investigate into what else might have caused it. Weeks later, I was surprised to get a bill in the mail. I spoke with someone at the city and the verbiage on the bill has been updated, so that isn't an issue. Also, we met in the middle on the price. However, it would have been nice to know in advance that I was going to be charged for something that I had reason to believe wasn't my fault. Better still, I'd like to have had a conversation about the different things we did and didn't know about the incident so we could have arrived at a conclusion together.
- Too many street lights
- After storms, I notice that there can often be debris caught at the large drains in the gutters, to make an effort to stop and scoop that up may help keep trash and leaves from flowing into the water system
- Keep doing the great job you are doing.
- more info on down stream.
- Pick up glass please. Maintain historic sandy sidewalks and gutters.
- Sandy City has the best tasting drinking water in the valley.
- You might request people who have trees covering street lights to cut back their trees. There is a pine tree close to the corner of 9800 S and 2300 E (on 9800 S) that blocks the street light on the sidewalk which makes it dangerous to walk as you cannot see the sidewalk. It also causes ice to build up under it in the winter. You might also fix the sidewalks that are caving in or coming up as it is a hazard to walk on.

- Perhaps a more efficient way to report light outages (?) After all, city staff usually is not out after dark to monitor lighting. If such a system already exists (other than calling the department) it needs to be better publicized.
- I think we could do a better job of educating folks about pollution prevention and water conservation. I recommend looking at programs at the San Antonio Water System.
- Lights above street signs would be appreciated.
- Put in the street light that is supposed to be there.
- Snow removal in neighborhoods are awful. Better training. Leave a score card for drivers or have a survey up to pinpoint where the problems are and to fix them quickly. Why keep a driver that could care less for snow removal but to collect a pay check.
- Use a reduced water block scale or shorten the days that it is effective.
- Great job. Suggest having contractor that did cement work put expansion joints in the medium to prevent buckling of the concrete.
- Very happy with water on all levels. The drains at the end of Silvercrest and 1300 E are often filled/covered with debris but I'm not sure you can do much about that except visit them more frequently to clean them out/off.
- Street light dept is excellent. Repaired a light on our street within hours of the call and followed up with me a few days later to make sure it was working properly!
- Change street lights to LED.
- I realized the Police Dept.'s main responsibility is to take care of the general public. However, there are times at night and probably the early morning hours where businesses, shopping centers, schools, etc are going an excellent job of watering the streets. Perhaps they could make note of this and report to the appropriate department. The offenders should have their sprinkling system maintenance personnel correct the issues. Alta Canyon Drive certainly doesn't need watering and neither does 94 South. I'm sure there are others.
- Add more street lights on monroe street
- We need to better protect our watershed and the use of the canyons. Far too often I see dogs on trails and people in mountain lakes.
- Help reduce light pollution by capping tips of lights or only installing downward-projecting lights.
- Street lighting got an unsatisfied vote because I would love to see the city incorporate dark sky ordinances. Especially as a basecamp to the Wasatch Canyons, we should be a leader in these practices that help preserve the beauty and natural feel of this amazing amenity!
- The cost for Water Usage Block 2 is outrageous. Grass uses the same amount each time (every 3 days) or else dry spots occur and must be watered daily until the green starts to appear. Ask any golf course.
- Include amount due in outgoing email for water bill. To login to the site, allow us to pick our own username and password combination. Don't require account number as username.
- I appreciated the city sending someone to assess the curbing and storm drains but the problem remains unsolved.
- Next upgrade put reflective shades on lamps and led more cost effective and efficient
- All outdoor lighting should be required to have light shields, so that light is directed downward.

No light should be allowed to illuminate the sky above it. DARK SKIES!

- I would like the street lights to be more eco friendly. I know that the main reason for street lighting is to provide security to neighborhoods, but I think there's too much light pollution.
- Please consider using energy efficient street lighting (I've seen some in San Jose, CA that look great).
- Please hold accountable commercial water users who have faulty sprinklers that leak and waste water with no consequences. Like neighborhood watch, we need a reporting phone number to make Sandy City and the property owners aware of the problems. In addition, water can be turned off during a good rain storm by residents but seldom occurs in a business. Provide an incentive to have rain sensing systems that automatically turn off sprinklers when it rains. The technology is available, you need to reward those businesses who implement it, and warn, then fine those who persist in wasting water during a nice thunderstorm.
- Lights should be replaced with tented lights that do not wastefully light the sky which wastes energy and creates light pollution.
- One light fixture on our street was chaged out to a new type of fixture. It is a vast improvement over those harsh glary obnoxious globes that remain. Hope they will all be phased out and replaced by the newer fixture....much easier on the eyes and more asthetically pleasing.
- Night sky friendly lighting should replace all lighting in the city. It has been proven not to increase crime, and uses fewer resources. It's better for people, better for the planet.
- I love Sandy City and have been a happy resident for 44 years.
- I live on a dead end street and have someone (elderly) who is in a wheel chair. The snow plow goes up one side of the street and sometimes not even to the end of the street. In order to clear the street we have to use our snow blower. If the street could be cleared all the way on both sides it would be helpful.
- Have never had a neighborhood problem with lighting
- Water billing website could use an update. Also if an app was available to be used for payments to Sandy City water . That would be nice.
- I am concerned about light pollution. While the lights in the historic area of Sandy City are aesthetically pleasing, they send a lot of wasted light into the sky. Please make sure all future light installations direct the light down to where it is needed.
- Best water in Utah
- There are too many street lights. They could be spaced further apart without compromising safety. Have called for service of the water meter valve and was told they could not respond unless it was an emergency (and it became an emergency later and the whole street lost water service). Would like to see more attention payed to prevention.
- I look forward to the new LED lights that light the street, way better then the bulbs.
- I was unaware of most of the services you asked me about today.
- Excellent service overall.
- Take showers before and after work.
- Keep up the good work.
- When bills are sent out via email it would be nice if the amount and due date would be shown in



the email so we don't have to log into our account. That extra step of logging in should not be necessary.

- THE LIGHTS ARE CAUSING LIGHT POLLUTION.
- For street lighting I would like to see full cutoff fixtures to reduce nighttime light pollution (so we can see stars, etc. better). Tucson, AZ is an excellent example of a city that has done a great job with street light planning.
- Some roadways are not well lit and don't have sidewalks, creating hazardous circumstances with runners/pedestrians. Maybe create a marketing campaign to urge runners/pedestrians to wear bright colored or reflective clothing, particularly at night or dawn/dusk.
- Great work.
- aqua hawk graph colors are the worst. it's blue for water use and light blue for rainfall. That's bad for someone not color blind and impossible otherwise.
- Can I state for the record that Sandy City must hate anyone who decides to use the intersection of 1300e and Segoe Lily Drive traveling East<-->West. And Sandy, quite clearly, has particular dislike of parents taking their kids to school when the new school year starts. EVERY SINGLE YEAR for the past 5+ years there are roadworks right at or right next to that intersection. This year? Once again, the road has roadworks on it because, FOR SOME REASON I CANNOT FATHOM, Sandy has decided to work on the intersection of Petunia way and Segoe Lily RIGHT AS SCHOOL BEGINS causing a complete blasted mess. Why on earth does Sandy hate us poor parents so very much? Every damned year it is the same story. Why Sandy City? Why do you hate us??? I mean, we're all used to the traffic signals at this intersection having the worst timing on the planet causing near misses and frustration daily, but why foist construction on us as well? What have we done to you?
- Not on sandy city water
- Snow removal quicker.
- Prefer down lighting to reduce light pollution. We have a street light that shines into a bedroom.
- Listen to the people that call and ask for help to fix something don't just ok will fix it and then half it
- 1. Develop a Dark Sky mentality & ordinance(s) to reduce light pollution of our atmosphere, and light trespass onto properties adjacent to the source(s). 2. Implement a quality assurance program for roads. 3. Replace the bulk waste "system" - asap! 4. Convert the Community Coordinator program to a Community Council program. 5 volunteers from different parts of a "Community" can better respond to local community needs than just one - who may or may not really care about issues with which he may not be adequately familiar. 5. Provide high speed internet service to all Sandy City Communities. 6. Remember that fees are for services and taxes are for fixed infrastructure. Don't charge fees just to avoid raising taxes.
- Add more streetlights. Newer parts of sandy have great street lighting. The older parts are very dark at night.
- Street Lighting - Contractor installed in our subdivision prior to city lighting campaign. City lighting campaign essentially has required our neighborhood to PAY TWICE for the lights!!!!!! S. Maio Drive

- You're doing it all wrong. You're not contributing to a livable neighborhood.
- direct light towards street. Less light pollution
- I think our gas and water bill are outrageous.
- More glad recycling bins
- Noon. Just keep up the great work.
- Dim lights after a certain time. There are too many lights and they are far too bright. Stop charging residents for others light poles once they have already paid!
- What is the pollution prevention program - we all live downstream? I have never heard of it.
- remove excess lighting,
- There needs to be more code enforcement for bushes and ice that block sidewalks on people's property
- Need to remove flouride from drinking water.
- Do something about overusage offenders. I've noticed and reported several schools and residents for overwatering and nothing has changed with any of them. Pretty disappointing.
- Curbside glass recycling please. Would like to see city operated sprinklers more attuned to adjusting to daily weather/need, rather than set schedules.
- A notice to homeowners regarding keeping the gutters clean or not blowing all their grass and garbage from mowing in the street might be helpful. Our driveway will become full of debris from neighbors not cleaning up after themselves.
- It would be nice to have a secondary water option for outdoor use instead of having to use culinary water for yards, etc.
- We recently discovered, via the city hydrologist, that our storm drain isn't connected to any system. The city should consider a complete overhaul of the storm drain system.
- You are doing a great job. I'm actually on White City Water, so didn't answer water questions.
- I would like to see street lights replaced with high efficiency down firing LED lights when bulbs need to be replaced. I would like to see a decrease in the light pollution within the city and that starts with the street lights.
- Have called in street light outages and sometimes response is very quick. Other times takes a while.
- Sandy City does a great job! It seems the cost of water has double or even tripled over the years we have lived in Sandy and it is concerning. I understand we live in a desert and there is significant effort made to address water preservation.
- Haven't really liked all the street lights in neighborhoods but pros and cons both ways,
- Served by White City WID, so no response on water utility questions
- We need fiber internet capability and secondary water. I'd pay several thousand for these services to get them set up and I am sure my neighbors would agree. I am tired of watering my lawn with ultra expensive drinking water. And I am tired of paying Comcast way too much for way too little. If Salt Lake can do it, we certainly can!
- Further improve traffic lights - avoid unnecessary wait on red.
- We love Sandy water, but what are 'water services'? What does Sandy do for 'pollution prevention'? We do a lot ourselves, driving hybrid cars, batching errands, etc. What does Sandy do?

- Upgrade street light posts in neighborhoods to LED. This will reduce the need for them to turn off to cool down, burnouts and be cheaper to operate.
- Storm water drains are often forgotten when roads are repaved. I have seen grates left on the sidewalk and open holes. When planning to raise a road surface the drains should also be raised so that you don't leave a drop to the storm drain.
- It's time to change the street lights to LED's and change out the heads to only shine down, dark skies.
- We could use a little more street lighting.
- My storm drain has not been cleaned out in years. I wish that all of the street lights were not polluting light up which causes migrating birds problems.
- I think overall Public Utilities Dept does a FANTASTIC job.
- But get for upgrades. Update historic sandy infrastructure. I u understand it's expensive, that's wu we pay taxes, and budget.
- I think we need more street lights, but I understand the cost factor, so whatever you can do to add more lights is appreciated!
- People don't know where to call for these outages etc. Sandy's website could do a better job of posting some phone numbers.
- My area is older and has power poles. If there is an economical way to bury the power lines, I have no doubt it would improve the look of the community. That would also remove the power pole that has been repeatedly shattered by speeding drunks over the last decade!
- Thanks for updating many of the old lights with the new LED lighting systems. They have improved the lighting on roads in the late hours of the night.
- Please don't raise water rates for low use residents. My bill jumped up quite a bit a month and I am a very low water user. I shouldn't be punished for being conservative. Punish the high water users.