

Appendix A: Vignettes

Vignette 1: Cleaning Up Trash Collection: City Residents Thrilled with Service from Private Trash Collection Company

Two years ago, the city council voted to switch to a private trash collection service, subcontracting the service with a local firm. Over the last several months, local residents have been impressed with the city's superb garbage collection, which is carried out by the private company that the city council put in charge of collection.

According to a recent community survey, residents' satisfaction with local garbage collection is at an all-time high, with many highlighting the predictable pick-up schedules, the efficiency, and the good customer service as reasons for their favorable attitudes.

"It's great," says one local resident. "It's really comforting to know that when they say garbage is collected at 8 am, I know it will get picked up at 8 am--not 7:30, not noon. 8 am."

Others praised the responsiveness of the private company's employees when dealing with citizen inquiries and concerns as a reason for high levels of satisfaction. When asked for comment, the spokesperson of the private company stated "I am happy to hear that residents are pleased with the service we are providing."

Vignette 2: Cleaning Up Trash Collection: City Residents Thrilled with Service from City's Public Works

Two years ago, the city council voted to switch to direct city control of trash removal, transferring responsibility for garbage collection to the city's public works department. Over the last several months, local residents have been impressed with the city's superb garbage collection, which is carried out by city employees.

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"It's great," says one local resident. "It's really comforting to know that when they say garbage is collected at 8 am, I know it will get picked up at 8 am--not 7:30, not noon. 8 am."

Others praised the responsiveness of city officials when dealing with citizen inquiries and concerns as a reason for high levels of satisfaction. When asked for comment, the mayor stated "I am happy to hear that residents are pleased with the public service we are providing."

Vignette 3: Cleaning Up Trash Collection: City Residents Angry with Service from Private Trash Collection Company

Two years ago, the city council voted to switch to a private trash collection service, subcontracting the service with a local firm. However, over the last several months, local residents have grown increasingly frustrated at the city's poor garbage collection, which is carried out by the private company that the city council put in charge of collection.

According to a recent community survey, residents' satisfaction with local garbage collection is at an all-time low, with many citing that garbage is not being picked up, its unpredictable collection schedule, and poor customer service as reasons for their unfavorable attitudes.

"It's horrible," says one local resident. "It's frustrating when I get home from work in the evenings to find I missed the truck because it came at 7:30am rather than the scheduled 8am, or, worse yet, it didn't come at all."

Others have voiced frustration that their efforts to file complaints with the private company have also fallen on deaf ears, leading to few call backs.

The spokesperson of the private garbage collection company has refused to comment for this story.

Vignette 4: Cleaning Up Trash Collection: City Residents Angry with Service from City's Public Works

Two years ago, the city council voted to switch to direct city control of trash removal, transferring responsibility for garbage collection to the city's public works department. However, over the last several months, local residents have grown increasingly frustrated at the community's poor garbage collection by city employees.

According to a recent community survey, residents' satisfaction with local garbage collection is at an all-time low, with many citing that garbage is not being picked up, its unpredictable collection schedule, and poor customer service as reasons for their unfavorable attitudes.

"It's horrible," says one local resident. "It's frustrating when I get home from work in the evenings to find I missed the truck because it came at 7:30am rather than the scheduled 8am, or, worse yet, it didn't come at all."

Others have voiced frustration that their efforts to file complaints with the mayor's office have also fallen on deaf ears, leading to few call backs.

City officials have refused to comment for this story.