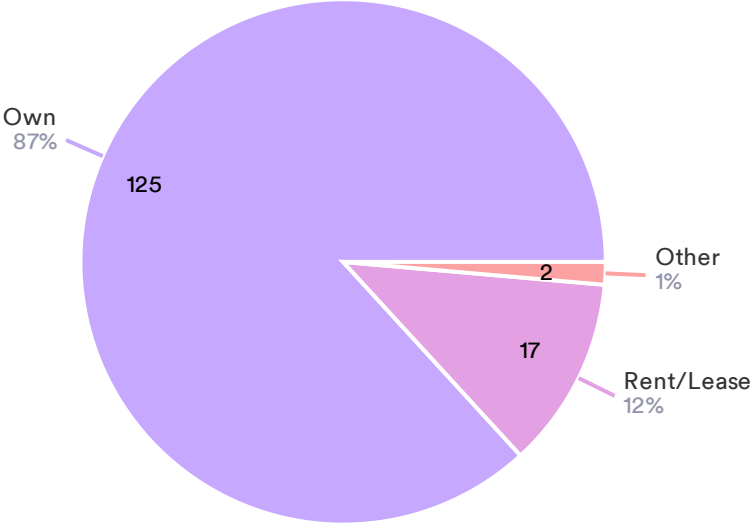


Garbage & Recycling Collection Survey 2024

Do you rent or own your property?

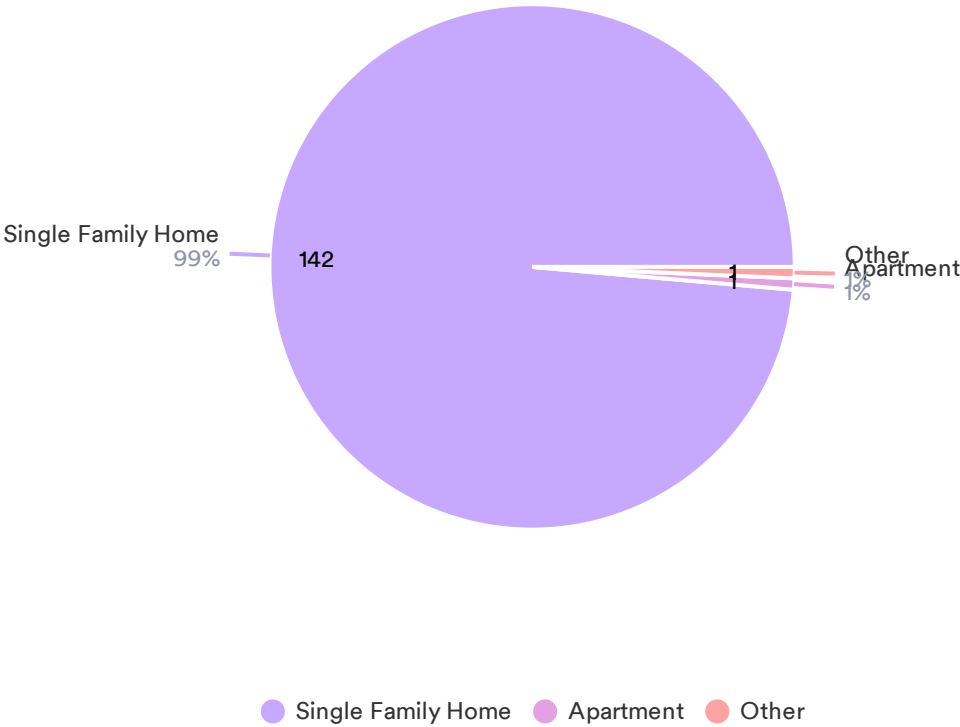
144 Responses



● Own ● Rent/Lease ● Other

Which housing situation most accurately describes your situation?

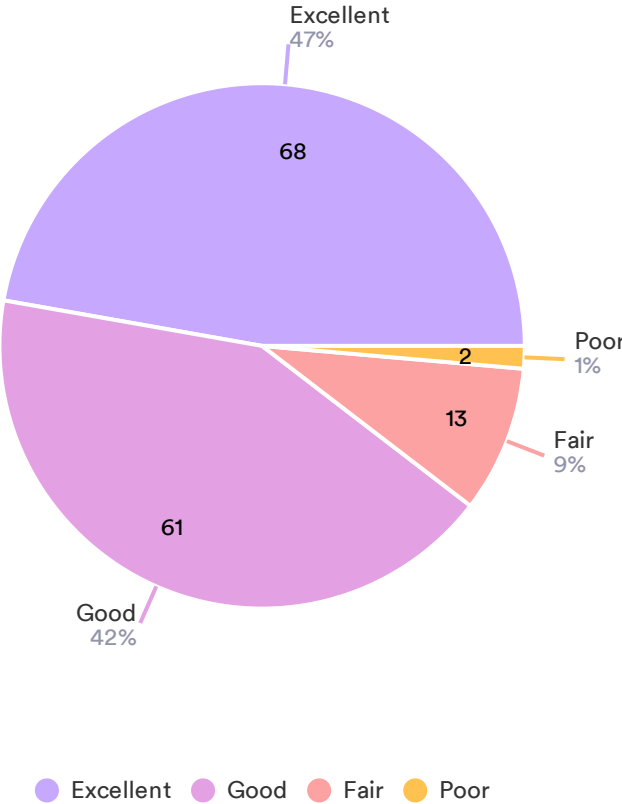
144 Responses



Garbage & Recycling Collection Survey 2024

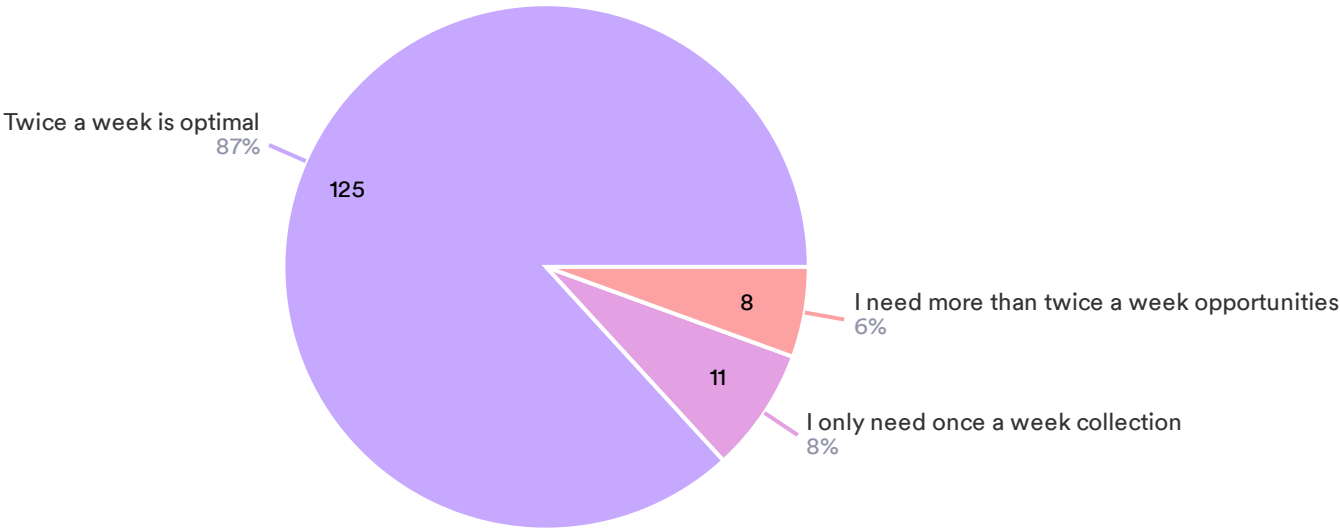
Overall, how would you rate current garbage and recycling collection services?

144 Responses



Which statement most accurately reflects your opinion about having collections twice a week?

144 Responses

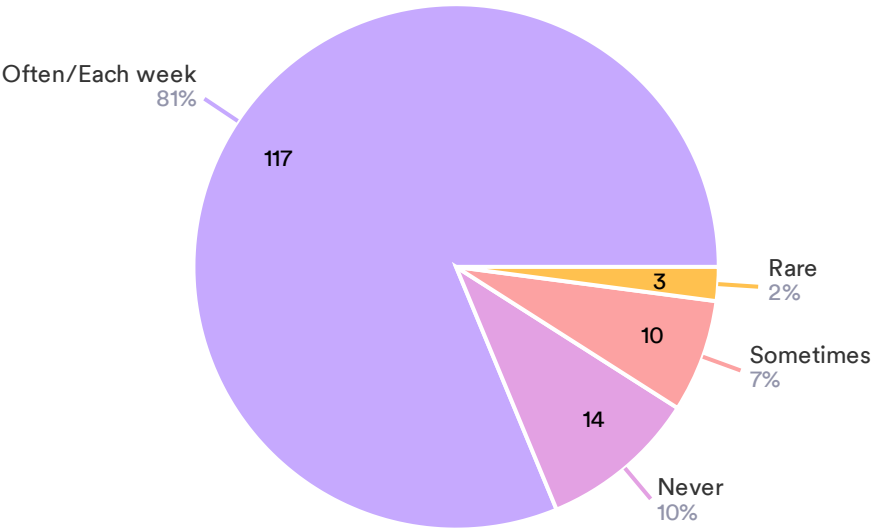


● Twice a week is optimal ● I only need once a week collection ● I need more than twice a week opportunities

Garbage & Recycling Collection Survey 2024

How frequently do you utilize the city provided recycling bins exclusively for recycling material?

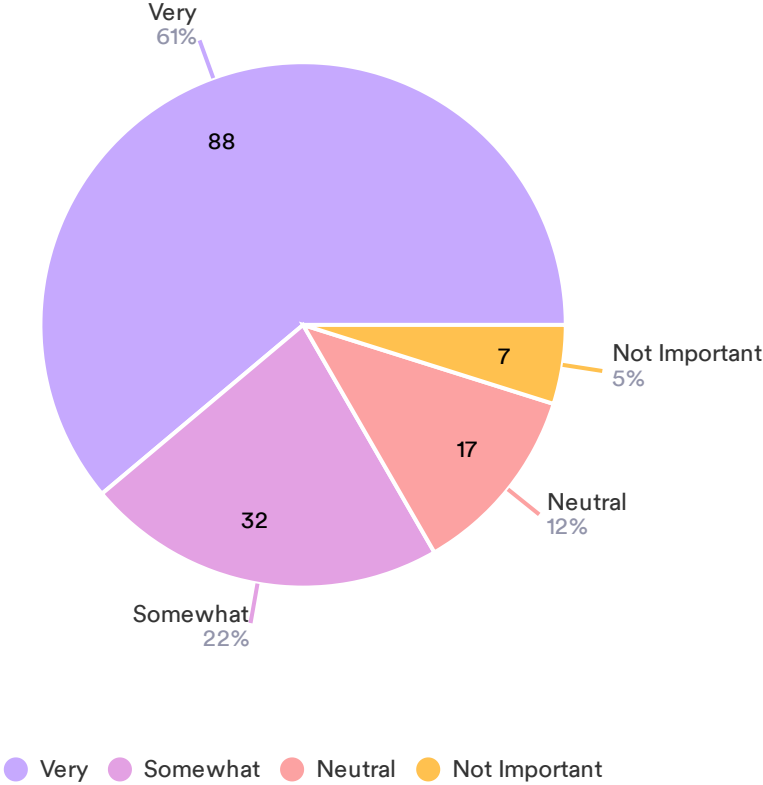
144 Responses



● Often/Each week ● Never ● Sometimes ● Rare

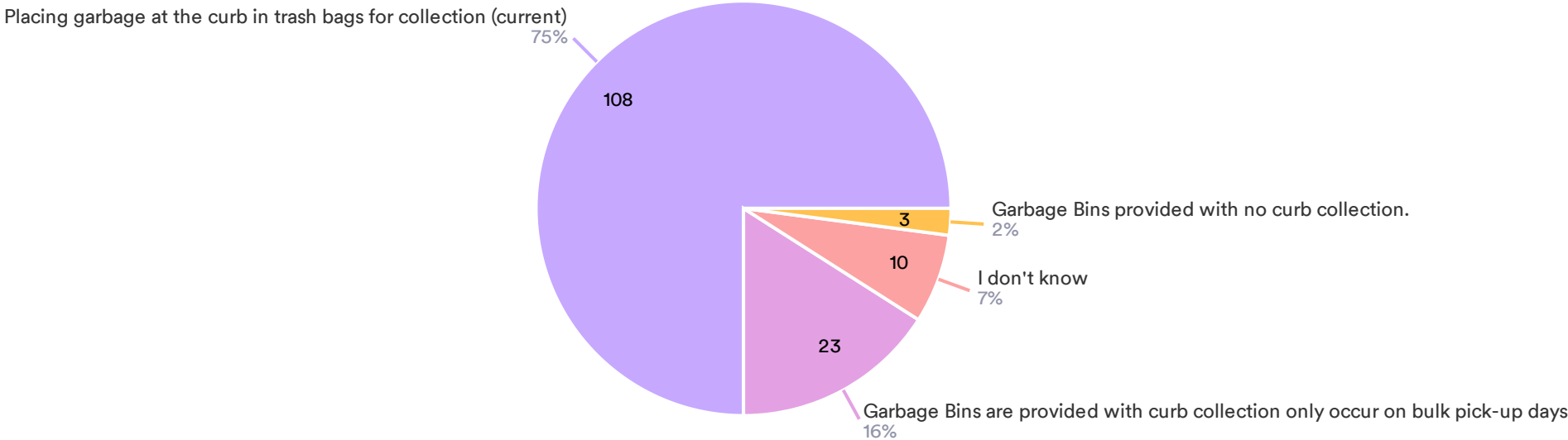
How important is recycling to you?

144 Responses



Which service type do you prefer?

144 Responses

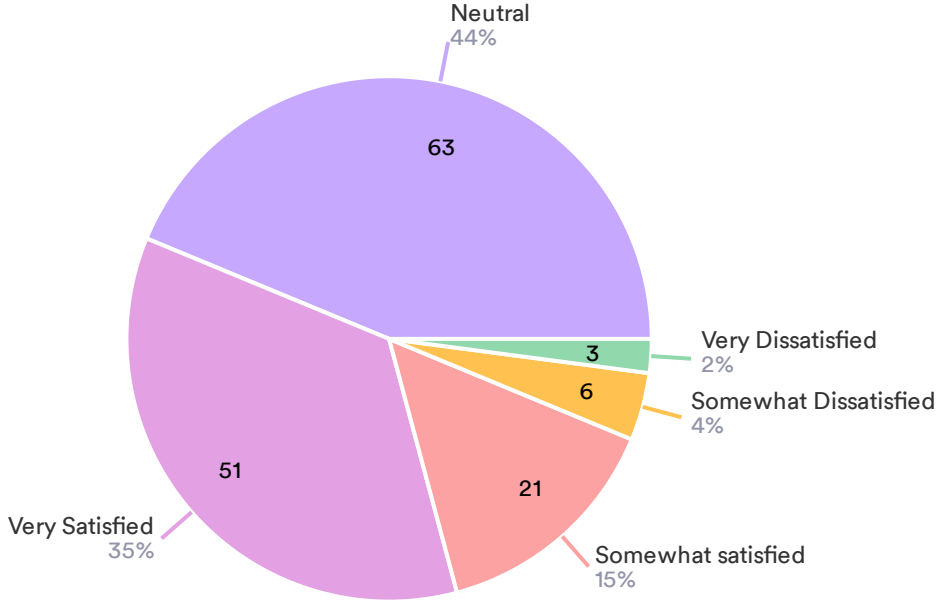


- Placing garbage at the curb in trash bags for collection (current)
- Garbage Bins are provided with curb collection only occur on bulk pick-up days
- I don't know
- Garbage Bins provided with no curb collection.

Garbage & Recycling Collection Survey 2024

How satisfied are you with how complaints about garbage collection are handled?

144 Responses



● Neutral ● Very Satisfied ● Somewhat satisfied ● Somewhat Dissatisfied ● Very Dissatisfied

Garbage & Recycling Collection Survey 2024

If you are dissatisfied, can you provide details?

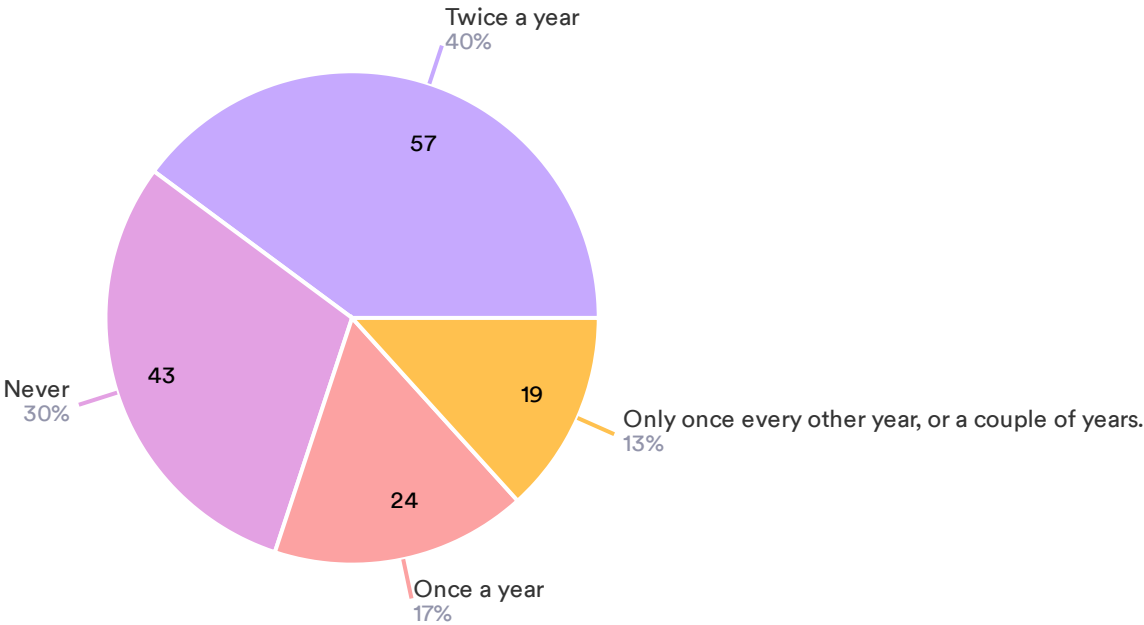
8 Responses- 136 Empty

Data	Responses
The current company Could care less now.	1
The company sometimes cares about a complaint. When I filed complaints they make it sound they want to get back to you. They NEVER call back.	1
Porque ustedes que tienen el control porque no ponen basura de cada mes de basura grande de ramas toda la basura grande no lo que es everman esta muy sucio por que porque ustedes no tienen ese servicio para everman de seguro los que se encargan de eso no viven en everman si no otra cosa seria	1
No immediate action. Prompts additional phone calls which could be avoided if matters are resolved when first reported.	1
Prefer to deal with city personel, usually told to call garbage company. Issues usually related to damaging cans or leaving in street or at neighbors.	1
Sometimes I come home from work I see my trash can in the middle of the street. This upsetting cars do not go over it they take that can with them	1
It's hard to get a hold of customer service when a pick up is missed	1
No action was immediatly taken after problem was reported	1

Garbage & Recycling Collection Survey 2024

The City of Everman offers two City-Wide Cleanup days a year where residents can bring up and discard bulk materials at no cost. How often do you utilize this service?

143 Responses- 1 Empty



● Twice a year ● Never ● Once a year ● Only once every other year, or a couple of years.

Garbage & Recycling Collection Survey 2024

Please provide any other comments, concerns, or ideas you would like for us to consider.

52 Responses- 92 Empty

Data	Responses
If we all had garbage bins it would make the city look a lot cleaner.	1
City provide containers for trash in bags as well.	1
It seems unfair for some of my neighbors who put out several bins of garbage twice weekly & over flowing recylce bins & recylce stacks weekly & pay the same fee as I do for 1 kitchen bag I recylce bin. Some of these homes have several families living together and 6 or 7 cars on driveway & yard. Against code!	1
I like the dump privileges	1
It is great to have the city-wide clean up offered twice a year. However, the notification s sent prior to the clean up needs to be more than a week. Plus, could it be possible to offer a different time slot? At least, a different time slot for each of the days offered. For example, on the first city wide clean up event, the times are from 8am to noon, the usual. And then on the second event offered later in the year, the times are from 10am to 2pm.	1
Making them not put the cans in the middle of the drive way . So we can get our car in the driveway.	1
I was a resident of Fort Worth recently. The bins provide would immediatly fill up with a family of 4. Im sure its more cost-effective once a week per bins but i don't see that enough one per week .	1
Though I have never used the Citywide Cleanup day they are valuable. Its just I wasn't available to use them.	1

Thank You!

Garbage & Recycling Collection Survey 2024