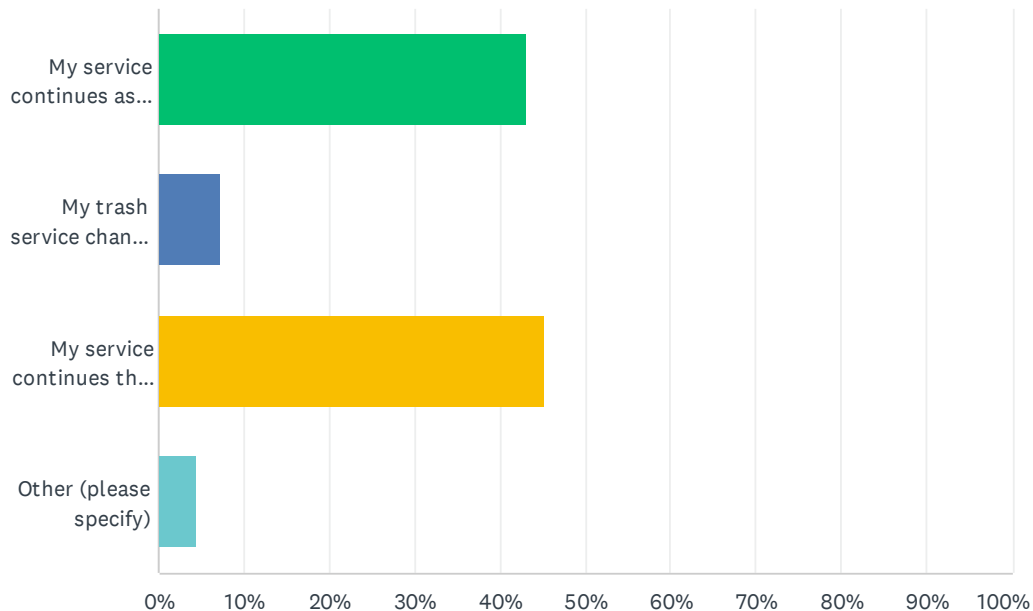


Q1 Which ONE of the following trash pickup options would you prefer?

Answered: 153 Skipped: 0

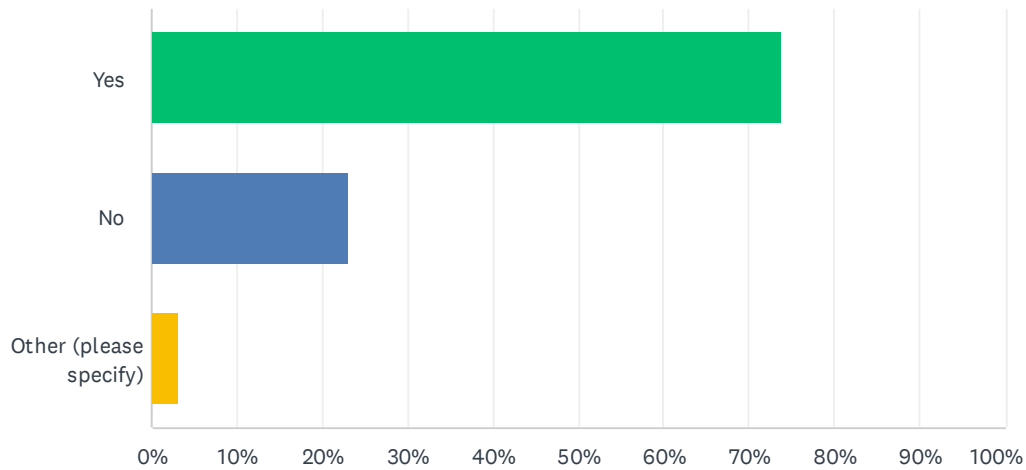


ANSWER CHOICES	RESPONSES	
My service continues as is (with no change)	43.14%	66
My trash service changes to one collection per week (instead of 2x), with a rolling trash tote provided-same cost as current billing	7.19%	11
My service continues the same as it is (with 2 collections per week), but with a rolling trash tote provided at the same cost as current billing	45.10%	69
Other (please specify)	4.58%	7
TOTAL		153

#	OTHER (PLEASE SPECIFY)	DATE
1	One day per week; trash tote provided; less \$\$ per month	7/1/2022 5:16 PM
2	We purchased a rolling cart if it qualified for city requirements, otherwise will take one without charge	6/29/2022 1:09 PM
3	We purchased a rolling cart if it qualified for city requirements, otherwise will take one without charge	6/29/2022 1:09 PM
4	Your police department sucks ass	6/23/2022 10:51 AM
5	County should get rilling totes to prevent trashy looks	6/17/2022 2:19 PM
6	My trash service remains as is (2x a week), and recycling service changes from once per week to twice per week.	6/17/2022 12:08 PM
7	One day during week- one day on weekend morning	6/17/2022 8:57 AM

Q2 Would you be interested in a large rolling cart for recycling at no cost?

Answered: 152 Skipped: 1

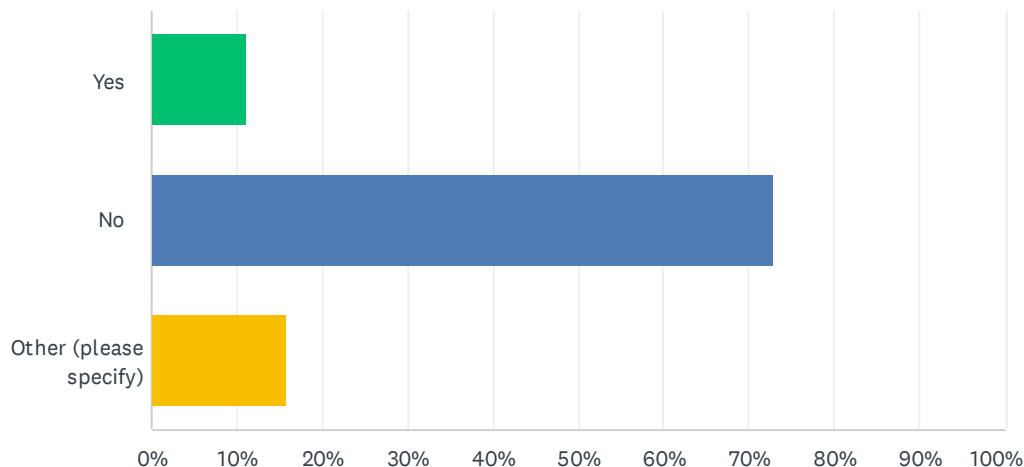


ANSWER CHOICES	RESPONSES
Yes	73.68% 112
No	23.03% 35
Other (please specify)	3.29% 5
TOTAL	152

#	OTHER (PLEASE SPECIFY)	DATE
1	Yes, but We bought one	6/29/2022 6:04 PM
2	Yes, the current ones are wayy too small	6/29/2022 10:27 AM
3	Dr	6/28/2022 9:28 PM
4	And the entire department should be replaced	6/23/2022 10:51 AM
5	Yes - but even with a slight increase in price YES	6/17/2022 8:39 PM

Q3 In the last 12 months, have you had any problems with your trash/recycling pickup service?

Answered: 152 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	11.18%	17
No	73.03%	111
Other (please specify)	15.79%	24
TOTAL		152

#	OTHER (PLEASE SPECIFY)	DATE
1	It too heavy they didn't pick it up	7/1/2022 10:18 AM
2	Inconsistent times 7:30 am vs 4 pm	7/1/2022 10:11 AM
3	Leaves my trash cans in the middle of the road. If they drop something out of my trash cans they will not pick it up. Leaving it to blow all over the road and yard.	6/30/2022 6:47 PM
4	Consistent pickup times	6/30/2022 6:23 AM
5	The sanitation workers are courteous and quick. Joshua charges more than any city for trash pickup.	6/29/2022 11:35 PM
6	We do not currently have trash as we are currently building our house and not living there. We should be moving in in September and will then have services.	6/29/2022 10:45 PM
7	Threw away a small trash can I use in my shop. I just wanted it dumped.	6/29/2022 3:46 PM
8	Trash guys work very hard. I've seen them pick up what has rolled down the street from the wind.	6/29/2022 1:09 PM
9	Trash guys work very hard. I've seen them pick up what has rolled down the street from the wind.	6/29/2022 1:09 PM
10	Unpredictability of time of day they will collect	6/29/2022 11:10 AM
11	Having to break branches down into small pieces	6/29/2022 9:37 AM

Trash and Recycling Service

12	Its Tuesday at 9:26pm and still not picked up from yesterday	6/28/2022 9:28 PM
13	Lots of days they don't pick up or it takes two days for them to.	6/28/2022 9:29 AM
14	Leaving trash on the side of the streets or in yards that has fallen out when they dump the trash. Or just throwing the trash can wherever they like.	6/28/2022 9:02 AM
15	They made a good point saying your officers couldn't pass the current physical fitness test because damn they are obese	6/23/2022 10:51 AM
16	Confusion about holidays that are recognized and not	6/17/2022 8:39 PM
17	Breaking handles on my trash cans	6/17/2022 7:38 PM
18	County should get recycling	6/17/2022 2:19 PM
19	They are not consistent on what time of day they run their route	6/17/2022 2:18 PM
20	Trash cans are sometimes left in the street (my own, as well as others on the same street) after pickup, and have been broken/damaged by moving vehicles as a result.	6/17/2022 12:08 PM
21	They push empty rolling can into ditch. I have rheumatoid arthritis and it's very hard to get.	6/17/2022 9:28 AM
22	Trash guys dumping the recycling with regular trash even though it's in the green container.	6/17/2022 8:35 AM
23	I feel the amount of loose trash/litter would be greatly reduced if rolling trash cans were provided to all customers.	6/17/2022 8:18 AM
24	Missed trash pickups & trash scattered on the road from them dumping it & not picking it up.	6/17/2022 8:08 AM

Q4 Are there any other comments or suggestions about your trash or recycling service you wish to provide?

Answered: 72 Skipped: 81

#	RESPONSES	DATE
1	They do a great job! They shouldn't have to deal with the repeat offenders to do additional bulk pick-up under normal residential service such as full mattress sets, sofas, recliners, etc. Kudos to these hard working people that deal with that on a ongoing basis.	7/6/2022 5:48 PM
2	They're service is great	7/2/2022 7:27 AM
3	We moved from Cedar Hill that only has once a week pick up with waste management it has the rolling totes. It sucked having stinking garbage five days of the week. Also invited rats and other insects into the neighborhood which was always lots of fun getting rid of. Also waste management is terrible at actually picking up your trash unlike our current service. Waste management uses an automated bucket system and will not touch anything that is on the ground it all has to be in the trashcan which limits the amount of trash you can throw away. If you have to double the cost of trash to maintain the level of service we have now, do it.	7/1/2022 1:39 PM
4	Try to stick to a regular schedule. Sometimes recycle/trash comes at 7 am and sometimes they don't come until 4 pm	7/1/2022 10:18 AM
5	A large recycle container would be helpful. Right now recycles blow all over the neighborhood with the shallow bins	7/1/2022 10:11 AM
6	No, I think providing totes are a great idea!!	6/30/2022 10:46 PM
7	They could just do better. Care a little. That's all.	6/30/2022 6:47 PM
8	If pick up day is a holiday, I prefer they make up the date. I believe at one point we ended up going a week without service.	6/30/2022 5:29 PM
9	Trash does not have AUTO Bill Paying !!!! WHY ??	6/30/2022 10:35 AM
10	No	6/30/2022 5:20 AM
11	If go to once a week trash pick up, price needs to be half what it is now.	6/30/2022 4:55 AM
12	Our trash is picked up so late in the day on Mondays (sometimes after 5 p.m.) that so much trash has been blown all over the streets.	6/30/2022 4:54 AM
13	we need recycling education or something. 2 people in my neighborhood recycle. That's it.	6/29/2022 11:35 PM
14	We were surprised when we moved here that we had to buy our own bins. Where we came from bins came with the service.	6/29/2022 6:04 PM
15	None	6/29/2022 4:13 PM
16	yes, If you spill some trash while dumping, pick it up. don't leave it lay. that happens often	6/29/2022 3:46 PM
17	Our men who run the trash trucks do an excellent job. They work hard and have never leave a mess.	6/29/2022 3:28 PM
18	I wouldn't mind the rolling trash tote as long as there was an option to have additional trash picked up that did not fit in the tote. Sometimes with yard work or holidays I have several bags of trash.	6/29/2022 2:57 PM
19	Lower the cost. Trash service should be funded by our taxes.	6/29/2022 1:27 PM
20	Trash has been left on the curb a few times. Maybe the car was blocking the view, but it is always parked there and 9/10 they've picked it up.	6/29/2022 1:09 PM
21	If it ain't broke don't fix it!!!	6/29/2022 1:09 PM

Trash and Recycling Service

22	The gentlemen who pick up trash, work very hard. They pick up things, such as, furniture and limbs and other things that they should not have to pick up. City of Joshua should let homeowners know what should be allowed for pickup.	6/29/2022 1:09 PM
23	The gentlemen who pick up trash, work very hard. They pick up things, such as, furniture and limbs and other things that they should not have to pick up. City of Joshua should let homeowners know what should be allowed for pickup.	6/29/2022 1:09 PM
24	When we are recycling properly, we have more recycling than trash. A large rolling recycling tote would be greatly appreciated. We had one while residing in Arlington and it was nearly full every week. There are only 2 people in my household.	6/29/2022 11:46 AM
25	Thursday Recycling has been missed multiple times with containers by thr curb at 7am. My trash can has been emptied and left in the roadway instead of my driveway. This is a big issue when you live on S. Main St.	6/29/2022 10:27 AM
26	They do a great job and dependable. Would like to be able to get rid of bigger items or branches easier	6/29/2022 9:37 AM
27	We have lived in Joshua for 16 years and have no complaints with the trash service. They work hard, pick up most anything, do a great job.	6/29/2022 8:49 AM
28	They are excellent services men. They do an amazing job, that is unrewarding at times. Wish we could do more for them.	6/29/2022 7:58 AM
29	I'm extremely happy with the service currently provided.	6/29/2022 7:50 AM
30	The poor condition of our road would make it difficult for them to use large roller trash containers.	6/29/2022 7:45 AM
31	They do a great job!	6/29/2022 7:27 AM
32	They work hard and do a good job. I appreciate it!!	6/28/2022 11:01 PM
33	No	6/28/2022 9:27 PM
34	Lower the price. As many mistakes are made, I'm paying too much for subpar work.	6/28/2022 7:17 PM
35	We love our trash service, twice a week and the guys are awesome!	6/27/2022 1:41 PM
36	Of course it would seem they have nothing better to do other than harass a guy for doing nothing but parking at a private lot	6/23/2022 10:51 AM
37	We need to have a bulk trash day at the very least every other month.	6/22/2022 12:00 PM
38	My can has been broken several times due to the collectors throwing it from the truck into the yard. It no longer has a lid due to it being thrown away with the garbage	6/19/2022 1:21 PM
39	No	6/19/2022 1:14 PM
40	I like it just the way it is! My street does not have a curb and it will not work with a rolling trash tote. I don't like seeing trash cart sitting out in front of house like my neighbor does. My grandson lives waving at trash man so I would like to continue 2 x a week.	6/18/2022 6:27 PM
41	If the new type of containers and new style of collection suggestions would alleviate me picking up trash blowing all over my property and street almost every collection day that would help.	6/18/2022 12:50 PM
42	To have a better idea of a time pickup (morning or afternoon)	6/17/2022 10:55 PM
43	Rolling recycling tote would be fabulous compared to small box we currently have. We could fill 3 of those little buckets a week.	6/17/2022 8:39 PM
44	No	6/17/2022 8:35 PM
45	Would be great to know if we could have a large item pickup day.	6/17/2022 7:22 PM
46	Find a different provider. The current one lacks in customer service. The driver literally screamed at me last week bc I had to get my bin out of my neighbor's driveway. While, ironically, their bins were in the middle of the road. Additionally, I quit putting my recycle bin out long ago when I realized the same truck was emptying them both (single hopper).	6/17/2022 7:02 PM

Trash and Recycling Service

47	The 2x a week needs to stay, due to the number of times wild/abandoned animals get into the trash. Also, there will need to be away to purchase additional totes as needed.	6/17/2022 5:00 PM
48	Trash guy is selective on picking up garbage or not	6/17/2022 4:47 PM
49	I have lived in multiple places across Texas and the people who pick up in Joshua meadows are top notch hands. Probably the best trash service in Texas	6/17/2022 2:58 PM
50	County should get recycling!!!!	6/17/2022 2:19 PM
51	If the trash employees drop something from the can, they need to pick it up, not just leave it on the side of the road. Also, I have had to replace my cans 3 times in the last year due to them "throwing them" back in the yard/street because they are in a hurry. I cannot understand this, watched them do it on multiple occasions and obviously don't care if the cans break or land in the street.	6/17/2022 2:12 PM
52	Never collect grass in the trash can unless it's bagged	6/17/2022 2:06 PM
53	I wish they would put the trash can in the grass or drive way so the mail can run.	6/17/2022 1:06 PM
54	I really appreciate all of the hard work that goes into maintaining these services, and I hope that all of the men and women behind the scenes know that they are appreciated.	6/17/2022 12:08 PM
55	Our trash people do a great job and have never had any issues with them ever	6/17/2022 12:02 PM
56	The trash and recycling services are excellent. I have lived in several cities (large and small) and Joshua's services are truly the best.	6/17/2022 11:32 AM
57	I was just thinking that having the larger rolling recycle bins would be better. I am usually overflowing with my recycle and have had to come up with ways to keep it from spilling out when I take it to the curb. Large rolling bins for trash will make it easier for many residents who have strength of physical ailments get their garbage to the curb. 1x pick-up per week is not something I would want. If you miss a pick-up that week, then the amount of trash is double the following week. Also more possibility for rodents and wild animals to get into the trash if missed with 1x per week pickup.	6/17/2022 10:51 AM
58	Monthly bulk pick up of large items, brush, etc.	6/17/2022 10:44 AM
59	My only concern is the small recycle bins are a problem in windy conditions. Sometimes I have to throw away things I would prefer to recycle. To whom it may concern, I think the people picking up the trash are doing an excellent job please pass this on.	6/17/2022 10:02 AM
60	Provide monthly bulk pickup.	6/17/2022 9:51 AM
61	I bought my own rolling trash can just to have it constantly thrown in the middle of my concrete driveway or left in the middle of the road.	6/17/2022 9:29 AM
62	It took many weeks to get my trash pickup started when I moved into Heritage II.	6/17/2022 9:23 AM
63	Quit placing can in road after collecting	6/17/2022 9:15 AM
64	Provide everyone with closed lids so that trash doesn't fly everywhere	6/17/2022 8:57 AM
65	I think the service we have is great. I have had no problems.	6/17/2022 8:44 AM
66	The trash service is great! No complaints.	6/17/2022 8:43 AM
67	NA	6/17/2022 8:25 AM
68	It would be nice to be notified when trash day is on a holiday if they will skip the pickup or come the next day. There doesn't seem to be a pattern. Sometimes it's one then the other.	6/17/2022 8:21 AM
69	Thank you for all your hard work .i appreciate it	6/17/2022 8:18 AM
70	Nope! I like the trash service just as it is.	6/17/2022 7:35 AM
71	test	6/17/2022 7:24 AM
72	test	6/16/2022 5:14 PM