



City of Leon Valley
2023 Solid Waste Survey

In order to improve customer service and better serve your needs, the City of Leon Valley asks for your input on solid waste management services.

The City of Leon Valley's agreement with Tiger Sanitation will end January of 2025, and city leadership will soon decide whether to negotiate a new multi-year contract with Tiger Sanitation or request proposals from competing solid waste companies working in our area.

Whether you're a resident or a business, please select the appropriate survey option below to share your satisfaction level with current service offerings and preferences on garbage and recycling, and more.

DEMOGRAPHIC INFORMATION

1. Age of Respondent: _____ Gender: M F No Response

2. Check one: Resident Business Owner

CURRENT SERVICE QUALITY

1. Garbage Collection (reliable, picked up on scheduled day, neat, complete)

- Excellent
- Good
- Acceptable
- Poor

2. Recycling Collection (reliable, picked up on scheduled day, neat, complete)

- Excellent
- Good
- Acceptable
- Poor

3. Customer Service (complaints handled courteously, bills received and processed appropriately)

- Excellent
- Good
- Acceptable
- Poor

4. In the past year, have you made a complaint about your solid waste service?

- Yes No

5. If yes, please indicate what the complaint was about (choose all that apply).

- Garbage Collection
 Recycling Collection
 Billing Problem
 Other (please specify)
-

6. If yes, were you satisfied with the way your complaint was handled?

- Yes No

7. If you were not satisfied, please describe the problem, specify who you contacted to complain and indicate what was lacking in its resolution. Feel free to use this space for positive comments as well.

8. Currently, the City has once a week trash collection service. Would you be willing to pay more for twice a week service?

- Yes No

If you are willing to pay more how much more? (Mayor's addition)

- \$5 to \$10 more month
 \$11 to \$15 more month
 \$16 to \$20 more month
 No limit. I want twice a week pickup

9. Twice yearly the city has large item disposal (furniture, non-freon appliances, brush, etc.), of up to 8 cubic yards. ~~Would you be willing to pay more for unlimited large item pickup?~~ Would you be willing to pay more for one additional pickup a year (Councilman Martinez Change)

- Yes No

If you are willing to pay more how much more? (Mayor's addition)

- \$5 to \$10 more month
 \$11 to \$15 more month
 \$16 to \$20 more month
 No limit. I want unlimited bulk/brush pickup

10. Currently, the City does not have Household Hazardous waste disposal. Would you be willing to pay more for Household Hazardous waste disposal?

- Yes No
- If you are willing to pay more how much more? (Mayor's addition)
- \$5 to \$10 more month
 - \$11 to \$15 more month
 - \$16 to \$20 more month
 - No limit. I want household hazardous waste

~~11. Currently, the city contracts with Tiger Sanitation for your trash and recycling services. Would you prefer to choose your own trash and recycling service and the city no longer contracts out for these services? (Councilman Martinez and the Mayor Change)~~

- I prefer to select my own trash/recycling services
- I prefer the city to contract for services

Leon Valley has a once a week email called "ENEWS"
Please provide your email address to be added to the weekly email

Optional: Name _____ Address _____
emergency phone number _____
(Councilman Martinez's Addition)

Mayor's Additions

Think about where you live, do you think that people in that area have serious problems with ANY of the following? [READ LIST ONE AT A TIME-CHECK (✓) EACH AREA MENTIONED AS A PROBLEM]

Streets Are in Poor Condition	Lack of Sidewalks	Vandalism	Lack of Adequate Health Services	Stray Dogs/ Cats
Overgrown Vacant Lots	Drainage problems when it rains	Gangs	Lack of Curbs	Traffic Congestion
Traffic Noise	Litter/ Trash	Drug Dealing	Crime (E.G. Violence, Theft)	Graffiti

Thinking about the problems you just mentioned, which **ONE** is of greatest concern in your neighborhood or If not listed above, please write in your concern. [Please write In]

How long have you lived in Leon Valley? (Please check one)

- Less than 9 years

- 10-19 years
- 20-29 years
- 30-39 years
- More than 40 years

Do you own or rent your home? (Please check one)

- Own (paying a mortgage)
- Rent

What is your preferred method of receiving information about the City of Leon Valley?

- Email
- Newsletter
- Facebook or other social media
- Other _____

Thank you for providing us with your input!

The City Council is considering assembling a team of citizens and business owners to form a committee to gather more information on the wants and needs of its citizens and business owners as they pertain to solid waste removal. If you would be interested in serving on such a committee or if you would like a City staff person to call you about a solid waste problem or other matter, please include your name, daytime telephone number and/or email address below.

Name: _____

Phone: _____ Email: _____