

Trash Survey

Roque Salinas, MPA

Director of Economic Development

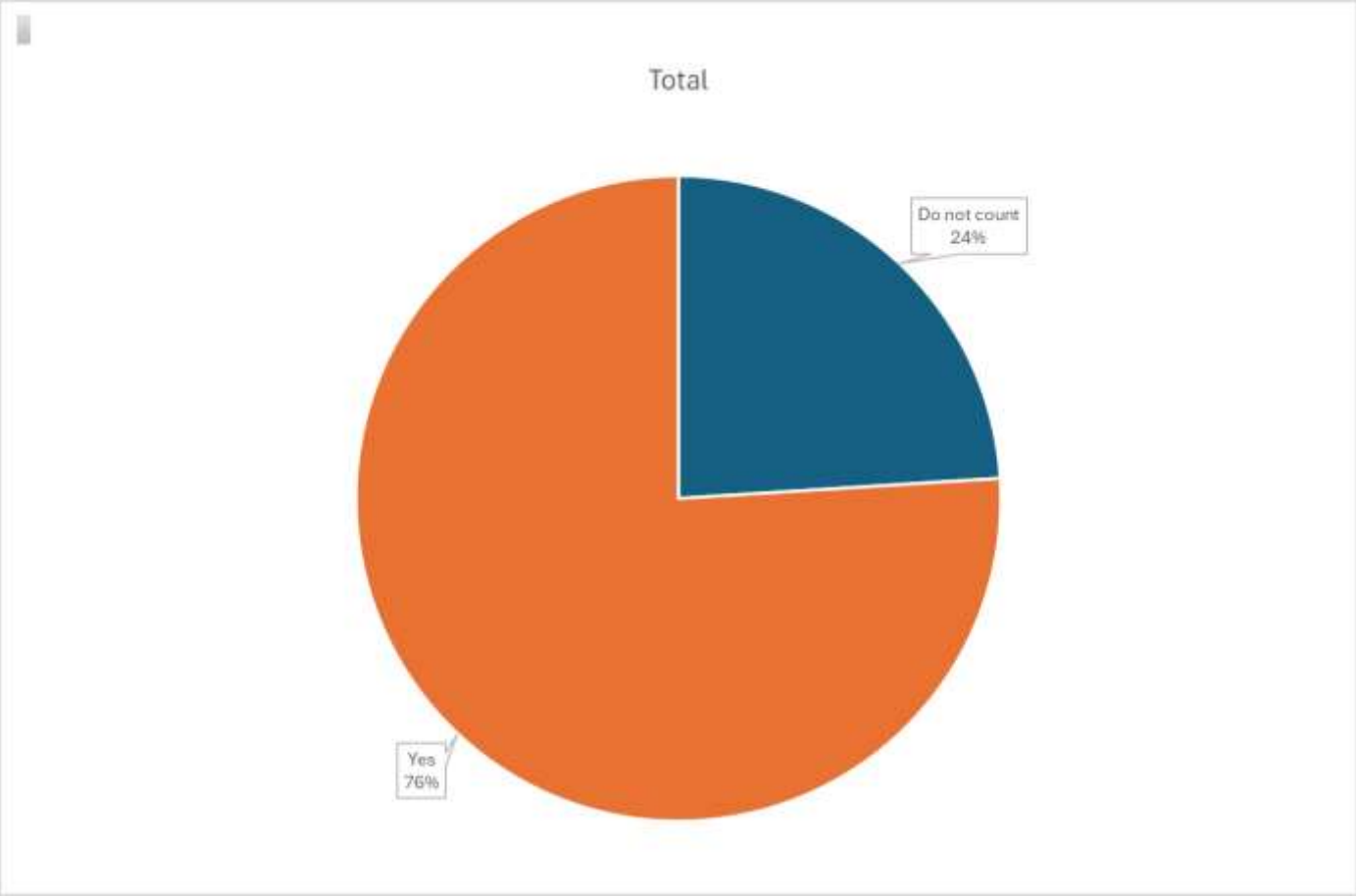
5/21/2024

Background

- The City of Leon Valley conducted a Survey on Trash services provided by Tiger Sanitation.
- Staff received 450 responses both online and in returned mail. 342 submissions will count towards the results and 106 will not count as they did not provide an address and staff removed 2 answers because they came from the same IP Address as per council directions.

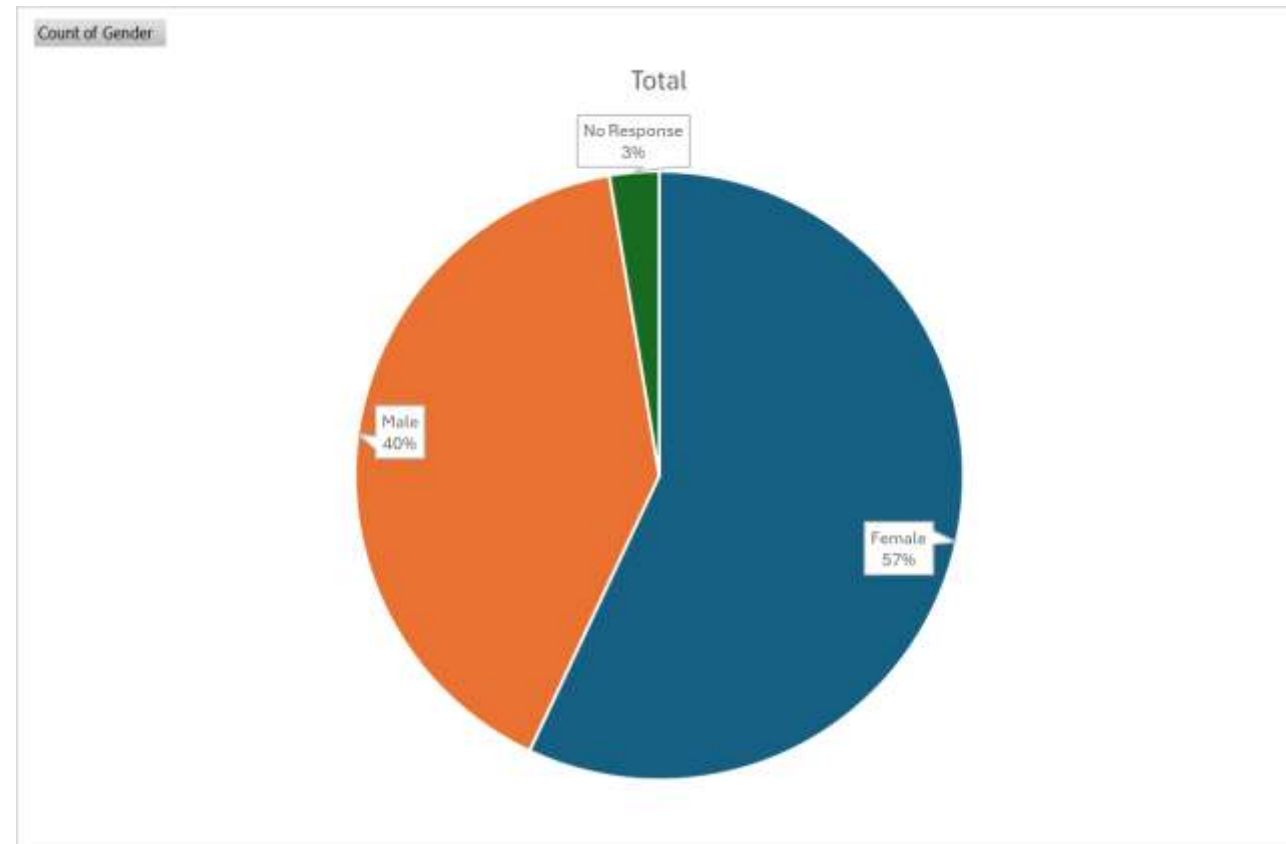
Count

Count towards Results	<input type="button" value="v"/>	
Do not count		108
Yes		342
Grand Total		450



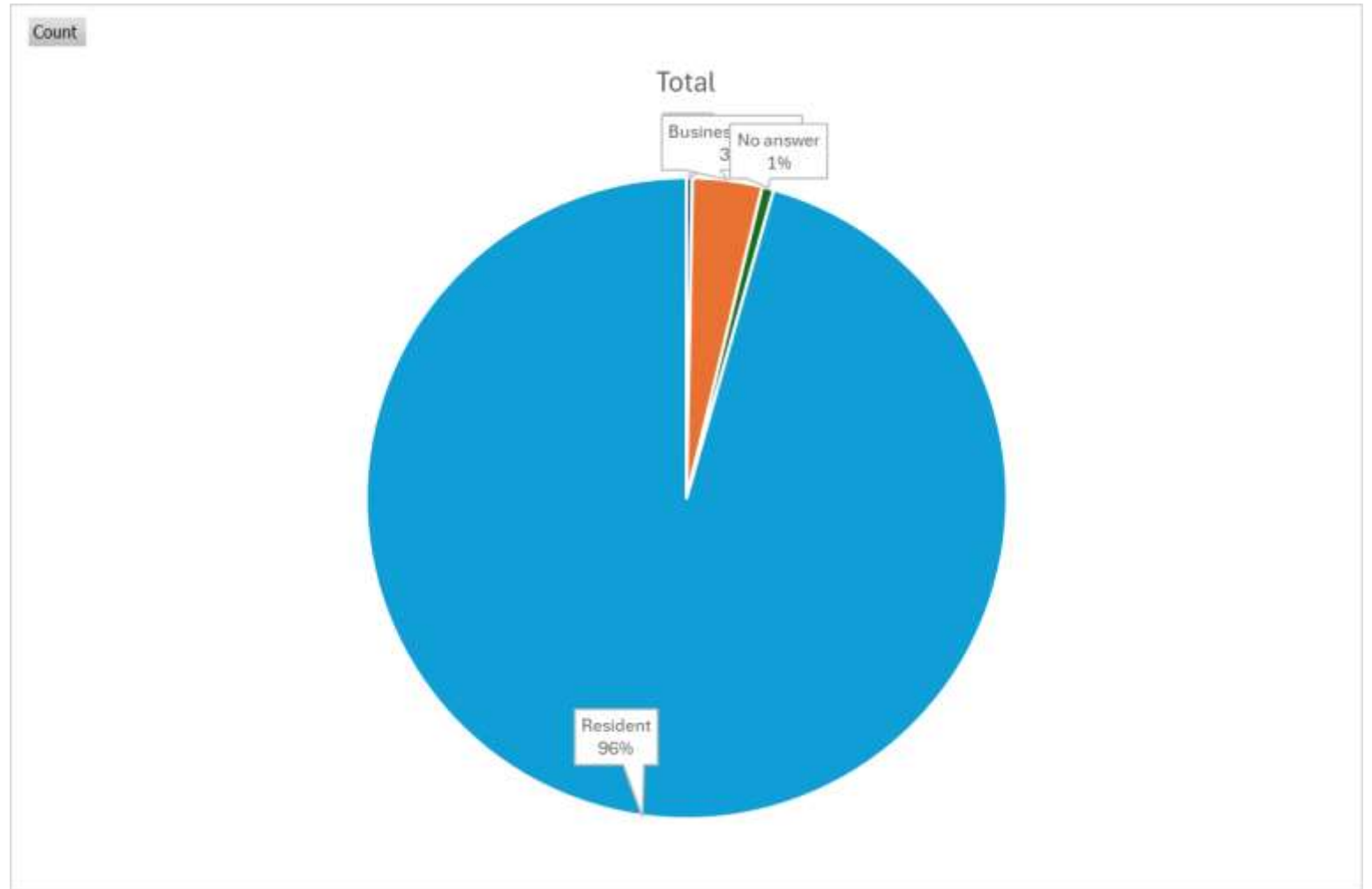
Gender

Gender question	Count of Gender
Female	195
Male	138
No Response	9
Grand Total	342



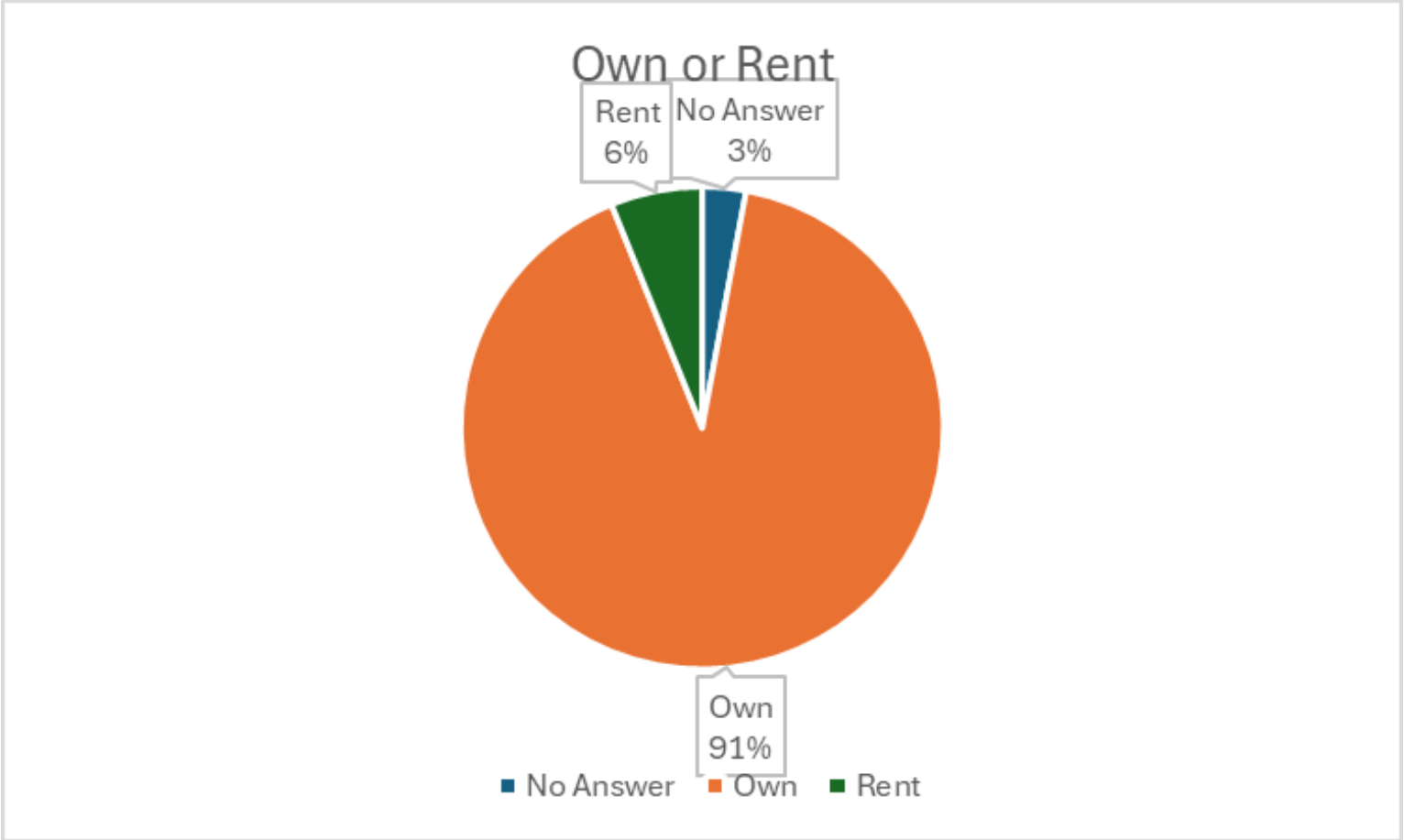
Residents or business?


Resident or Business	Count
Both	1
Business Owner	12
No answer	2
Resident	327
Grand Total	342



Own or Rent

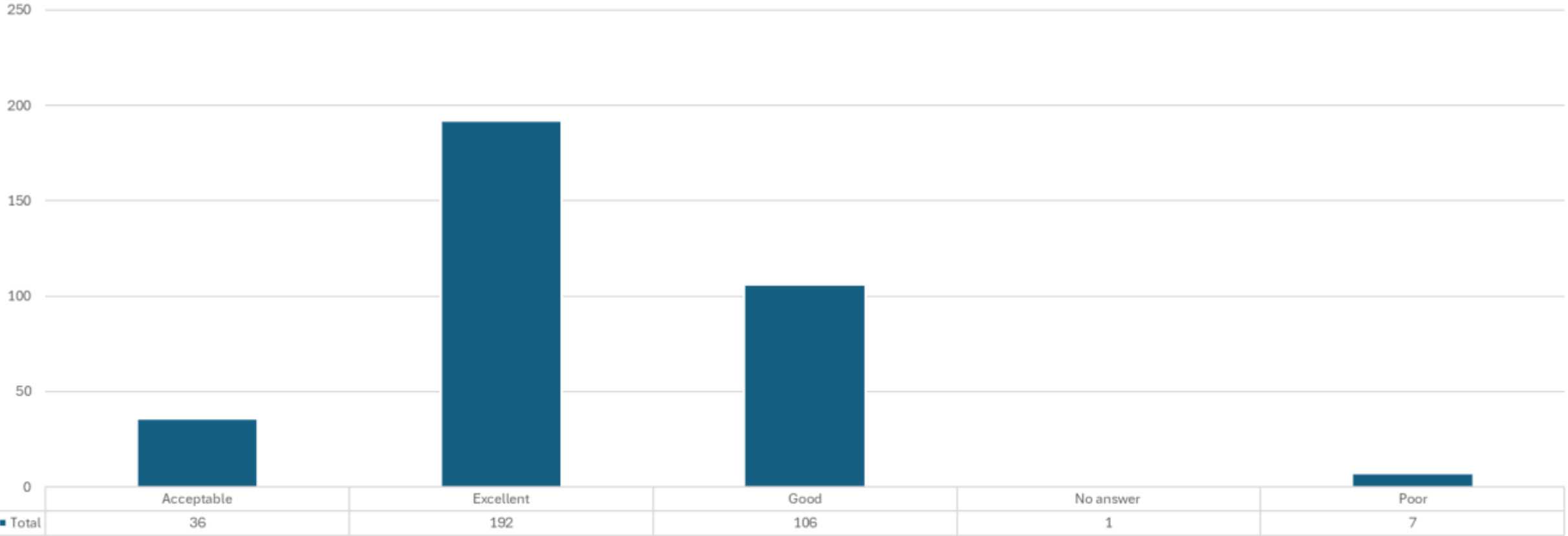
Own or Rent	Count
No Answer	10
Own	311
Rent	21
Total	342




Are you a 


Count of Service Quality of Garbage Collection

Service Quality of Garbage Collection



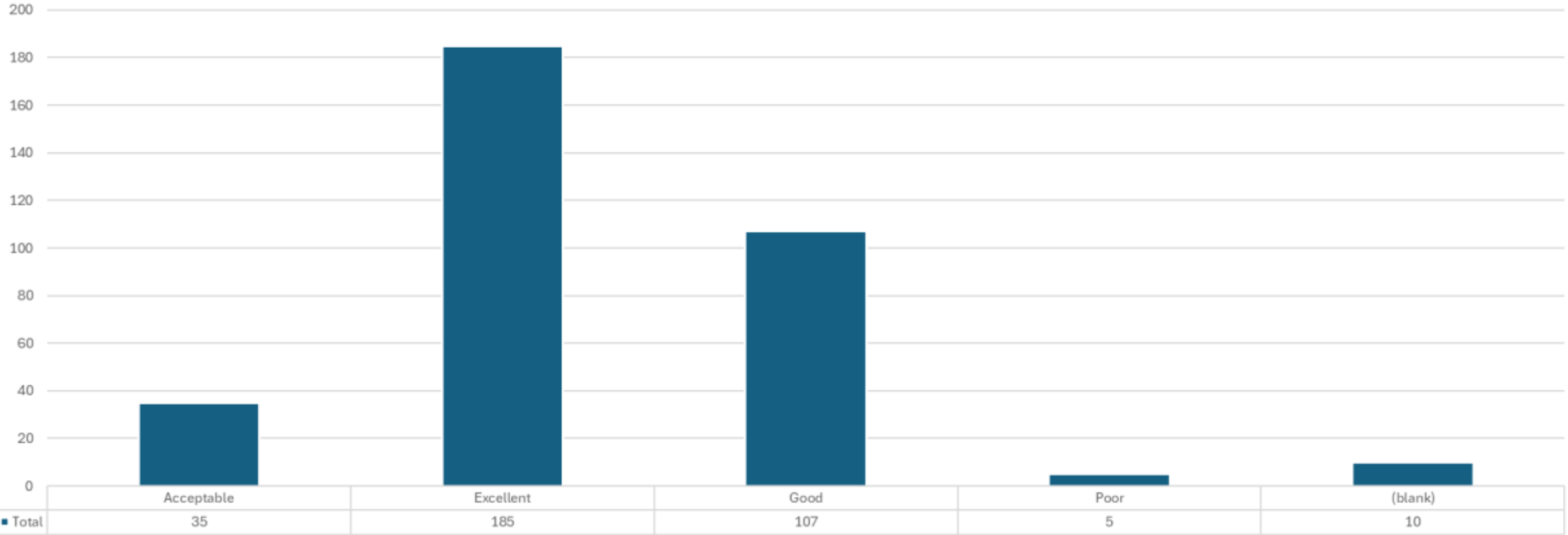
Service Quality of Garbage Collection 



Are you a 


Count of Service Quality of Garbage Collection

Service Quality of Recycling Collection



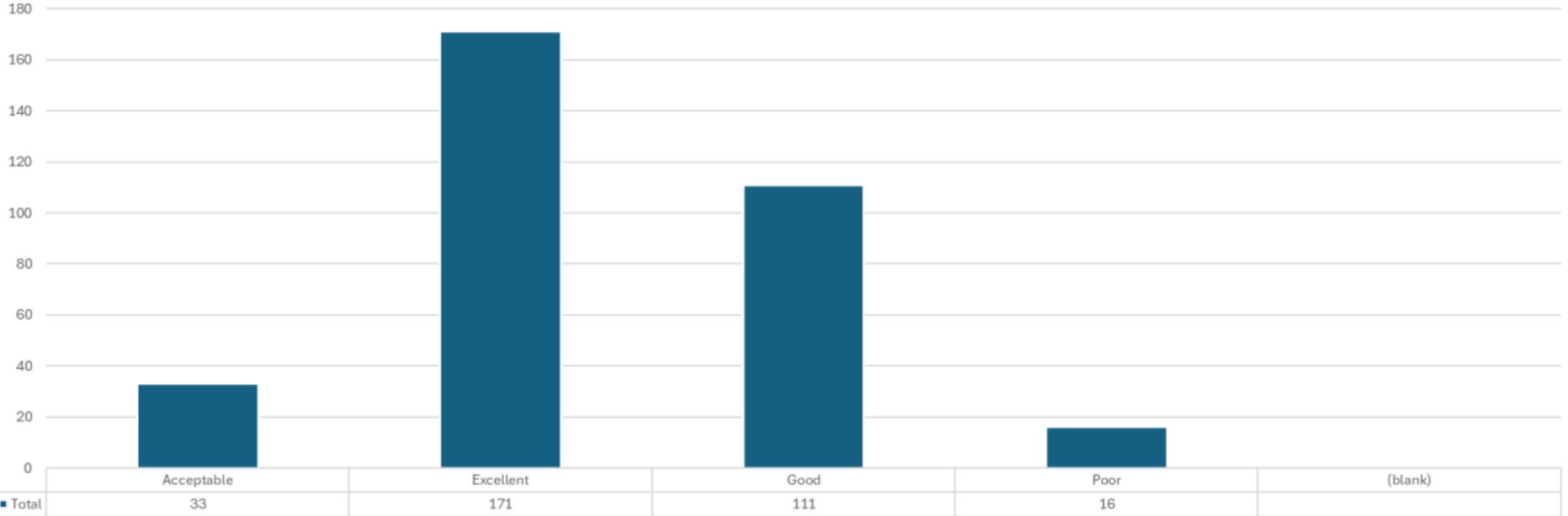
Service Quality of Recycling Collection 



Are you a 

Count of Service Quality of Customer Service

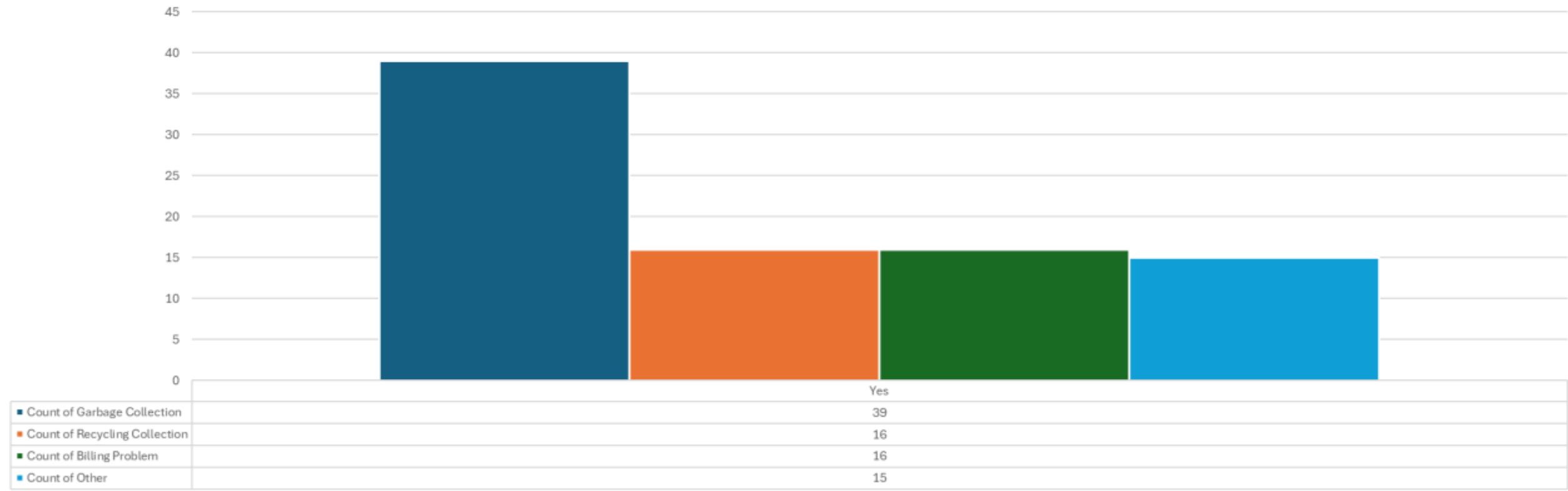
Service Quality of Customer Service



Service Quality of Customer Service 

Count of Garbage Collection Count of Recycling Collection Count of Billing Problem Count of Other

If you have a complaint about your solid waste service, what is related to?

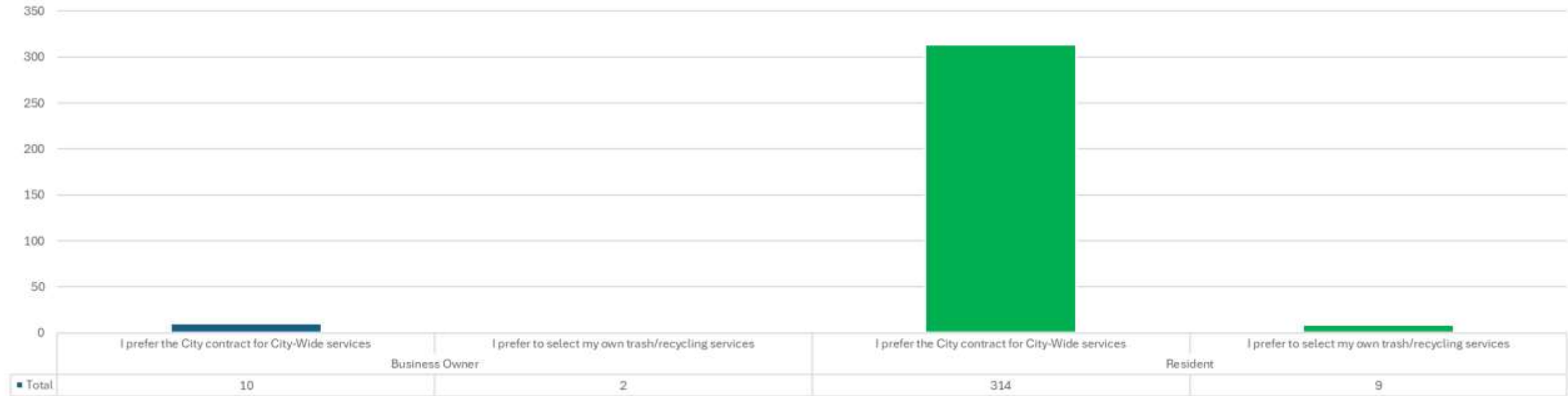


In the past year, have you made a complaint about your solid waste service? .Y



Count of 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 contract for City-Wide services?

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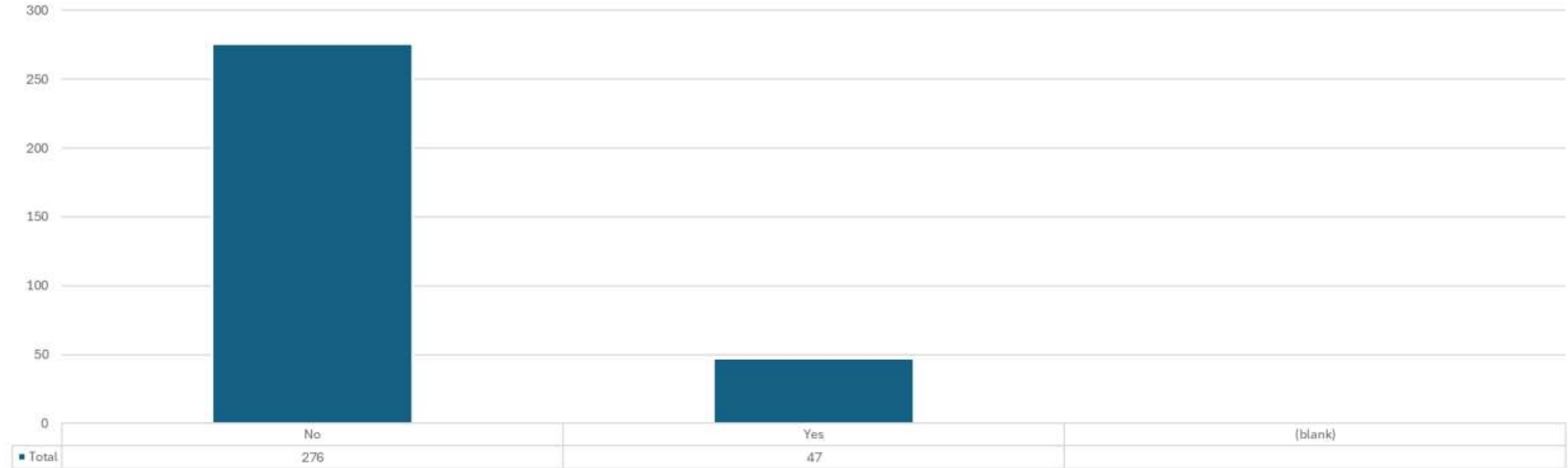


Are you a Currently, the City contracts with Tiger Sanitation for your trash and recycling services. Would you prefer to choose your own trash and recycling service and the City no longer contract for City-Wide services?



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

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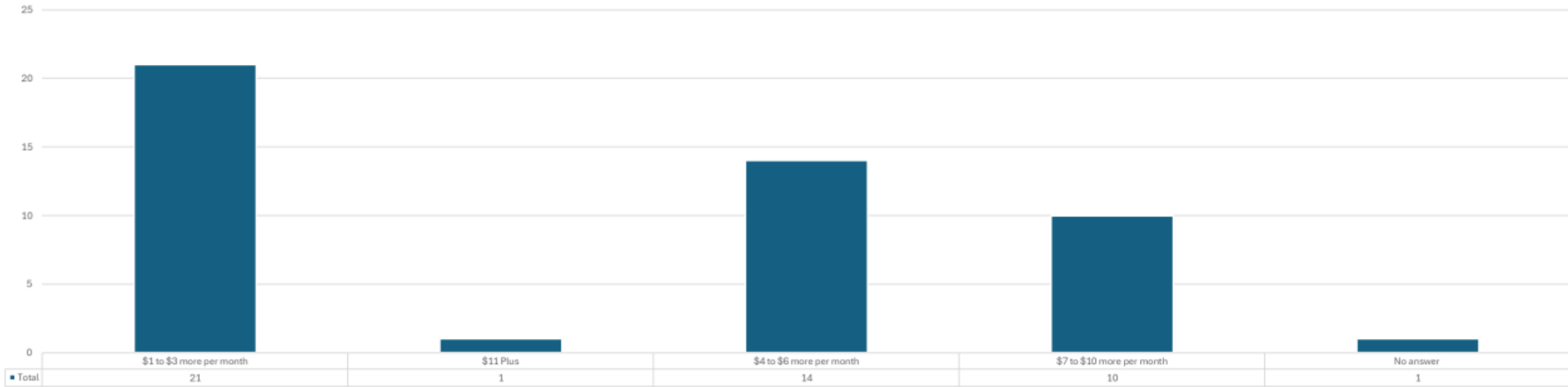


Currently, the City has once a week trash collection service. Would you be willing to pay more for twice a week service? -Y



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

If you are willing to pay more, how much more?

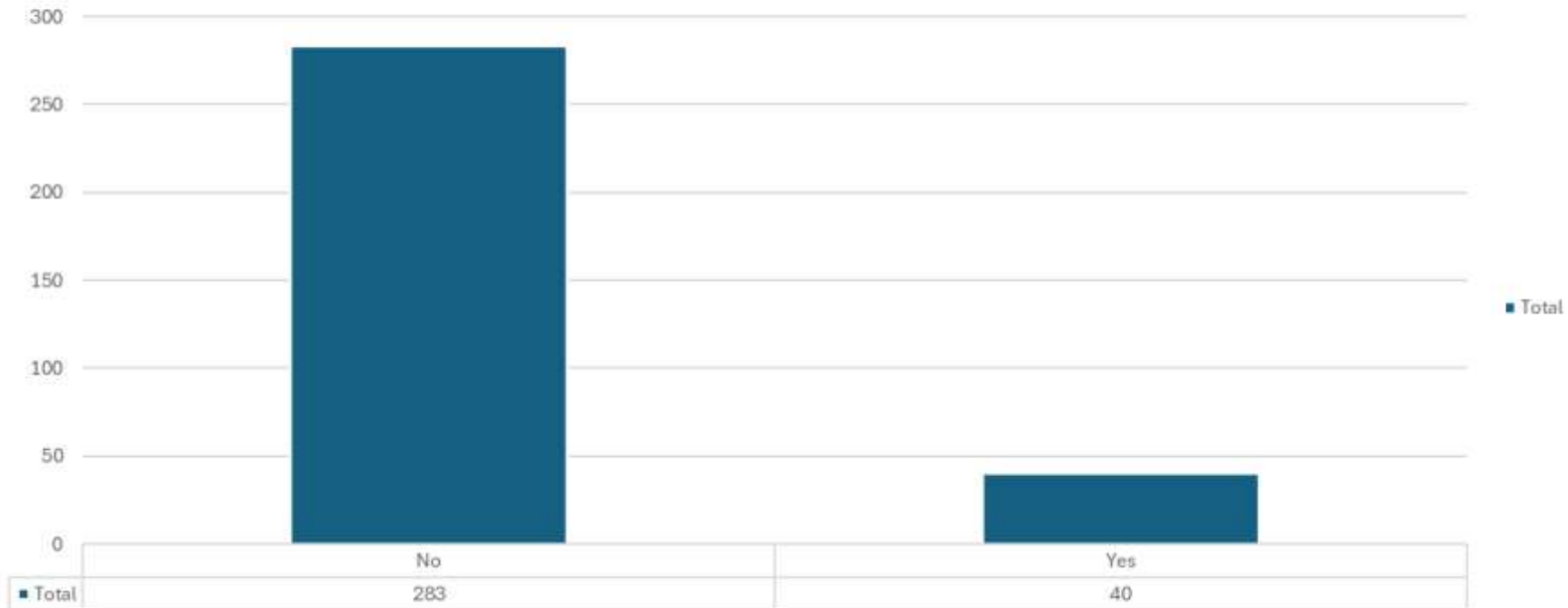


If you are willing to pay more, how much more? ▾



Count of 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 16 cubic yards?

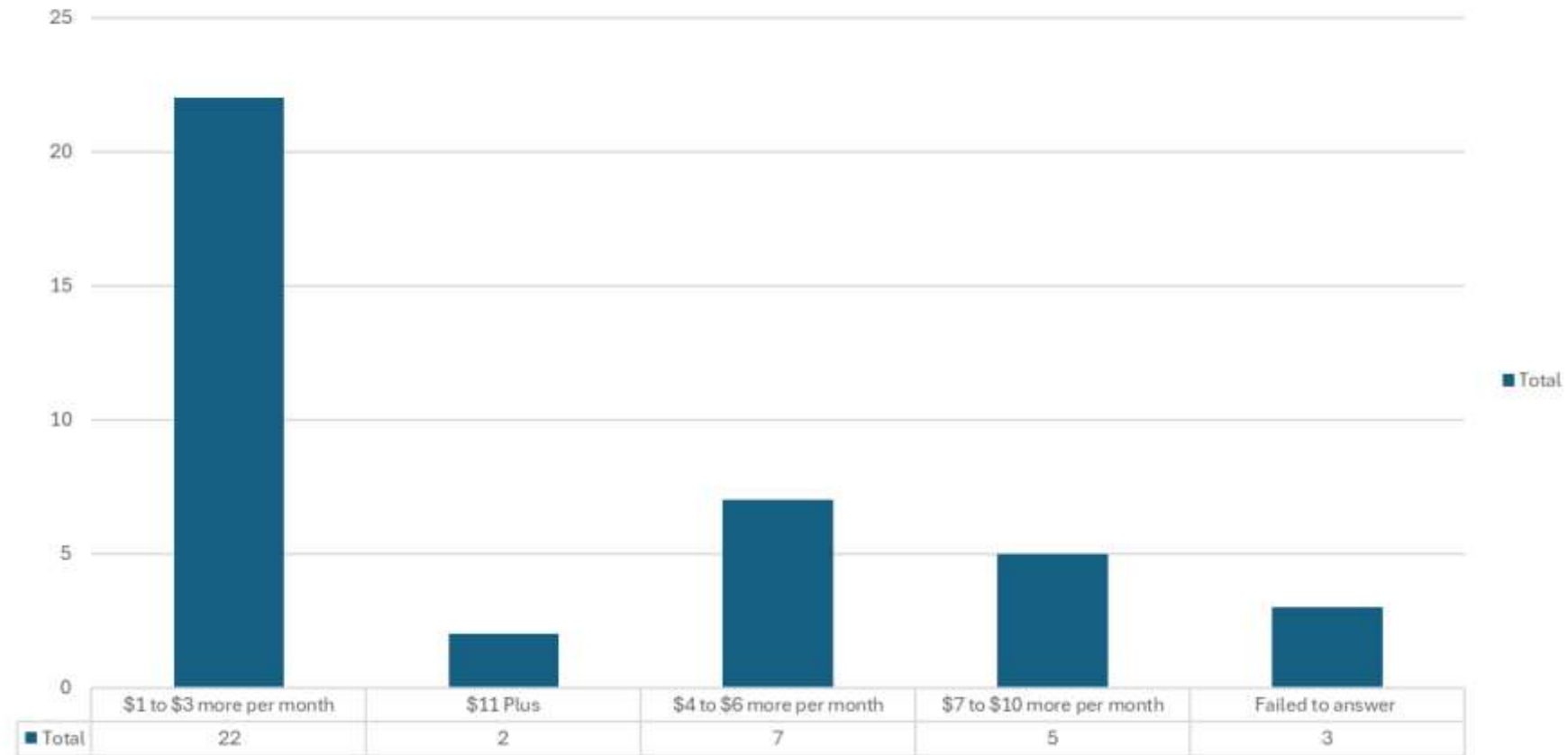
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Count of If you are willing to pay more, how much more?3

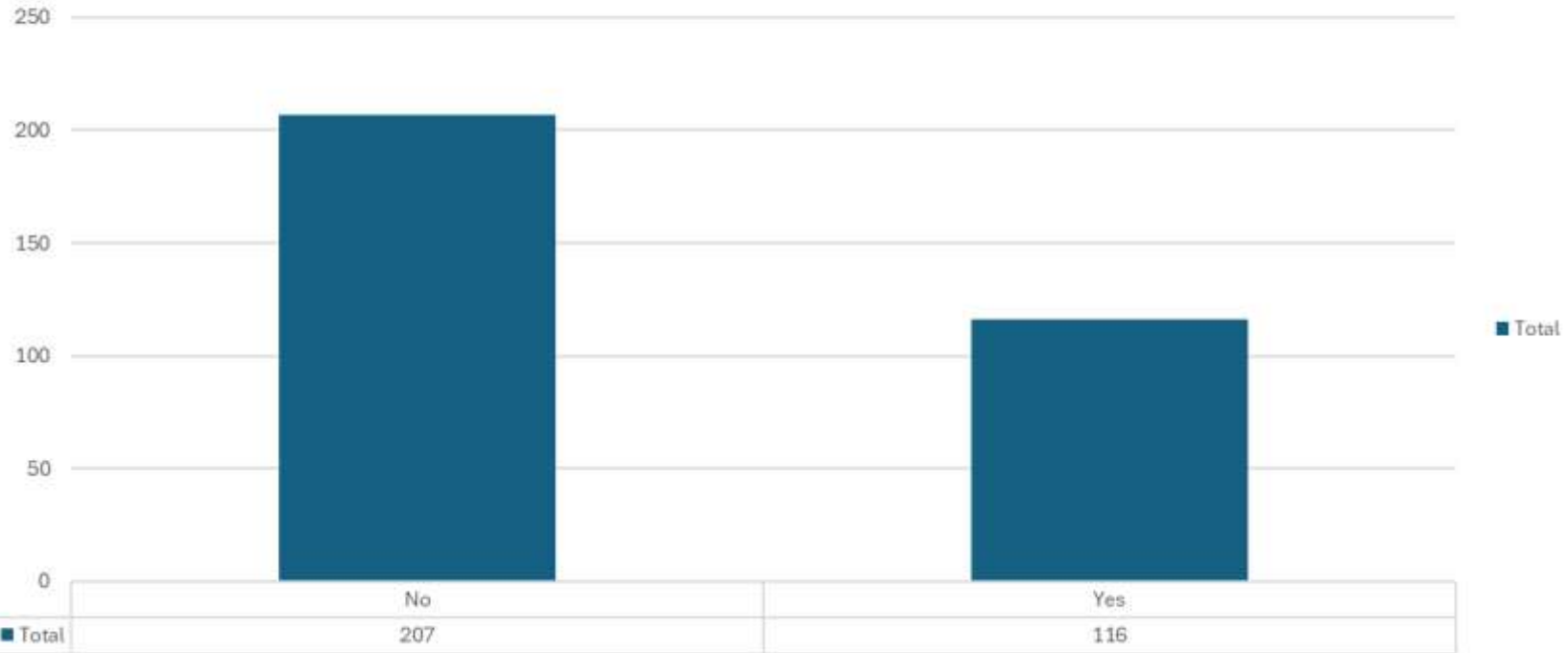
If you are willing to pay more, how much more?



If you are willing to pay more, how much more?3

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

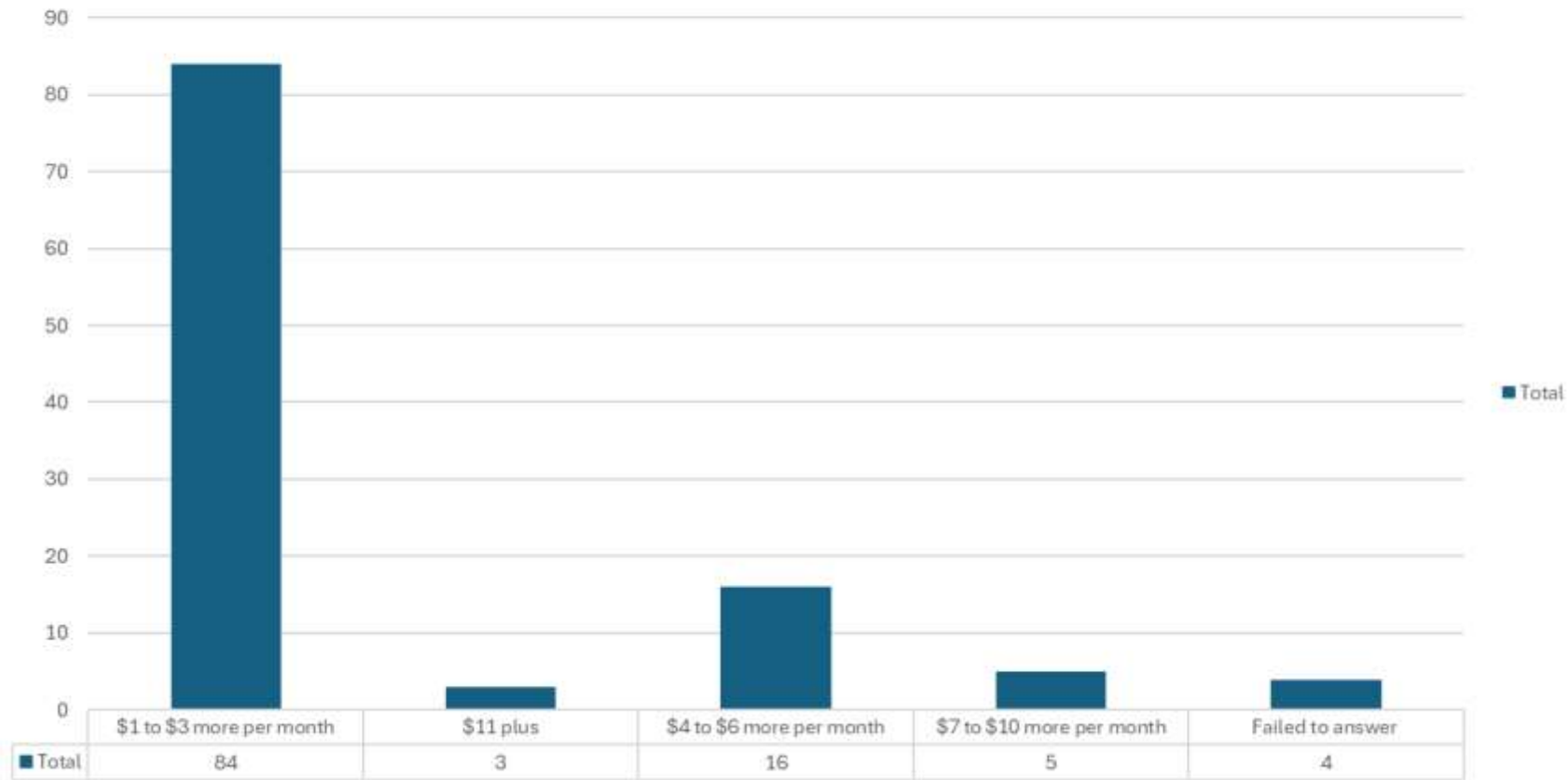
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Count of If you are willing to pay more, how much more?4

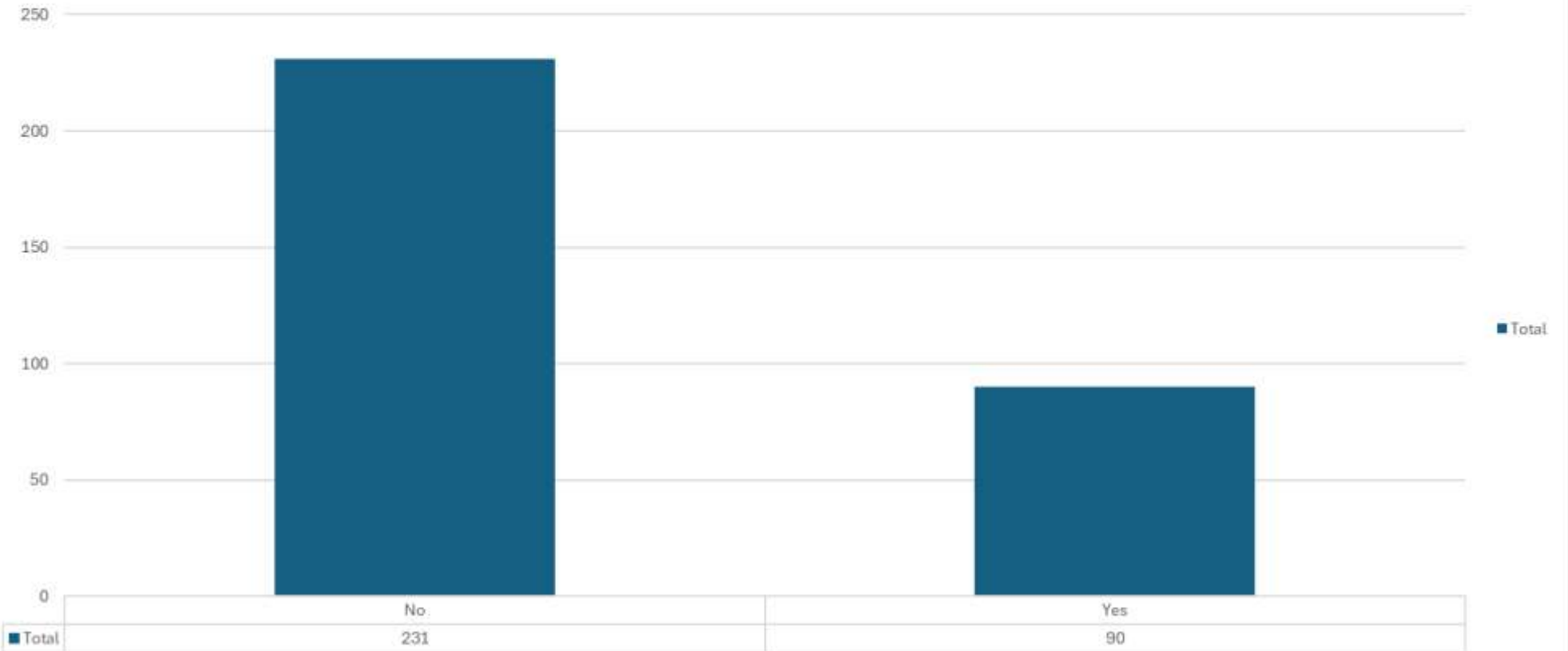
If you are willing to pay more, how much more?



If you are willing to pay more, how much more?4

Count of Currently, the City does not have organic waste disposal - soiled food containers (pizza boxes), food waste (orange peels) yard trimmings (small branches). Would you be willing to pay more for organic waste...

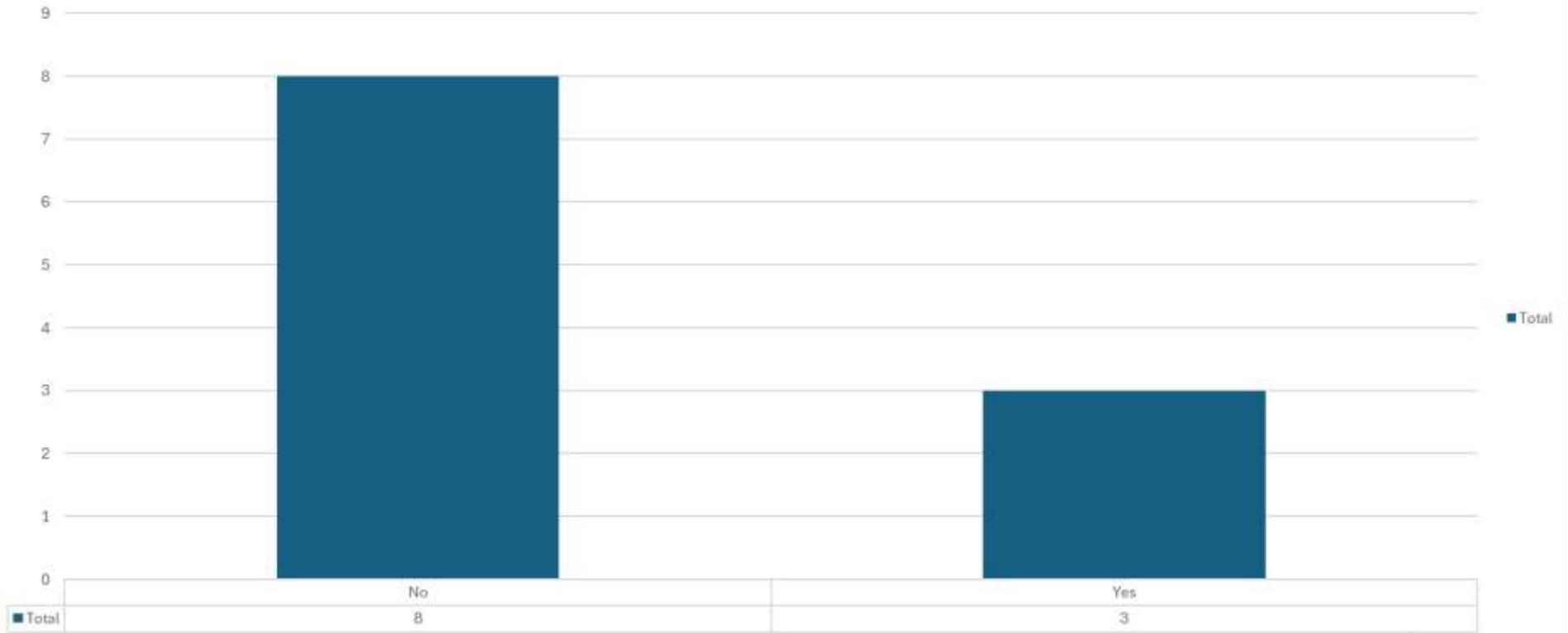
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Count of Currently, the City contracts with Tiger Sanitation for your trash and recycling services; however, commercial participants are not provided with recycling option. Would you be willing to pay more for...

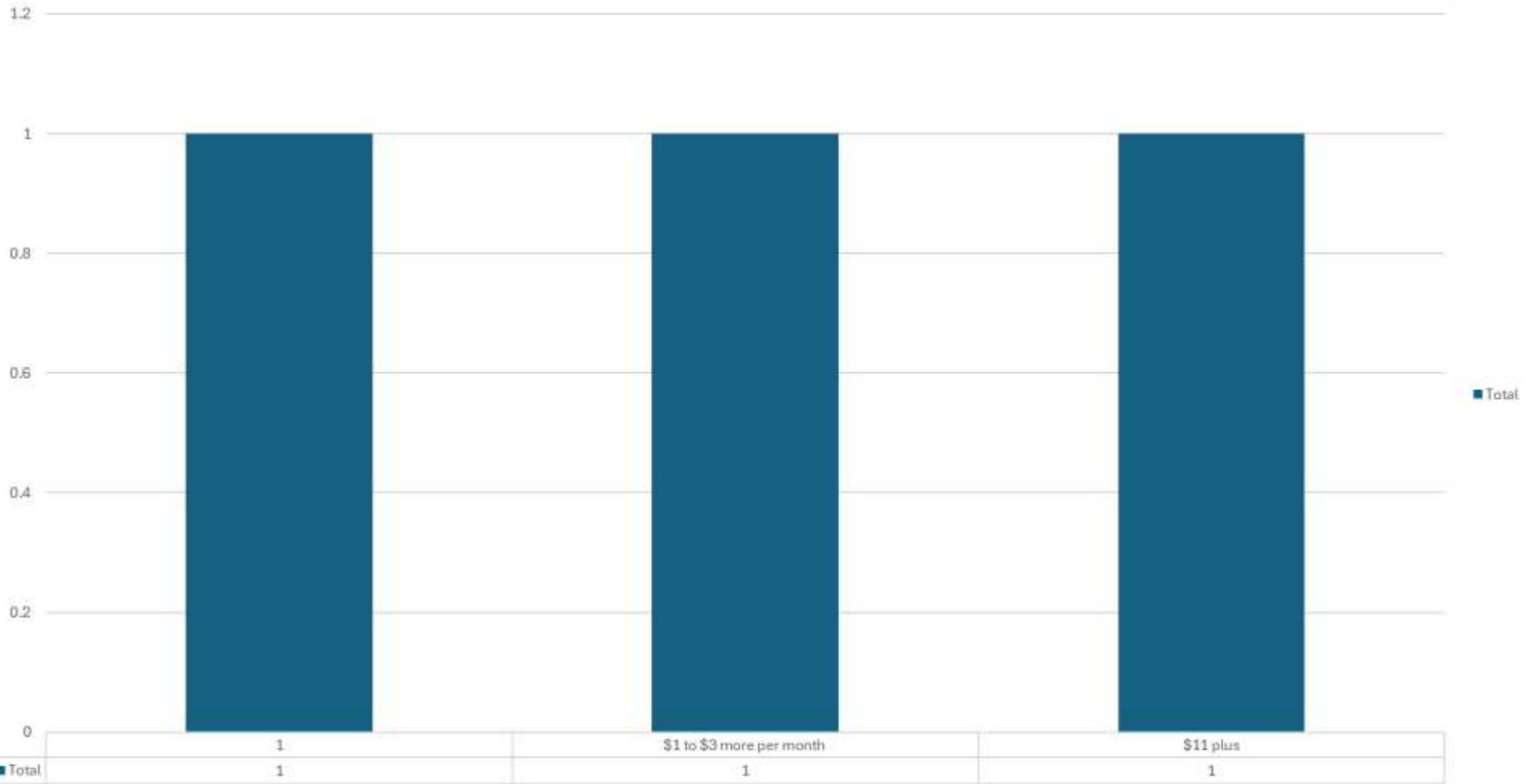
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Count of If you are willing to pay more, how much more?6

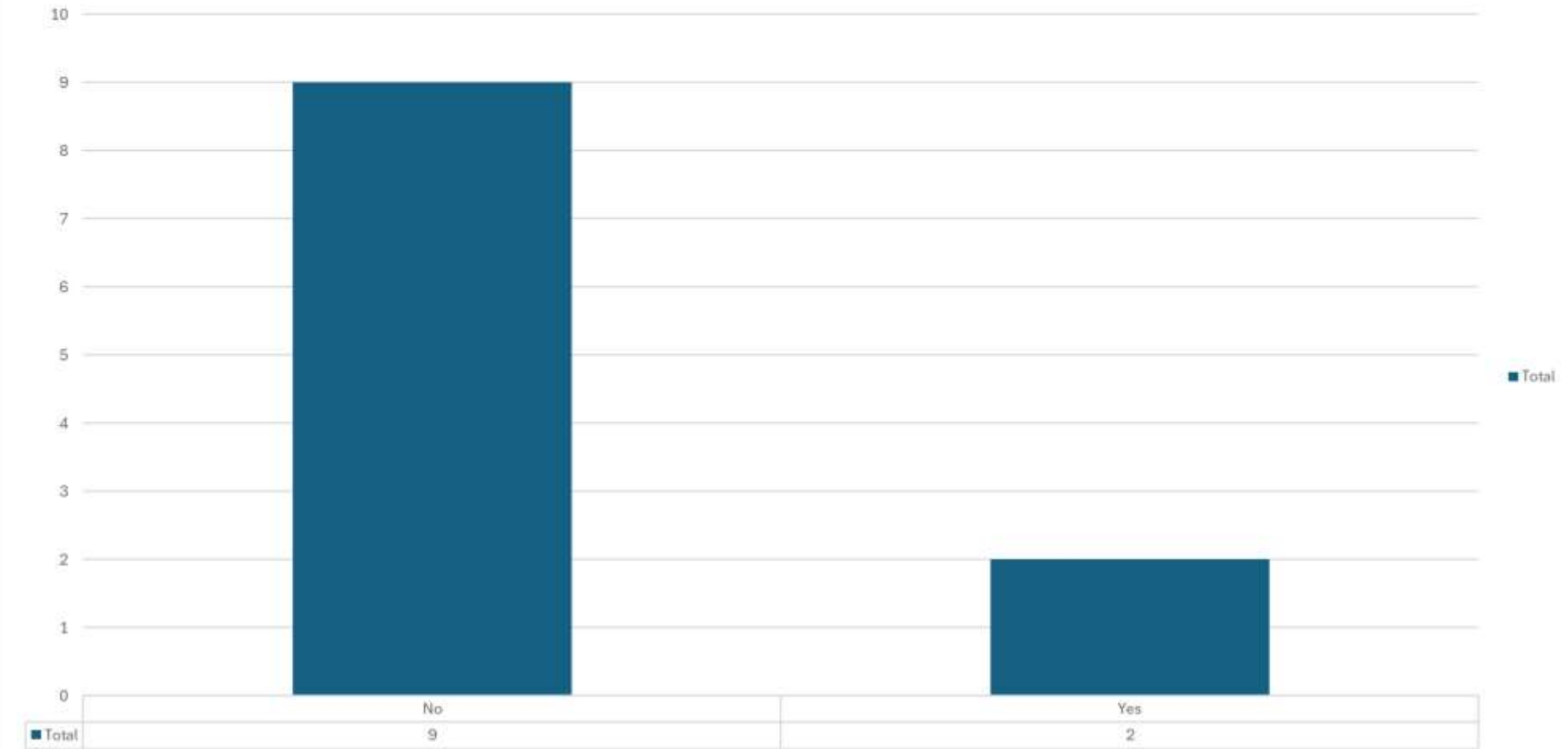
If you are willing to pay more, how much more?



If you are willing to pay more, how much more?6

Count of Currently, roll-off containers are rented with Tiger Sanitation. Would you like to be able to rent roll-off containers elsewhere?

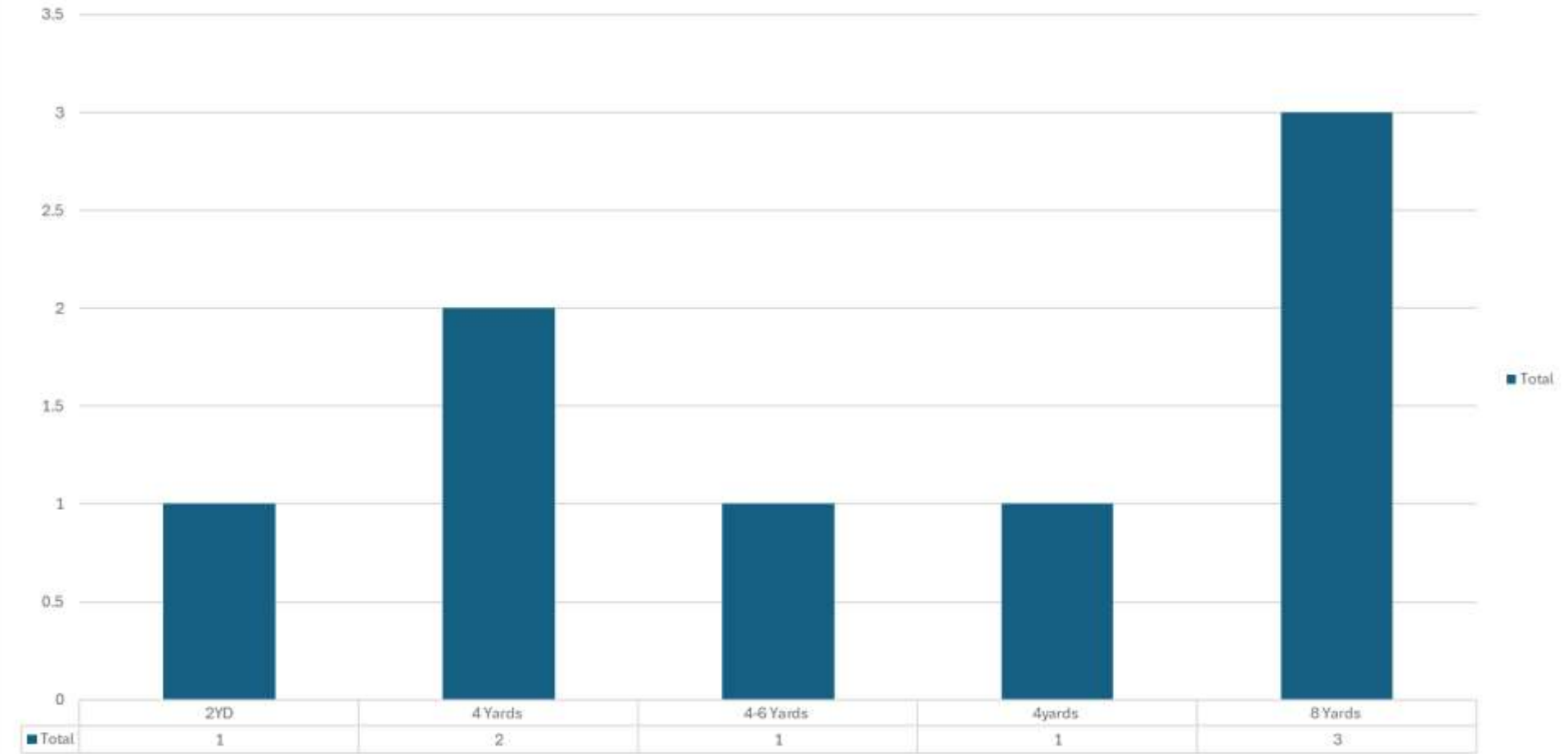
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Count of What size of dumpster best suits your business?

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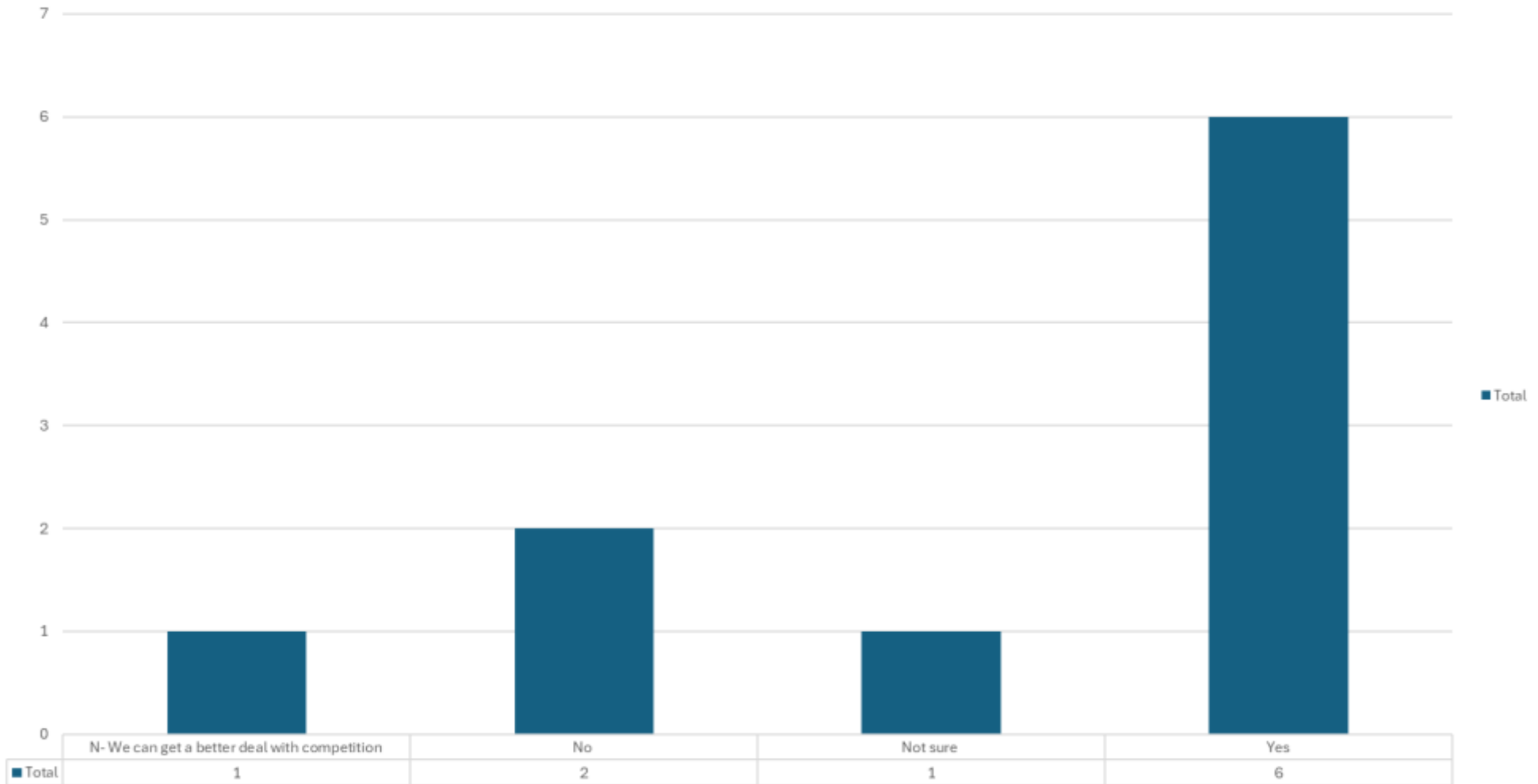


What size of dumpster best suits your business? -Y



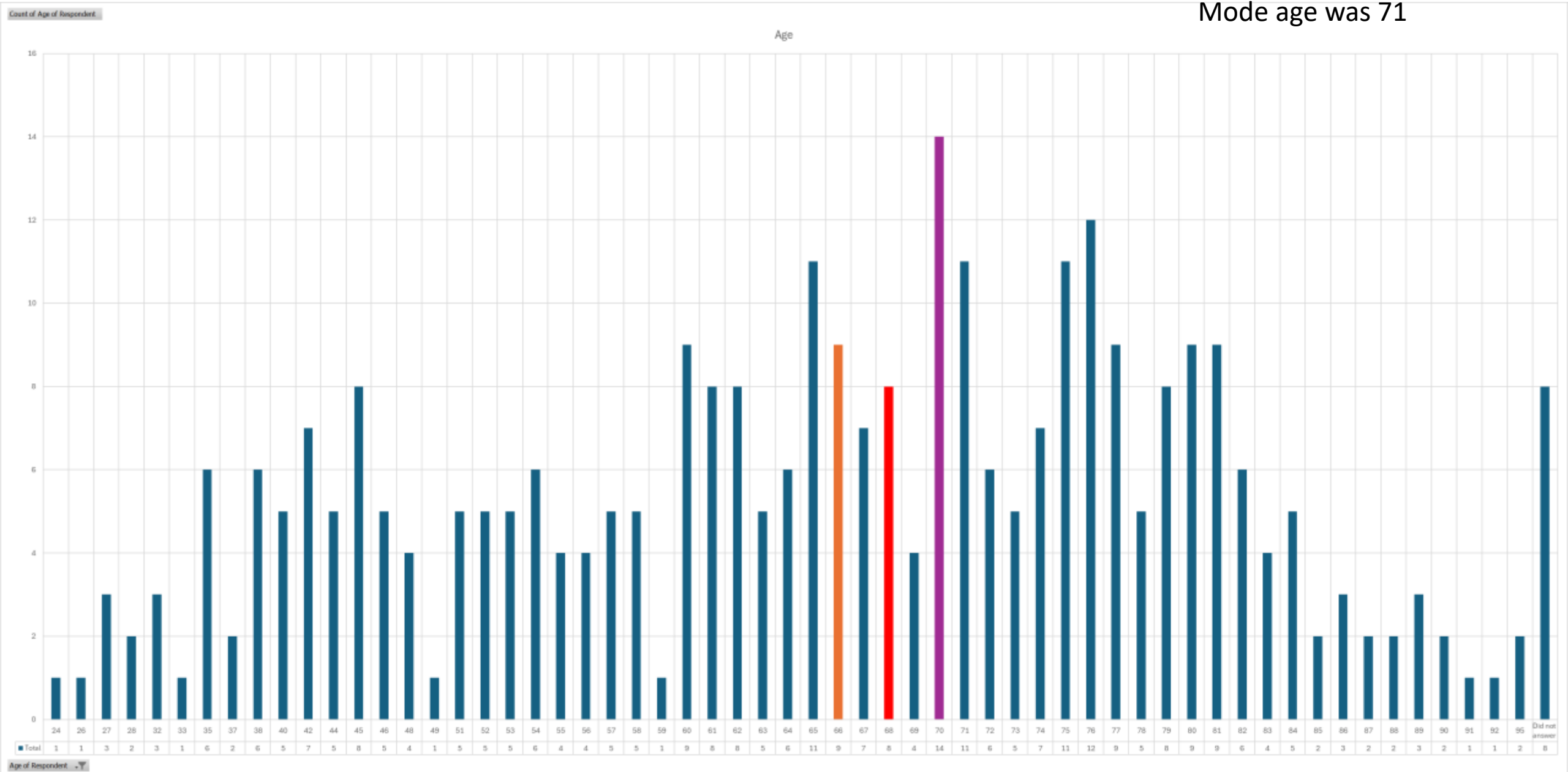
Count of Do you feel you are being charged a reasonable amount?

Do you feel you are being charged a reasonable amount?



Do you feel you are being charged a reasonable amount? -Y

Median age was 66
Average age was 68
Mode age was 71



Summary

- The results show that the respondents are happy with Tiger Sanitation services. Most are not willing to add services to the current contract and those who do are only willing to pay on average \$1-\$3 per month more.

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