



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

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.

PREFERRED SERVICES

8. Residents: Would you prefer?

- Collection & disposal of garbage and recycling by a company of your choosing and on days of your choosing.
 Once weekly collection and disposal of garbage and recycling by a company contracted by the City.
 Twice weekly collection of garbage and recycling by a company contracted by the City.
 Large item disposal (furniture, non-freon appliances, brush, etc.), of up to 8 cubic yards, twice yearly.
 Large Item Disposal in an unlimited amount twice yearly.
 Unlimited amount of large items/brush twice yearly.
 Unlimited amount of large items/brush monthly.

9. Businesses: Would you prefer:

- Using a vendor of your choice instead of a city-wide contracted service.
 Using a vendor of your choice for dumpster service only.

10. What factors would be most important to you in garbage service? Circle as many as you like.

- | | | | |
|-----------------------------|---------------------------|-------------|------------|
| Cost | Service | Recycling | Composting |
| Large Item/Brush Collection | Household Hazardous Waste | Electronics | |

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: _____