

Summary

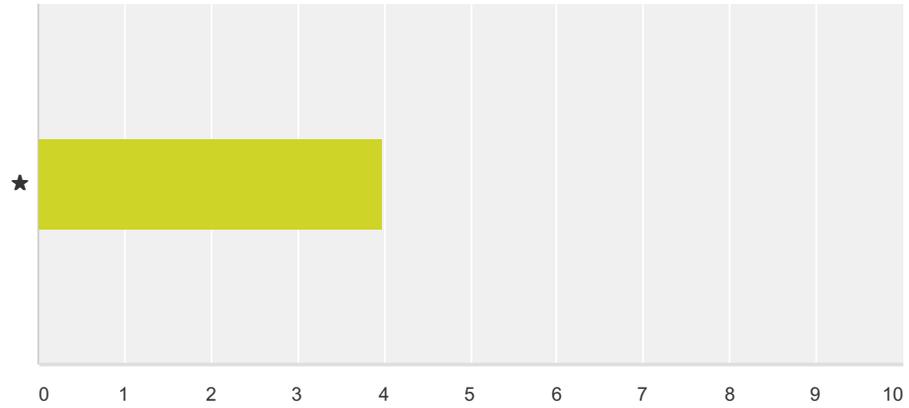
- **Responses:** 231 respondents
- Survey used IP-filtering for security. A manual check for irregularities (like fake addresses) did not spot any fake submissions
- **Overall satisfaction:** 3.98 out of 5 stars
- **53.95 or 54% of respondents supported** weekly recycle + twice a week garbage pickup for a \$2.00 a month increase in price
- **64.47 or 64.5% of respondents did not support** moving to weekly recycling and garbage pickup for no change to their monthly price.

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- **Page 13 – 19** – All Responses: What residents *recommend to improve* their garbage/recycling services

Q3 How would you rate your overall satisfaction with your Garbage and Recycling Services?

Answered: 198 Skipped: 33



	1	2	3	4	5	Total	Weighted Average
★	1.52% 3	6.57% 13	19.70% 39	36.87% 73	35.35% 70	198	3.98

Question 4 Summary
**What do you like most about the your
Garbage and Recycling Services?**

Frequent responses (most frequent are italicized):

- *Reliability*
- *Frequency (residents appreciate twice a week garbage pickup)*
- *Consistent pickup time / early pickup time*
- The bins – their large size and reliable wheels / construction
- Friendly / polite employees

Other Take-Aways:

- Several comments appreciated brush pickup
- Several comments appreciated the automated calls when trucks are running late
- Several comments appreciated the garbage trucks pickup everything and don't make a mess

Question 5 Summary

What do you recommend to improve the City's Garbage or Recycling collection services?

Frequent responses (most frequent are italicized):

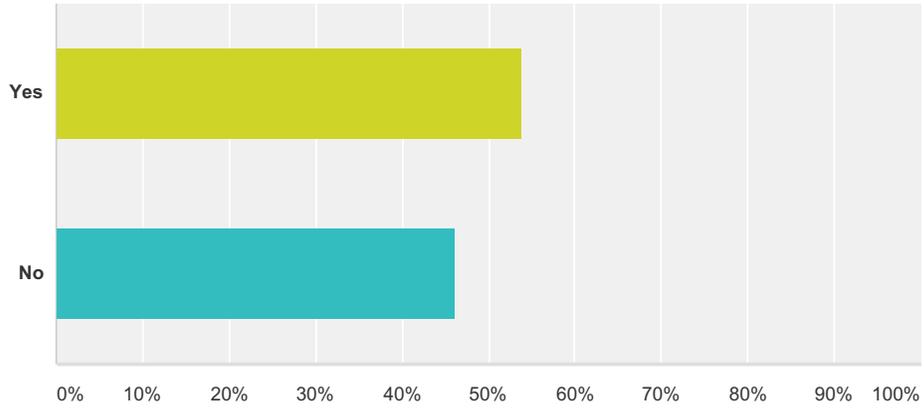
- *More recycling services: weekly recycling / more frequent recycling / Bigger recycling containers*
- *Recycling glass and other materials (syrofoam, plastic bags, more types of plastic mentioned)*
- *Complaints about crews being messy during pickup*
- Difficulty replacing broken bins / contacting customer service
- More frequent brush pickup

Other Take-Aways:

- A resident suggested: "A durable reminder card that could be attached to the bin that displays what is and is accepted at the recycle center. This is always an area of Confusion"
- A resident mentioned their inability to dispose of paint, solvents and batteries through Republic Service
- Several residents complained their trash bags outside the trash bin are not always picked up

Q6 Do you support moving to weekly recycle pickup while keeping garbage pickup twice a week even if your monthly bill increased by about \$2.00?

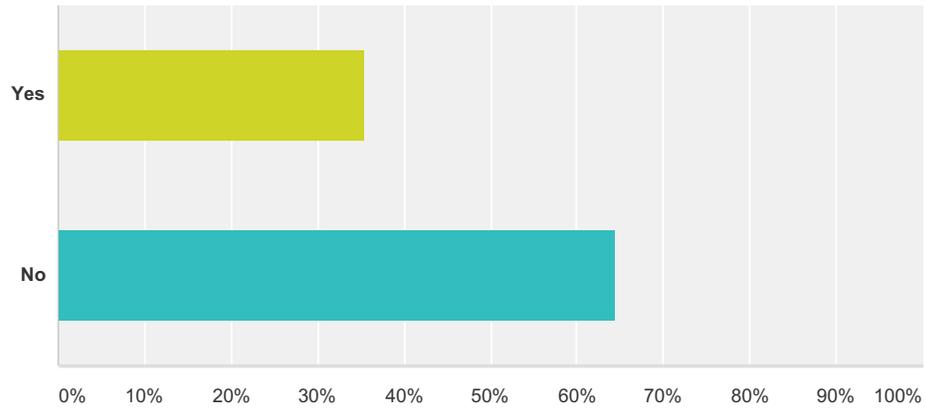
Answered: 228 Skipped: 3



Answer Choices	Responses
Yes	53.95% 123
No	46.05% 105
Total	228

**Q7 Would you support both weekly recycle and once a week trash pickup if your monthly bill did not increase or decrease?
(Note: This changes trash pickup from twice a week to once)**

Answered: 228 Skipped: 3



Answer Choices	Responses
Yes	35.53% 81
No	64.47% 147
Total	228

Q4 What do you like most about the your Garbage and Recycling Services?

Answered: 202 Skipped: 29

#	Responses	Date
1	Reliable...always shows up on the correct day and time frame	6/22/2017 10:15 PM
2	twice per week garbage pick up	6/15/2017 6:32 AM
3	Size of the bins.	6/14/2017 9:05 AM
4	Frequency of garbage.	6/4/2017 7:51 AM
5	Twice a week garbage pickup	6/3/2017 11:55 AM
6	The guys who drive the trucks are friendly and have stopped to help me pick up yard trimmings and put in truck.	6/1/2017 7:40 PM
7	Twice a week for trash	6/1/2017 4:21 PM
8	That garbage is picked up twice a week	6/1/2017 10:06 AM
9	There is never stray trash floating around the streets after they come and the containers are usually right where we left them.	6/1/2017 8:17 AM
10	They always come	6/1/2017 4:34 AM
11	Twice a week garbage pick up	5/31/2017 9:10 PM
12	Reliable, courteous. Does not leave garbage all over street after pick up.	5/31/2017 8:07 PM
13	Efficient and comes twice a week	5/31/2017 4:56 PM
14	Twice weekly garbage collection	5/31/2017 4:32 PM
15	2 X week pickup	5/31/2017 3:43 PM
16	They are reliable.	5/31/2017 2:52 PM
17	Pick up is on time. Between 7 & 9 am	5/29/2017 6:29 PM
18	Picks up my garbage when it is supposed to	5/27/2017 7:20 PM
19	When I put stuff out there, it goes away...	5/26/2017 11:28 PM
20	garbage pickup is TWO days/week instead of one.	5/26/2017 9:42 PM
21	Usually efficient.	5/26/2017 12:00 AM
22	It's easy.	5/25/2017 5:31 PM
23	Trash comes Tuesday and Friday	5/25/2017 2:24 PM
24	Efficient	5/25/2017 8:28 AM
25	Reliability	5/25/2017 8:28 AM
26	That garbage is picked up twice a week.	5/24/2017 10:02 PM
27	They do a good job. No mess. Reliable	5/24/2017 9:50 PM
28	Reliable service. Almost always pick up at the same, predictable time of day. E-mail notification of service delays, which are rare.	5/24/2017 9:16 PM
29	Reliable	5/24/2017 8:35 PM
30	Twice weekly service for garbage	5/24/2017 8:05 PM
31	Driver willingness to pickup any overflow when it occurs.	5/24/2017 7:54 PM
32	Nothing in particular.	5/24/2017 7:39 PM
33	the big rolling bins	5/24/2017 6:12 PM

34	Schedule of pickup suits my needs.	5/24/2017 4:49 PM
35	regularity	5/24/2017 4:11 PM
36	2X week	5/24/2017 4:01 PM
37	They pick up in the mornings generally. I like twice weekly pick up.	5/24/2017 3:52 PM
38	They don't leave a mess	5/24/2017 3:50 PM
39	Always on schedule, they call when they are running behind. Also very willing to pick up extra bags not in the can. Price is VERY reasonable for the level of service. These guys are good!	5/24/2017 3:45 PM
40	Always pick up on time	5/24/2017 3:44 PM
41	not much	5/24/2017 3:32 PM
42	Reliability	5/24/2017 3:31 PM
43	The garbage pickup is twice a week.	5/18/2017 2:27 PM
44	dependable	5/17/2017 9:15 PM
45	Recycling	5/14/2017 4:03 PM
46	frequency	5/12/2017 8:15 AM
47	They pick it up??	5/11/2017 9:31 AM
48	Twice/week garbage pickup Brush and bulky items pickup	5/8/2017 10:05 PM
49	I like having trash pickup twice per week but usually don't have a lot of trash on thursday. I probably could live with trash once per week with recycling weekly but would be willing to pay \$2 to have both.	5/8/2017 10:08 AM
50	Twice a week trash pick up	5/7/2017 8:24 PM
51	The frequency	5/6/2017 10:01 AM
52	Reliable	5/6/2017 9:54 AM
53	They pick up on holidays	5/6/2017 9:08 AM
54	Reliable	5/4/2017 4:30 PM
55	Consistency of service	5/3/2017 9:00 AM
56	Schedule of pick up is good.	5/2/2017 9:48 PM
57	if you call them with a concern they always answer the call and deal with the issue promptly	5/2/2017 7:45 AM
58	Picked up on time	5/1/2017 3:06 PM
59	They pick up our trash and recycling.	5/1/2017 12:32 PM
60	Accommodating drivers	5/1/2017 10:53 AM
61	Twice a week garbage pickup	5/1/2017 10:06 AM
62	Schedule is usually adhered to.	5/1/2017 9:49 AM
63	They generally are on schedule	4/29/2017 4:31 PM
64	Efficiency and letting us know if there is a delay in service.	4/29/2017 1:48 PM
65	The size of the bin, the care that the drivers take to occasionally pick extra things or things that drop.	4/29/2017 11:51 AM
66	all trash is collected	4/29/2017 11:21 AM
67	I feel the Recycling service is really BAD. The worse I know in the world, perhaps little villages in Africa are worse, but most of the world is working on the environment.	4/29/2017 8:18 AM
68	Trash cans	4/28/2017 8:13 PM
69	Service is timely and dependable.	4/28/2017 6:35 PM
70	Good size containers.	4/28/2017 4:39 PM
71	I don't like it at all. Having moved from the Dominion the service here is terrible	4/28/2017 4:32 PM
72	The twice weekly pickup, they come the same time every week, and I love they continue service on the holidays.	4/28/2017 2:51 PM

Shavano Park Garbage and Recycling Service Survey

SurveyMonkey

73	Pickups always occur as stated on the calendar.	4/28/2017 1:07 PM
74	They are very timely & do a good job.	4/28/2017 12:01 PM
75	Like the garbage twice a week.	4/28/2017 11:20 AM
76	They are reliable.	4/28/2017 11:15 AM
77	That bins are provided	4/28/2017 11:04 AM
78	Neutral	4/28/2017 10:40 AM
79	Comsistent	4/28/2017 10:38 AM
80	I like that garbage comes twice per week.	4/28/2017 10:32 AM
81	Clean and polite. They come when they are supposed to come.	4/28/2017 8:41 AM
82	That they come twice a week for garbage.	4/28/2017 7:57 AM
83	They are dependable, efficient and neat.	4/27/2017 10:30 PM
84	They pick up even on holidays	4/27/2017 10:26 PM
85	Large bins	4/27/2017 7:45 PM
86	Twice weekly pick up for trash	4/27/2017 5:25 PM
87	I like that it is picked up in the early morning. Also that there are two brush pickups	4/27/2017 2:56 PM
88	Reliable	4/27/2017 2:30 PM
89	Punctual, I know they'll p/u approx 9:00 a.m.	4/27/2017 2:28 PM
90	It works for us!	4/27/2017 1:56 PM
91	The reliability and call when service is cancelled	4/27/2017 8:13 AM
92	Trash twice weekly	4/27/2017 5:21 AM
93	Not thinking about it. When a service works correctly, you should never have to think about it.	4/26/2017 11:23 PM
94	Reliability/Frequency	4/26/2017 10:24 PM
95	large cans and 2x per week trash pick up	4/26/2017 9:52 PM
96	They do a good job of emptying the trash without leaving a mess.	4/26/2017 8:35 PM
97	Not sure anything special to comment on	4/26/2017 7:22 PM
98	Pickup days are convenient for me	4/26/2017 2:49 PM
99	Reliable pick up and nice workers.	4/26/2017 2:37 PM
100	It is consistent.	4/26/2017 2:18 PM
101	Dependable	4/26/2017 1:46 PM
102	They wave at the Grandkids, they try not to block the center of the road when stopping at cans and they pick up everything we place out as we follow their rules.	4/26/2017 1:37 PM
103	Two/week trash pickup	4/26/2017 1:23 PM
104	Reliable. Responsive when issues arise.	4/26/2017 1:11 PM
105	We have no problems and nothing to complain about for regular service. That's what I like!	4/26/2017 12:34 PM
106	The fact that they recycle materials, rather than just continue to fill dumps.	4/26/2017 12:08 PM
107	Not much, driver is not friendly	4/26/2017 12:04 PM
108	Regularity	4/26/2017 10:54 AM
109	Garbage pick up twice a week is really effective. Recycling once every 2 weeks is satisfactory.	4/26/2017 10:51 AM
110	On time. Pick up what we have at the curb...always. Don't leave trash in our yard or on the street.	4/26/2017 10:11 AM
111	Show up on time	4/26/2017 8:47 AM
112	Reliable	4/26/2017 8:04 AM

Shavano Park Garbage and Recycling Service Survey

SurveyMonkey

113	Dependability & notification when trucks are running late.	4/26/2017 7:38 AM
114	brush pickup	4/26/2017 7:31 AM
115	Garbage collection is fine.	4/26/2017 6:51 AM
116	Always punctual.	4/26/2017 1:11 AM
117	The large bins and the twice weekly visits for garbage.	4/25/2017 11:03 PM
118	I like the fact that garbage is picked up twice a week.	4/25/2017 10:25 PM
119	They are regular, not too expensive relative to how often they come, and the drivers are courteous. Twice weekly on the regular trash is great because it keeps bad food smells from building up	4/25/2017 9:30 PM
120	Do a good job picking up trash and recycle	4/25/2017 9:27 PM
121	They they do a good job. The brush pickups are well appreciated.	4/25/2017 9:05 PM
122	Twice a week garbage collection	4/25/2017 9:03 PM
123	Very reliable	4/25/2017 8:40 PM
124	Love the garbage is picked up twice a week	4/25/2017 7:44 PM
125	Always on time and always pick up extra trash	4/25/2017 7:34 PM
126	ease of placing containers on the street for pick up	4/25/2017 7:28 PM
127	That they come as scheduled	4/25/2017 6:38 PM
128	They come early in the day and pick up 2 x wk	4/25/2017 6:03 PM
129	Garbage can	4/25/2017 6:02 PM
130	It's pretty dependable. I also like the special brush/heavy items pickups.	4/25/2017 5:54 PM
131	Always come on the day they are supposed to, even when there are holidays. (though I would understand if that were to be changed to give the workers a day off)	4/25/2017 5:38 PM
132	They pick up timely	4/25/2017 5:27 PM
133	Current schedule	4/25/2017 5:22 PM
134	Twice a week pick up plus brush pickup twice a year	4/25/2017 5:09 PM
135	comes to the side of house & never any trash left on street	4/25/2017 5:09 PM
136	Reliable, although sometimes messy, letting trash blow out over the street.	4/25/2017 5:05 PM
137	Not much...	4/25/2017 4:58 PM
138	Tuesday and Friday service just right	4/25/2017 4:56 PM
139	Reliable	4/25/2017 4:54 PM
140	I love the new large bin system	4/25/2017 4:49 PM
141	Pretty reliable and we are advised if they are late	4/25/2017 4:49 PM
142	Prompt weekly pick up and the large recycle bin	4/25/2017 4:47 PM
143	How courteous and helpful the drivers are.	4/25/2017 4:43 PM
144	Dependable and provide easy to use rolling containers	4/25/2017 4:35 PM
145	twice a week for trash pick up	4/25/2017 4:24 PM
146	Reliable service.	4/25/2017 4:12 PM
147	Trash pickups twice a week.	4/25/2017 4:09 PM
148	Friendly, dependable collector	4/25/2017 4:07 PM
149	They seem to be dependable. If a can is damaged, it has been replaced quickly. Respond well over the phone.	4/25/2017 4:00 PM
150	They normally come on time and are responsive if needed. Easy to get along with.	4/25/2017 3:45 PM
151	Consistent pickup	4/25/2017 3:38 PM

152	They do pick up on weekly basis.	4/25/2017 3:31 PM
153	Very dependable	4/25/2017 3:16 PM
154	Have always taken everything that is placed out for pick-up	4/25/2017 3:10 PM
155	We are notified if they are coming late	4/25/2017 3:01 PM
156	The cans are provided, like the large size and the wheels	4/25/2017 2:55 PM
157	Timely service.	4/25/2017 2:44 PM
158	Early pick up	4/25/2017 2:43 PM
159	They didn't pick up my trash on 4/13 called that day said they would come back. Talked to them Friday,Saturday they promised nothing ever happened. Very upset because I had a lot of people coming for Easter. If I could I'd get somebody else. So there is nothing I like about Republic.	4/25/2017 2:42 PM
160	I love the large bins	4/25/2017 2:38 PM
161	Reliability.	4/25/2017 2:36 PM
162	Regularity	4/25/2017 2:36 PM
163	how nice they are to pick up and not spill trash onto yard or entry	4/25/2017 2:29 PM
164	Twice weekly pickup for garbage with extra 6 bag per pick up !	4/25/2017 2:25 PM
165	the schedule of 2X week is perfect, they employees are all professional and pleasant. Unless more items can be recycled, there is no need for more than 1 every other week for pick up.	4/25/2017 2:19 PM
166	Reliable, always pick up spills, courteous employees	4/25/2017 2:17 PM
167	They show up on the day scheduled. Glass is not recycled - controls cost.	4/25/2017 2:16 PM
168	They will collect one or two trash bags of lawn debris on occasion and pickup on Tuesday and Friday is ideal for us.	4/25/2017 2:09 PM
169	I love that the organic garbage gets picked twice a week	4/25/2017 1:54 PM
170	Service is very good.	4/25/2017 1:51 PM
171	They come early in the morning.	4/25/2017 1:49 PM
172	our schedule is good....we don't miss pickup days because of holidays	4/25/2017 1:44 PM
173	Dependable	4/25/2017 1:39 PM
174	Convenience	4/25/2017 1:35 PM
175	Really like that the regular garbage truck comes twice a week,happy with how the schedule is now.	4/25/2017 1:32 PM
176	The bins	4/25/2017 1:26 PM
177	Regularity	4/25/2017 1:26 PM
178	They come back when your late. Semiannual pickups are great.	4/25/2017 1:17 PM
179	Recycling every week	4/25/2017 1:14 PM
180	Consistency	4/25/2017 1:14 PM
181	Reliability	4/25/2017 1:13 PM
182	They leave the empty cans by the curb where they picked them up.	4/25/2017 1:12 PM
183	On time, cost seems reasonable	4/25/2017 1:10 PM
184	That garbage is picked up twice a week	4/25/2017 1:06 PM
185	They always come early as scheduled.	4/25/2017 1:05 PM
186	I have it	4/25/2017 12:52 PM
187	Garbage service takes most everything	4/25/2017 12:52 PM
188	Garbage pick up is really good. Courteous to enviroment and surroundings. Recycle pick up is pretty unsatisfactory. Besides occasionally missing pickup altogether causing me to have to call, they leave bin on the actual street which is a very busy traveled road.	4/25/2017 12:50 PM

189	Timely	4/25/2017 12:48 PM
190	They typically come early and on time	4/25/2017 12:44 PM
191	The ease of which we can recycle (rinse and put in dumpster), and the company's consistency.	4/25/2017 12:36 PM
192	Timely & if late, get an automated call explaining delay	4/25/2017 12:35 PM
193	Consistent on pickup times Helpful during brush/bulk pickup	4/25/2017 12:30 PM
194	Husband likes twice a week trash pickup. Wife says once a week trash pickup is enough. Both feel every two weeks is good for recycle	4/25/2017 12:30 PM
195	Reliability	4/25/2017 12:28 PM
196	Reliability	4/25/2017 12:27 PM
197	Frequency	4/25/2017 12:25 PM
198	Twice weekly pickup	4/25/2017 12:22 PM
199	They pick up on Monday Holidays!	4/25/2017 12:22 PM
200	dependability	4/25/2017 12:16 PM
201	Reliable Schedule	4/25/2017 12:10 PM
202	Adding a recycling day. We always seem to add more to the trash since our recycling is over flowing. However, being an active family, we would still need twice a week trash pickup. I understand this may not be the case for other residents.	4/25/2017 12:08 PM

Q5 What do you recommend to improve the City's Garbage or Recycling collection services?

Answered: 202 Skipped: 29

#	Responses	Date
1	I would like to see glass items be part of the recycling process and magazines. The recyclers drop a lot of trash through out Bentley manner. I find papers and trash in my yard that was not our trash or garbage.	6/21/2017 8:59 AM
2	1.during "leaf" season, pick up more than six bags of leaves/trash 2. when bulk pick-up occurs, pick up sooner. preferably early in the week. late last year pickup was a week or more late	6/15/2017 6:32 AM
3	I would like recycling to be picked up weekly	6/14/2017 9:05 AM
4	Add an extra brush pick up per year. for the old side of Shavano Park with the large lots.	6/4/2017 10:23 PM
5	It is a bit embarrassing that we do not recycle glass, when our neighbor system does. The form letter I received is inaccurate and disappointing. Let's make a move to reduce our footprint on the earth for the future generations. I would gladly pay more taxes to accomplish this.	6/4/2017 7:51 AM
6	Once a week recycle pickup	6/3/2017 11:55 AM
7	Better recycling with the addition of glass. Also, the environmental container for grass, leaves, etc., like city of San Antonio program.	6/1/2017 7:40 PM
8	To do what they agree to do. Pick up 5 extra bags. Show up after holidays as scheduled Recycle more materials besides the very limited list now. Question 6 depends on this being changed.	6/1/2017 4:21 PM
9	Recycle should be picked up weekly, not every 2 weeks. Also, glass recycling should be included.	6/1/2017 10:06 AM
10	Bentley Manor, I believe, is not recycling on the same days as stated on Republic's website. Website says Monday and we all put our bins out on Tuesday with the regular trash. I emailed/called Republic and the manager confirmed that our recycle pick up is every other Monday before our regular Tuesday trash pick up. I am concerned that the recycle is being thrown out with the trash.	6/1/2017 8:17 AM
11	Only do garbage once per week and increase recycle to once per week. Close the lid after finish to keep rain out	6/1/2017 4:34 AM
12	We need once a week recycle pick up	5/31/2017 9:10 PM
13	Please do not change carriers. Republic is excellent. We moved to SP December 2015 and our previous neighborhood's service did not compare.	5/31/2017 8:07 PM
14	Glass recycling	5/31/2017 5:04 PM
15	nothing. its fine as is	5/31/2017 4:56 PM
16	A choice of SMALLER BINS-too large for easily handling & not needed for smaller households, especially with twice week pickup. Why is glass not accepted in recycle?	5/31/2017 4:32 PM
17	Recycling was "sold" with glass included. Understand the glass slows down the process and may not be economical. Why does SA and surrounding areas recycle glass? Is recycling economical considering the costs involved? Yes its environmentally correct, but do the costs (gas, trucks, labor, etc.) make it PC but not practical.	5/31/2017 3:43 PM
18	I would prefer to have recycle pickup once a week on the same day as trash pickup. I often find myself with an overfull recycle bin and end up putting recycled material in the trash can to get rid of it. I could probably manage fine with trash pickup just once a week, especially if recycling was also every week.	5/31/2017 2:52 PM
19	We have large bins. why do we have the Tuesday trash pick up?	5/29/2017 6:29 PM
20	Increase items that recycling company can handle. In order of my priority: Styrofoam, plastic bags, glass.	5/26/2017 11:28 PM
21	Recycling picked up weekly instead of biweekly. Add one-two more brush/bulk pick-ups per year.	5/26/2017 9:42 PM
22	Would like recycling picked up more often.	5/26/2017 12:00 AM
23	Nothing.	5/25/2017 5:31 PM
24	Please, please have weekly recycling!!	5/25/2017 2:24 PM

25	Allowing overage trash and recycling. Recycling produces income which should be a credit instead of add on charge.	5/25/2017 8:28 AM
26	Pick up recycling once a week. Too much recycling accumulates especially on those Mondays that are skipped due to a holiday.	5/24/2017 10:02 PM
27	Include glass in recycle	5/24/2017 9:50 PM
28	Nothing. Service is excellent as is. A third bin for lawn clippings, leaves, etc. would be nice.	5/24/2017 9:16 PM
29	Would like to recycle every week and not every other week.	5/24/2017 8:35 PM
30	Set calendar for recycling like 1st n 3rd Mondays. Hard to remember every other week	5/24/2017 8:05 PM
31	Nothing ... except increasing recycling to weekly.	5/24/2017 7:54 PM
32	Having a public trash dump site. When we lived in San Antonio we paid less for the trash services and were able to dump brush or other materials outside of the scheduled annual times when necessary at certain locations all we needed was to bring out bill and ID. After the last storms we had a lot of brush and republic did not offer a dump site they offered a \$75 pick up.	5/24/2017 7:39 PM
33	People who want more recycling can obtain additional recycling bins just like those that need more than one garbage bin.	5/24/2017 6:12 PM
34	Collect recycle every week	5/24/2017 5:24 PM
35	Bulk trash pickup last year was late by a week or so. Better communication before we put out bulk trash so it doesn't sit around so long. Quite an eyesore.	5/24/2017 4:49 PM
36	accept glass and Styrofoam for recycle	5/24/2017 4:16 PM
37	fine as is	5/24/2017 4:11 PM
38	Predictable pickup times and cleaner trucks. The trucks drip "sludge" on our streets and particularly when the trucks stop for pickups.	5/24/2017 4:01 PM
39	Several times, theubhave not picked up the additional 6 bags we are allowed to put out with our trash, and I 'be had to make a phone call. They did not send anyone out that day, so I had to drag my leaves to the backyard and put them out a second time for pick up.	5/24/2017 3:52 PM
40	Increase recycling pick up! Recycle glass Bigger/more garbage cans	5/24/2017 3:50 PM
41	Would like weekly recycling.	5/24/2017 3:45 PM
42	would like to see recyclables picked up on Wednesday of week. When you are out of town and miss the day, then recycle items pile up	5/24/2017 3:44 PM
43	Negotiate a lower price for the service.	5/24/2017 3:42 PM
44	they're too picky about what they take. also impossible to reach by phone.	5/24/2017 3:32 PM
45	More frequent recycling!	5/24/2017 3:31 PM
46	wish we could accept glass but understand that processing is expensive	5/17/2017 9:15 PM
47	We can do with once weekly garbage pick up and reduce fees to homeowners	5/14/2017 4:03 PM
48	no recommendation	5/12/2017 8:15 AM
49	Change out the colors of the cans. Bright bright blue is offensive.	5/11/2017 9:31 AM
50	separate recycling for organic waste	5/8/2017 10:05 PM
51	Increase recycling to twice per week and somehow include glass. Educate our city more frequently on what can be included/excluded in our recycling program.	5/8/2017 10:08 AM
52	Reinstate brush pick up as part of recycling program	5/7/2017 8:24 PM
53	Go to weekly recycling and include glass	5/7/2017 3:50 PM
54	More refuse pickup times. Or can we call and have bags picked up?	5/6/2017 10:01 AM
55	Both my trash can lids are broken!	5/6/2017 9:54 AM
56	WEEKLY recycling pick-up, more items to be recycled (ex: coated paper milk/OJ containers, styrofoam containers and compost), be more responsive to customer requests made on website, don't allow bins to block street or driveway after pickup, cardboard box dumpster at city hall (they take up too much space in bins)	5/6/2017 9:08 AM
57	Recycle glass	5/4/2017 4:30 PM

Shavano Park Garbage and Recycling Service Survey

SurveyMonkey

58	Added recycle pickup dates.	5/3/2017 9:00 AM
59	Glass recycling PLEASE!!!! Also would like it if they would pick up plastics other than 1 and 2.	5/2/2017 9:48 PM
60	separate glass, brush, paper, plastic and recycle accordingly. add brush pickups. brush is disposed of in regular garbage containers. separate place to dump brush would even be nice. consider allowing use of recycling container for brush - sign could be added to delineate	5/2/2017 7:45 AM
61	None. Prefer the current schedule.	5/1/2017 6:23 PM
62	Provide separation of the correction	5/1/2017 3:06 PM
63	It would be nice if they could get the trash cans back in the driveway and not leave them all over the street. Also, we usually have to pick up some trash left behind.	5/1/2017 12:32 PM
64	Recycle glass	5/1/2017 10:53 AM
65	Shavano Park recycling needs to be once a week. Every other week is terrible. We throw away a bunch of recycling because we run out of space in the recycling container with a 2 week cycle.	5/1/2017 10:06 AM
66	Customer service (telephone contact) is terrible!!!	5/1/2017 9:49 AM
67	They need to accept glass and styrofoam. The inability to pick up bulky trash during the scheduled dates is not acceptable. The every other week recycling is not enough.	4/29/2017 4:31 PM
68	A neighbor constantly puts out the one container, and then piles junk on either side, which the driver gets out and throws in the truck by hand! Is this acceptable?	4/29/2017 1:48 PM
69	A durable reminder card that could be attached to the bin that displays what is and is accepted at the recycle center. This is always an area of Confusion	4/29/2017 11:51 AM
70	like to see recycle pickup done on Wednesday or Thursday as out of town frequently on Monday's Since it is a separate pickup , anyday but Monday would be helpful	4/29/2017 11:21 AM
71	I am so happy to fill out this survey. I can't believe that Shavano Park is not doing anything for the environment. First, glass can't be recycled, only place I know where it happens. If glass is not recycled(which is the number one material to recycle) what can we expect about compost... the rest of San Antonio is doing it. I can't throw away glass, I feel so bad, so I have to ask friends to recycle it for me, or I take my glass to places to recycle. Second, Recycling only once every other week, unbelievable! I feel like the message is, you know, should not recycle. I have been so disappointing with the recycling service in Shavano Park.	4/29/2017 8:18 AM
72	Recycling weekly	4/28/2017 8:13 PM
73	I would prefer recycling pickup more often.	4/28/2017 6:35 PM
74	Recycling more often,	4/28/2017 4:39 PM
75	You should collect recycle products every week.	4/28/2017 4:32 PM
76	recycle once a week instead of every other week	4/28/2017 2:45 PM
77	More types of plastic should be recycled.	4/28/2017 1:07 PM
78	Weekly recycling pick up..They need to pick up extra bags that don't fit in the garbage bin.	4/28/2017 12:16 PM
79	Recycling is great. The only problem we have ever had is that we always have to call for the Christmas tree pick up. We have our tree out on time (& our neighbor down the street- when they had a real tree) but somehow it gets missed.) They always come after we call though.	4/28/2017 12:01 PM
80	Increase the frequency of recycling and or provide a second recycling container. We like recycling!	4/28/2017 11:20 AM
81	To include glass	4/28/2017 11:15 AM
82	Recycling should be more frequent	4/28/2017 11:04 AM
83	Consistency	4/28/2017 10:40 AM
84	More frequent recycling. Every other week is unacceptable and promoted so much garbage waste.	4/28/2017 10:38 AM
85	I think Recycling needs to come every week. We are always overflowing with boxes.	4/28/2017 10:32 AM
86	We should have trash once a week and recycle once a week, as in the case in most communities in San Antonio. We currently have 8 trash days a month and two recycle days. Most things are able to be recycled these days and as a community I think we can do better are taking care of our waste.	4/28/2017 8:41 AM

87	The once every other week for recycle is not enough. Also need to add yard waste pick up as this is done in other areas.	4/28/2017 7:57 AM
88	I don't understand why they don't accept glass in the recycling. Other companies do. We have quite a bit of glass, so it is frustrating to have to throw it away instead of recycle it.	4/27/2017 10:30 PM
89	Replacement of worn out or excessively used bins instead of lid replacement.	4/27/2017 10:26 PM
90	More frequent recycling and addition of cans and glass. I would even separate glass and cans for this	4/27/2017 7:45 PM
91	We have had major issues with this service. They have "forgotten" our trash telling us that we took it out after they drove by despite us bringing it out the night before like we always do since we work every day. Also, they want extra trash to be in bags and not in another can.	4/27/2017 5:25 PM
92	Recommend the city ink a contract with Republic for all residents. Should save some money by having only one bill instead hundreds. City pays the bill. If it causes an increase in taxes it would be small and easily offset by citizens' federal tax savings. Property taxes are deductible, the garbage bill is not.	4/27/2017 2:30 PM
93	Make sure all the trash goes into the truck. Also, why is glass not recycled??	4/27/2017 2:28 PM
94	Nothing. #6 below - don't have problem with weekly recycling if majority want it.	4/27/2017 1:56 PM
95	They are timely and regular.	4/27/2017 11:31 AM
96	Shavano Park - I would like the option to recycle more products	4/27/2017 8:13 AM
97	Recycling needs to be twice weekly and we need an organic collection service	4/27/2017 5:21 AM
98	Nothing.	4/26/2017 11:23 PM
99	Weekly recycling collection	4/26/2017 10:24 PM
100	Add one more trash removal for the year.	4/26/2017 8:35 PM
101	Have recycling every week (every pick up, actually). We have big lots and mucho trees, too. Would be great if they'd pick up ALL bags of leaves so we wouldn't have to take a few bags each pick up. Breaks my back! :)	4/26/2017 8:15 PM
102	glass recycling is a must do.	4/26/2017 7:22 PM
103	I have had containers break and submit 4-5 requests to Republic services that didn't get addressed until after I called them 2 times to follow up.	4/26/2017 2:49 PM
104	On windy days the recycables and trash blow into the yards when the containers are being dumped into the truck.	4/26/2017 2:37 PM
105	Reduce price. I believe it is the rate is too high.	4/26/2017 2:18 PM
106	Shavano Park We have no way to dispose of paint, solvents, batteries etc, despite the claim in the newsletter that we can. I contacted Republic and that contract with Bexar Co is no longer in effect	4/26/2017 1:46 PM
107	Suggest we only have pick up along onese side of the street. Yes, I am willing and able to drag my trash bins across the street. The trucks are destroying our streets, especially during the rains. Please leave early recycles only every two weeks or even go to once a month on recycles and you can go to weekly trash pick up....Less truck traffic save the streets. BTW, what do they do with recycles? Is it hauled to the garbage dump? They do not accept glass so what happens recycles when our SP residents do not follow the rules?	4/26/2017 1:37 PM
108	Add glass recycling and compost recycling	4/26/2017 1:23 PM
109	Keep trying to find a way to recycle glass. Other communities have found a way.	4/26/2017 1:11 PM
110	Include Glass in the recycle program.	4/26/2017 1:00 PM
111	Would like a Spring and Fall Curb cleanup. I "think" this year's "Spring" cleanup came in January and we missed it because we were not expecting it yet. Too early to be ready after the holidays! We would NOT want weekly trash service in exchange for getting weekly recycling. We need weekly trash service. What we have now works well. Recycling can be held over until next time. Trash cannot be held. Thank you for asking.	4/26/2017 12:34 PM
112	Do not be as messy. Often material from bins are scattered over the street after pickup. More encouragement for residents to recycle. Because we usually have more material for recycling than garbage, reduce trash pickup to once a week.	4/26/2017 12:08 PM
113	If you change to once a week pickup, do we get an extra bin??	4/26/2017 12:04 PM
114	Important! We want to recycle glass	4/26/2017 10:54 AM
115	Lower costs as they have continued to go up on the monthly bill.	4/26/2017 10:51 AM

116	No suggestions	4/26/2017 10:11 AM
117	Recycle more items. Glass, plastic bags, etc More in line with what the city of SA does.	4/26/2017 8:47 AM
118	Have recycling schedule to be more predictable	4/26/2017 8:04 AM
119	Nothing, we are satisfied at this time,	4/26/2017 7:38 AM
120	More brush pickups during the year	4/26/2017 7:31 AM
121	Recycling needs to be on par with San Antonio and accept glass. Would accept price increase only to get full recycling services. Also need more and better timed brush and large item pick up	4/26/2017 6:51 AM
122	Expand collection to include Glass especially bottles	4/26/2017 1:35 AM
123	Satisfied with no changes.	4/26/2017 1:11 AM
124	They put the cans back where they are left not out in the street. On rainy days some of them close the lids	4/25/2017 11:17 PM
125	Weekly recycling visits. Every other week isn't frequent enough. I am constantly overfilling my recycle bin and trashing some.	4/25/2017 11:03 PM
126	1. They need to recycle glass. It's ludicrous they don't recycle glass!! 2. They need to come every week for recycling, not every other week. 3. When things don't all fit in recycling bin, they need to take it anyway and not just leave it. Same for trash!! 4. of course I	4/25/2017 10:25 PM
127	Have the recycle truck come weekly on Mondays, once every 2 weeks makes it impossible for us to fit all of the built up recycling in the container and it ends up getting thrown away in regular trash instead!	4/25/2017 9:30 PM
128	Being able to recycle glass would be helpful. Weekly pick up would be ideal. 2x per week trash and 1x per week recycle	4/25/2017 9:27 PM
129	Stay with what is working well, stupid.	4/25/2017 9:05 PM
130	I would like them to pick up bags of yard waste with the regular pick up all the time. They do it for some people, but not for others.	4/25/2017 8:40 PM
131	Need option to have another can, specifically for recycle. If recycle was picked up weekly, this would be better and current can is sufficient. Every other week just is not enough for us.	4/25/2017 7:44 PM
132	None	4/25/2017 7:34 PM
133	We need weekly recycling and fir them to process glass and certain styrofoams the way the city of San Antonio does. Also we need an organics container like the city of San Antonio. I miss these services the most since moving from city of San Antonio to shavano park	4/25/2017 6:38 PM
134	Increase recycling to weekly	4/25/2017 6:03 PM
135	More consistent times for collection. Sometimes they do not show up until late afternoon	4/25/2017 6:02 PM
136	I don't have any significant complaints. I like it the way it is.	4/25/2017 5:54 PM
137	Don't need to come so often with trash. Once per week is fine. Maybe that would encourage more recycling. Once every two weeks is OK for recycle. I fill a recycle bin in 2 weeks, so that works, unless I miss the recycle day for some reason. Organic/yard waste recycling would be nice, but for now I am fortunate to have a green belt behind me where most of my yard waste is disposed.	4/25/2017 5:38 PM
138	Nothing	4/25/2017 5:27 PM
139	Identify locations for battery recycling & household waste recycling, if possible here in SP.	4/25/2017 5:22 PM
140	I would rather pay once a month. Don't like the payment every 3 months system.	4/25/2017 5:12 PM
141	nothing at this time.	4/25/2017 5:09 PM
142	I came from Castle Hills where we had twice a week garbage and once a week recycling pickups for less than I pay for Shavano Park pickups.	4/25/2017 4:58 PM
143	Confused by next question. Recycle is once a week	4/25/2017 4:56 PM
144	Need more recycling options for organics and glass, similar to City of San Antonio	4/25/2017 4:54 PM
145	I believe that instead of two trash days a week we should do like the city of San Antonio. One trash day and one recycle day. I believe that this system encourages people to recycle more.	4/25/2017 4:49 PM
146	A bin for brush would be good. They do not always pick up the bagged leaves.	4/25/2017 4:49 PM

147	Having weekly recycle pick up. We have so many for trash-. If we are truly trying to encourage responsible recycling, why do we have 4 trash pick ups to 1 recycle? Would love glass pick-up and even compost. The rationale for neither rings so false when the city of San Antonio does both. RECYCLE MORE!!!	4/25/2017 4:47 PM
148	Handle more recyclables, such as glass, magazines.	4/25/2017 4:43 PM
149	Nothing	4/25/2017 4:35 PM
150	more recycle days. have at least 2 trash pick-ups and 2 recycle pick-ups	4/25/2017 4:24 PM
151	Recycling needs to be improved. Many times our recycle can is not fully emptied at the pick up. Also, would be nice to include more types of items in the service. (Lots of recyclable items are not considered recycle by our provider).	4/25/2017 4:12 PM
152	Pick up recycling once a week.	4/25/2017 4:09 PM
153	Nothing...satisfied	4/25/2017 4:07 PM
154	Recycling needs to come more often. Once every two weeks is not enough.	4/25/2017 3:45 PM
155	Recycling every will please!!	4/25/2017 3:38 PM
156	Do not leave my containers in the middle of the street and also need to make sure all the trash is out of the container plus if some is dropped on the ground, it needs to be picked up. I have been behind a truck many times with trash falling out of it.	4/25/2017 3:31 PM
157	They already doing a good job	4/25/2017 3:16 PM
158	To recycle all glass items	4/25/2017 3:10 PM
159	Recycling should be AT LEAST once a week	4/25/2017 2:55 PM
160	Allow glass only if it can be done without raising fees	4/25/2017 2:44 PM
161	Change garbage frequency from 2x a week to 1x week.	4/25/2017 2:44 PM
162	Add an additional smaller container for recycling so as not to roll out the large one	4/25/2017 2:43 PM
163	San Antonio	4/25/2017 2:42 PM
164	I would like to have recycling services weekly and I would like to have a yard waste container (similar to services in SA)	4/25/2017 2:38 PM
165	Sometimes garbage is spilled on the dyreet	4/25/2017 2:36 PM
166	cannot think of anything	4/25/2017 2:29 PM
167	Smaller recycle containers at no extra charge	4/25/2017 2:25 PM
168	It would be nice to have 1X month brush pick up (not junk but brush only) that can be composted/chipped into mulch. Also more information about what can be recycled and more items that can be recycled - very little is recycled in the area.	4/25/2017 2:19 PM
169	Nothing.	4/25/2017 2:17 PM
170	-Send the bid out to get competitors and best pricing and services. -A complaint - If a recycle box does not fit in the container, it is left on the street and not picked up. - If something blows away while it is tossed over the top of the truck, it is left on the street. -Control the cost - do not include glass and costly recycling.	4/25/2017 2:16 PM
171	Recycle glass IF recycle weekly	4/25/2017 2:09 PM
172	Even though the garbage collection service is awesome, it is ridiculous that the recycling service comes only once every two weeks!	4/25/2017 1:54 PM
173	Shavano psrk	4/25/2017 1:51 PM
174	San Antonio I think recycling should pick up weekly without a price hike.	4/25/2017 1:49 PM
175	None	4/25/2017 1:39 PM
176	Putting bins back on driveway, not in street - and not in middle of driveway. Easier method to get through to company, put on hold for long periods of time.	4/25/2017 1:35 PM
177	Weekly recycling	4/25/2017 1:26 PM
178	I am satisfied with services provided.	4/25/2017 1:26 PM
179	Repair the roads damaged by the heavy trucks rutting roads.	4/25/2017 1:17 PM

180	Make sure there isn't trash left behind	4/25/2017 1:14 PM
181	We are happy with existing service.	4/25/2017 1:14 PM
182	We really need more frequent recycling pick up. Please do not change garbage pick up to once a week. young families have a lot of trash and need both weekly recycling and two time a week trash pick up.	4/25/2017 1:13 PM
183	We live in the Garden Villas and would prefer to have recycle and trash pick-up once a week. We never need to have the trash picked up twice in one week, esp. if it lowered the bill. Most all garden homes are only occupied by one or two people and we don't need trash collection twice in one week.	4/25/2017 1:12 PM
184	Recycling NEEDS to be picked up once a week.	4/25/2017 1:10 PM
185	recycle glass	4/25/2017 1:06 PM
186	To come every week for recycling collection instead of every other week. To add glass to recycling.	4/25/2017 1:05 PM
187	Garbage pick up 1 day a week and recycling pick up 1 day a week. Pick up starts at 7 am or after as stated, not before.	4/25/2017 12:52 PM
188	Please keep garbage pickup twice a week Our garbage can is full both times	4/25/2017 12:52 PM
189	Collect more recyclable items and more often (weekly instead of biweekly)	4/25/2017 12:48 PM
190	Like everyone else, I hate to throw away glass - seems like it should be recycled somehow. Also, the type of plastics recycled seems very limited - only type 1 and 2.	4/25/2017 12:44 PM
191	Every Recycling Service should RECYCLE GLASS. It is ridiculous to not recycle glass.	4/25/2017 12:36 PM
192	Every week recyclable pickup!!!! Organic material bins!!	4/25/2017 12:35 PM
193	Very satisfactory. Timely & efficient	4/25/2017 12:30 PM
194	Have some pride in your job but understand that your service is to remove trash from our homes. If we have extra trash bags by the curb from time to time, it's because we had a unique incident happen (cleaned the garage, had a party, etc.) The trash STILL needs to be taken away at some point. Refusing to haul away everything at the curb because our limit is exceeded does nothing but cause us to hold onto the garbage for another week when you'll be taking it away at that time. Also there are some weeks that we have much less trash than normal so it all equals out. Also please return the empty cans to an upright position with the lids closed rather than just tossing them on the street and allowing them to remain on their back, side, etc.	4/25/2017 12:27 PM
195	Collect recycling every week and cancel Thursday pick-up to offset costs.	4/25/2017 12:25 PM
196	Better scheduling	4/25/2017 12:23 PM
197	Recycle glass and other materials.	4/25/2017 12:22 PM
198	Keep the schedule as it is. It works. We do not require weekly recycling. The cans are large enough to support 2/month pickup.	4/25/2017 12:22 PM
199	Getting new or repaired bins is a hassle. Partly my fault because so many efficient people around here that put away bins waiting to be swapped.	4/25/2017 12:16 PM
200	Recycling weekly. Have missed recycling due to vacations which causes it to be too long in between pick ups.	4/25/2017 12:12 PM
201	More Recycling; clear re-iteration of recycling to do/not do	4/25/2017 12:10 PM
202	Adding another recycling day.	4/25/2017 12:08 PM