



Presentation of Residential Trash Survey Results

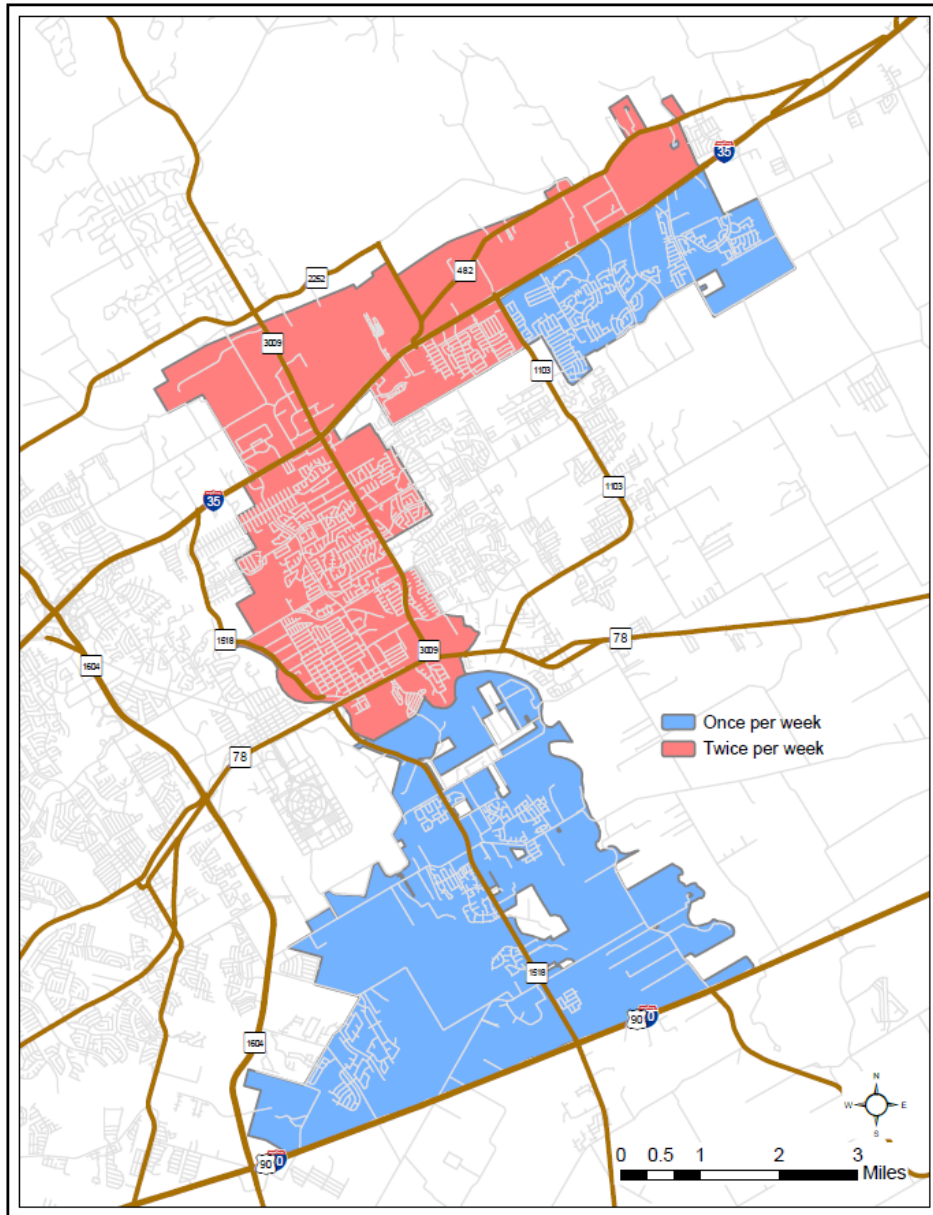
Schertz City Council Meeting, June 16, 2026

Sarah Gonzalez | Assistant City Manager

History

- **2001** – Established renewing franchise relationship with Bexar Waste
 - Ordinance Nos 01-F-2, 03-F-22, 07-F-07, and 11-F-35
- **2013** – Awarded a seven-year franchise agreement to Bexar Waste
 - Ordinance No. 13-F-03
- **2015** – Awarded a ten-year franchise agreement to Bexar Waste
 - Ordinance No. 15-F-18
- **2017** – Bexar Waste sold to Republic Services; Request made to Council to approve assignment of the City’s solid waste franchise agreement to Republic Services
 - Resolution 17-R-41
- **2017 – June 30, 2025** – Republic Services provider; operated under former legacy contract
- **April 1, 2025** – Award of new contract by City Council to Frontier Waste Solutions
- **July 1, 2025** - New solid waste services contract begins (5-year contract)

Previous Services Provided - Residential



- **Once-a-Week – approx. 5,200 accounts**
 - **Solid Waste**
 - Once a week pick-up
 - 96-gallon poly-cart provided to customer
 - **Recycle**
 - Once a week pick-up
 - 18-gallon bin provided to customer
- **Twice-a-Week – Approx. 9,300 accounts**
 - **Solid Waste**
 - Twice a week pick-up
 - Hand collect and/or customer provides small container (32 gallon or less)
 - **Recycle**
 - Once a week pick-up on second day
 - 18-gallon bin provided to customer
- Goal was to Equalize level of service across City
- Account Numbers are from April 2025

Previous Monthly Costs - Residential

- Both Once-a-Week and Twice-a-Week

Garbage: \$12.41

Recycling: \$2.05

Total Cost: \$14.46

- No rate increase by Republic for 7 years (2017-2025)

Council Approved Recommendation – 4.1.25

- Current Monthly Costs

Garbage One-time Per Week:	\$12.73
Recycling Every Other Week:	\$ 4.37
Bulk/Brush Every Other Week:	\$ 1.00
On-Demand Household Hazardous Waste:	<u>\$ 1.10</u>
Total Monthly Cost:	\$19.20

Residential Trash Survey Overview

- Survey developed through Survey Monkey to assess satisfaction with services and identify areas for improvement
- Survey ran May 1 – 15
- Survey was communicated as follows:
 - Ad ran in May issue of *Schertz Magazine*
 - Was featured as a carousel item on the City's website
 - Was promoted in our e-newsletter, *City Headlines*
 - Featured on the electronic billboard at the complex
 - Flyers posted in City facilities
 - Multiple posts were made on social media
 - Advertised on the bill pay portal
 - Hard copies were available at the Library, Senior Center & City Hall



WE WANT YOUR FEEDBACK

TAKE OUR QUICK AND EASY SURVEY ON SOLID WASTE COLLECTION SERVICES

OPEN MAY 1 - MAY 15

SCAN THE QR CODE OR VISIT [SCHERTZ.COM/SURVEY](https://schertz.com/survey)

*THE SURVEY WILL ALSO BE AVAILABLE TO TAKE IN PERSON AT THE SCHERTZ PUBLIC LIBRARY AND CITY HALL.

SCHERTZ
COMMUNITY • SERVICE • OPPORTUNITY

The flyer features a green background with a black and white illustration of a trash bin on the left. The text is in various shades of blue and black, with the main headline in large, bold, blue letters. A QR code is positioned in the lower right quadrant of the flyer.

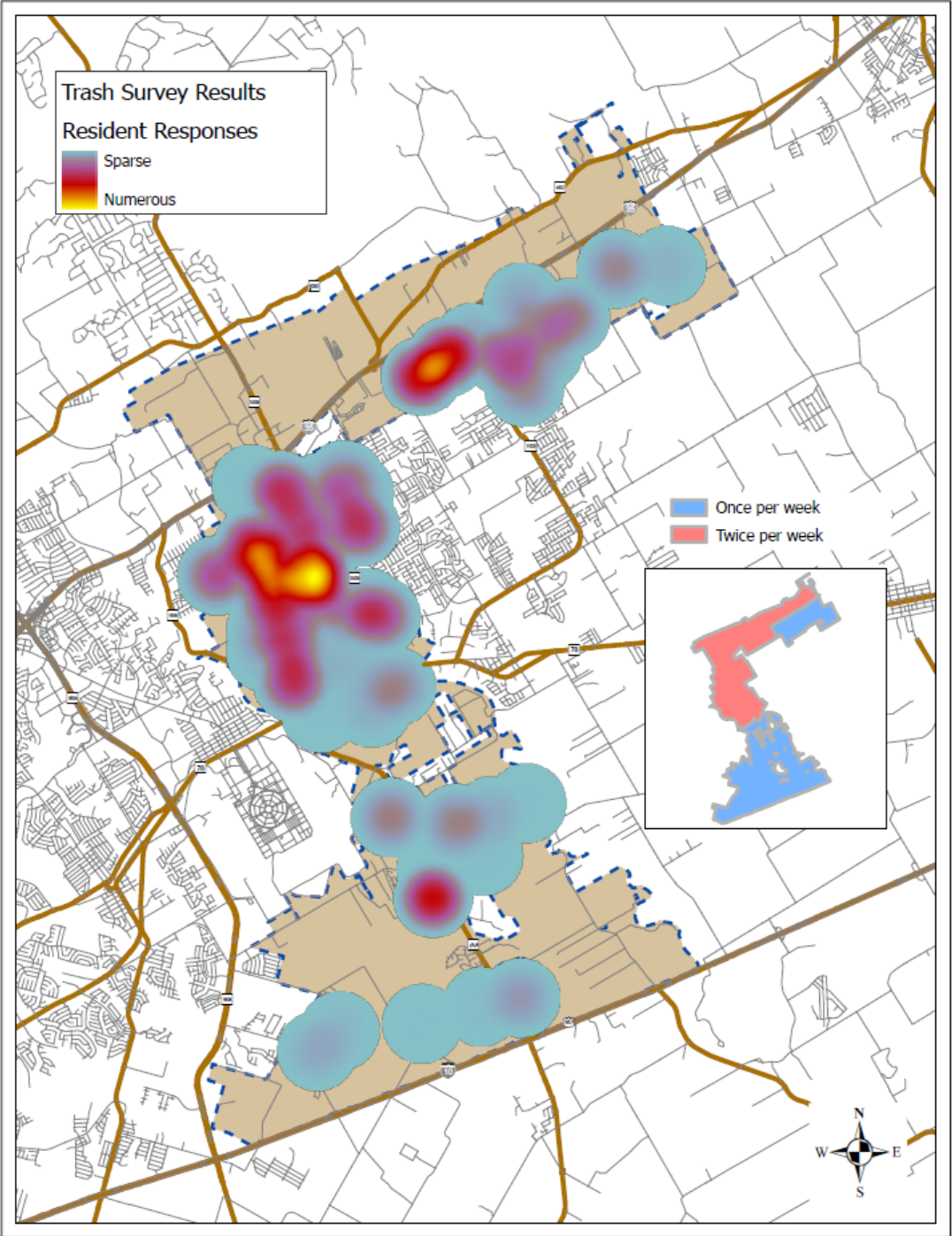
Residential Trash Survey Engagement Numbers

- Web page views: 2,766
 - Survey link clicks: 1,921
- E-Newsletter link clicks: 208
- Social Media Posts:
 - May 1
 - Views: 24,965
 - Interactions: 120
 - Link Clicks: 620
 - May 4
 - Views: 3,789
 - Interactions: 29
 - Link Clicks: 26
 - May 12
 - Views: 14,897
 - Interactions: 68
 - Link Clicks: 151
 - May 15
 - Views: 3,103
 - Interactions: 13
 - Link Clicks: 26

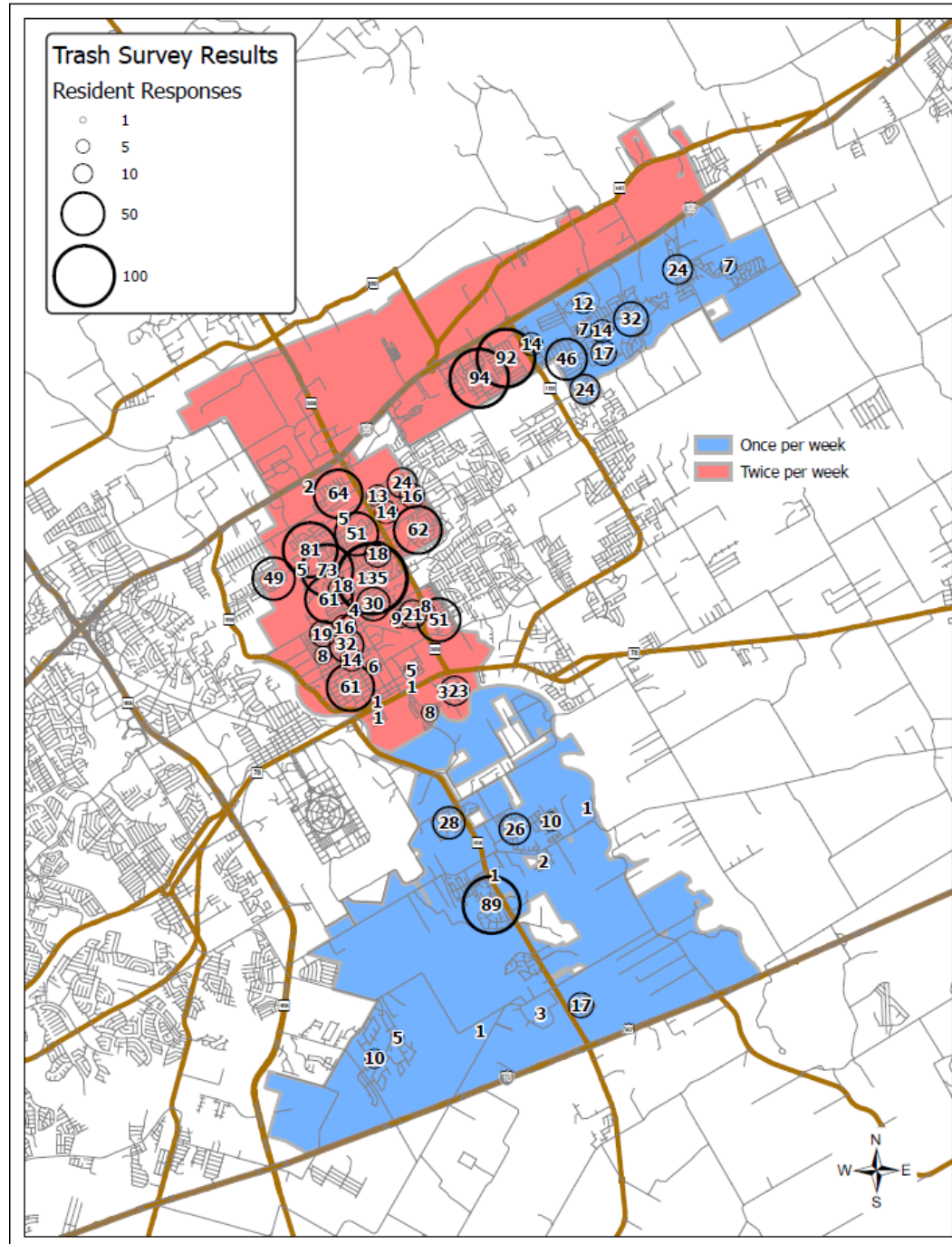
Residential Trash Survey Participation

- Respondents: 1909
 - 12.6% response rate (total garbage accounts billed: 15,104)
 - Hard Copies Received:
 - Utility Billing Office – 3
 - Library – 2
 - Senior Center – 2

Location of Survey Respondents



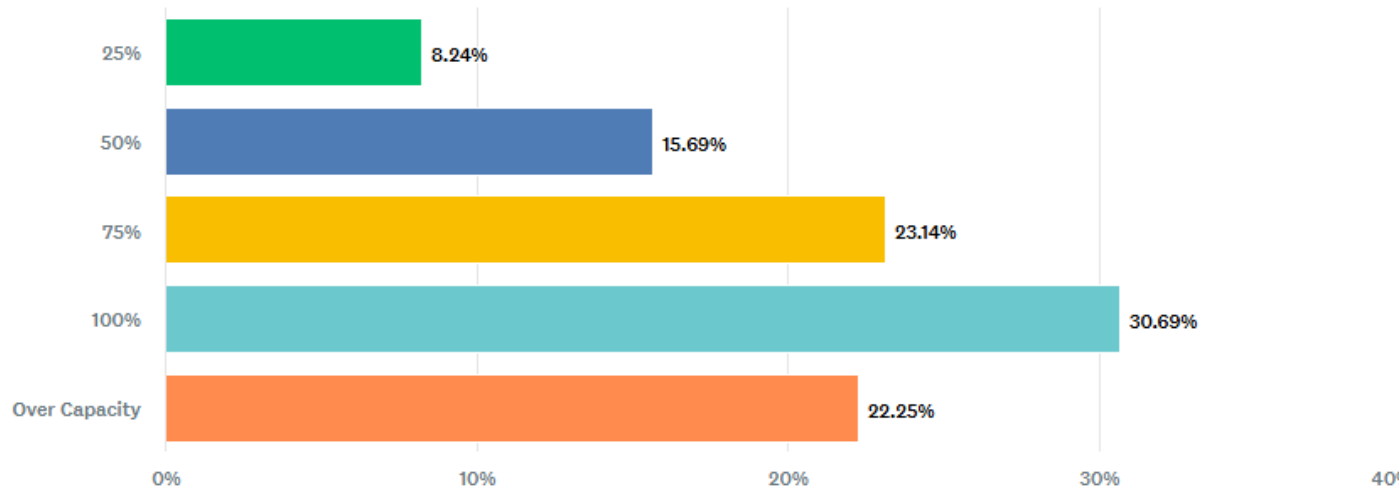
Location of Survey Respondents



Residential Trash Survey Service Highlights

- Garbage

In a normal week, how full is your trash cart:

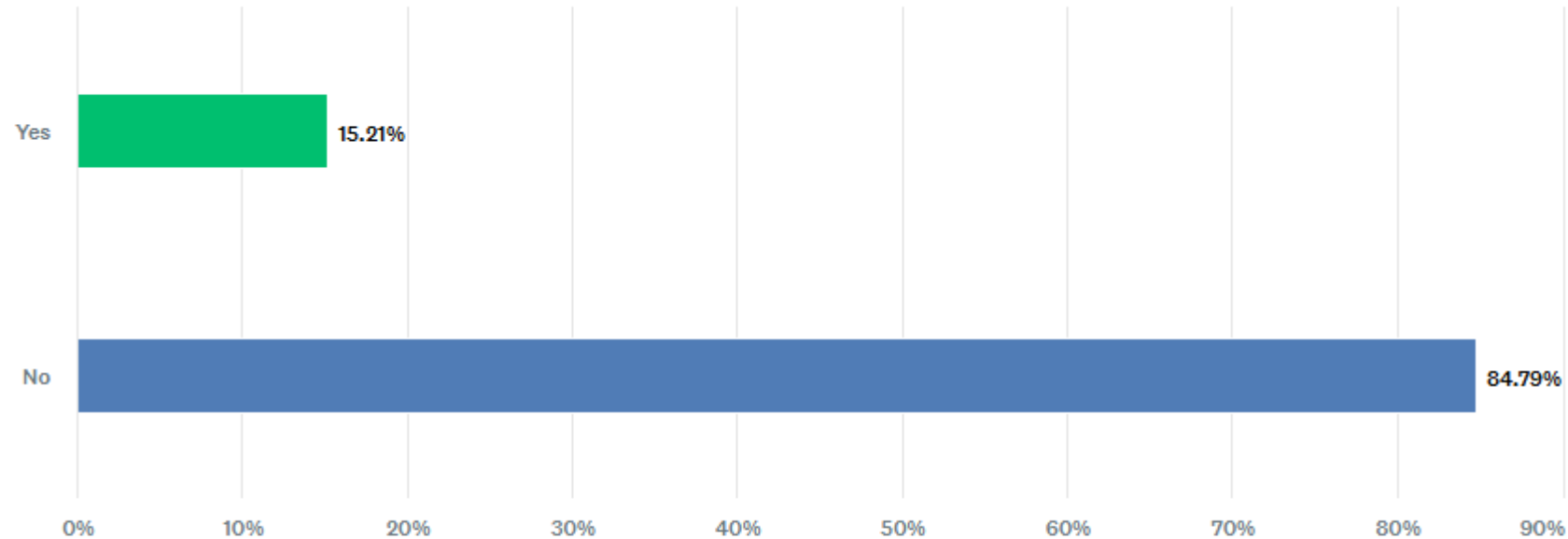


Answer Choices ↓	Percentage ↓	Responses ↓	
● 25%	8.24%	157	...
● 50%	15.69%	299	...
● 75%	23.14%	441	...
● 100%	30.69%	585	...
● Over Capacity	22.25%	424	...
Total		1906	

Residential Trash Survey Service Highlights

- Garbage

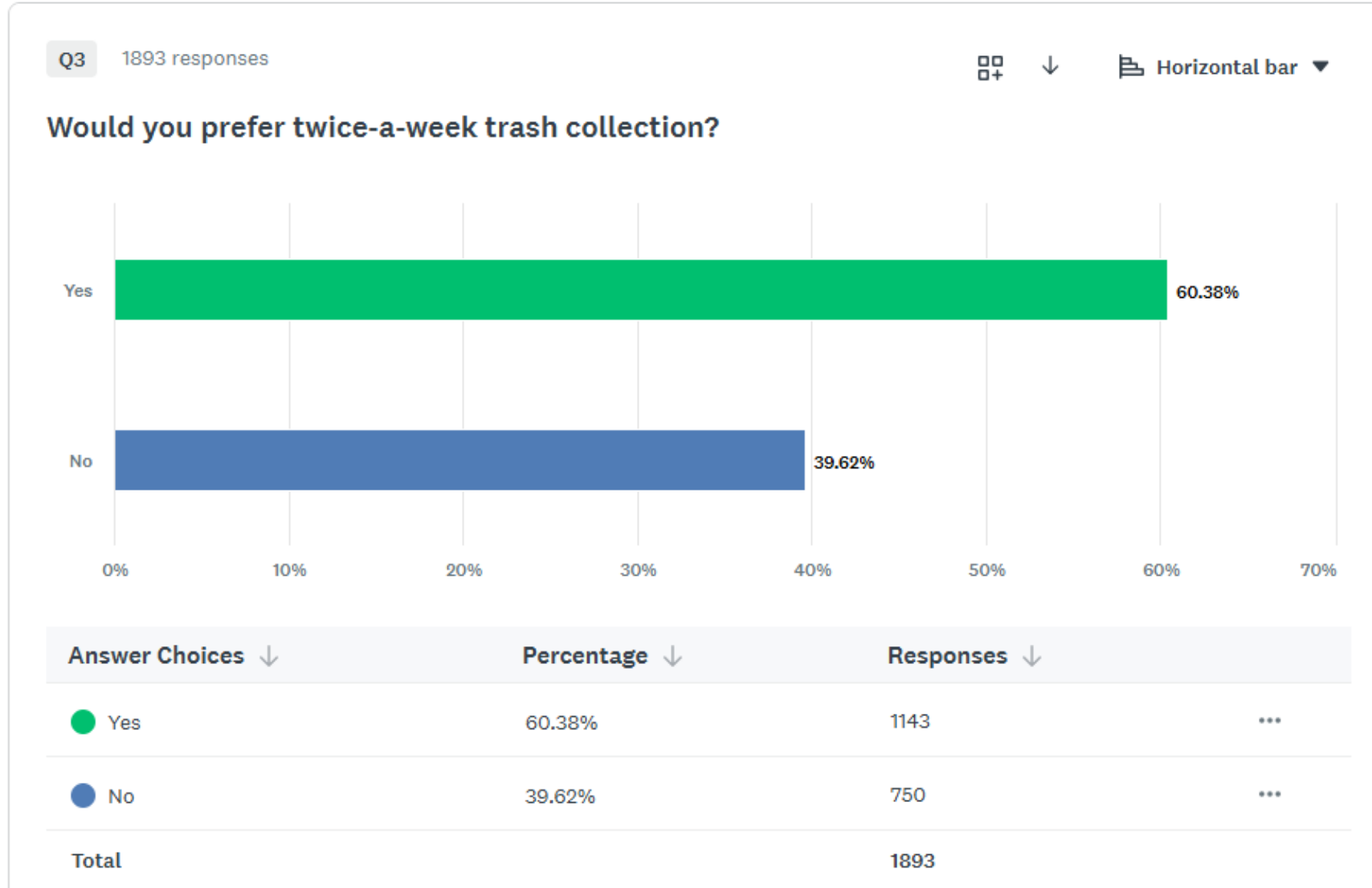
If you are over capacity, do you have additional trash cart(s)?



Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	15.21%	66	...
● No	84.79%	368	...
Total		434	

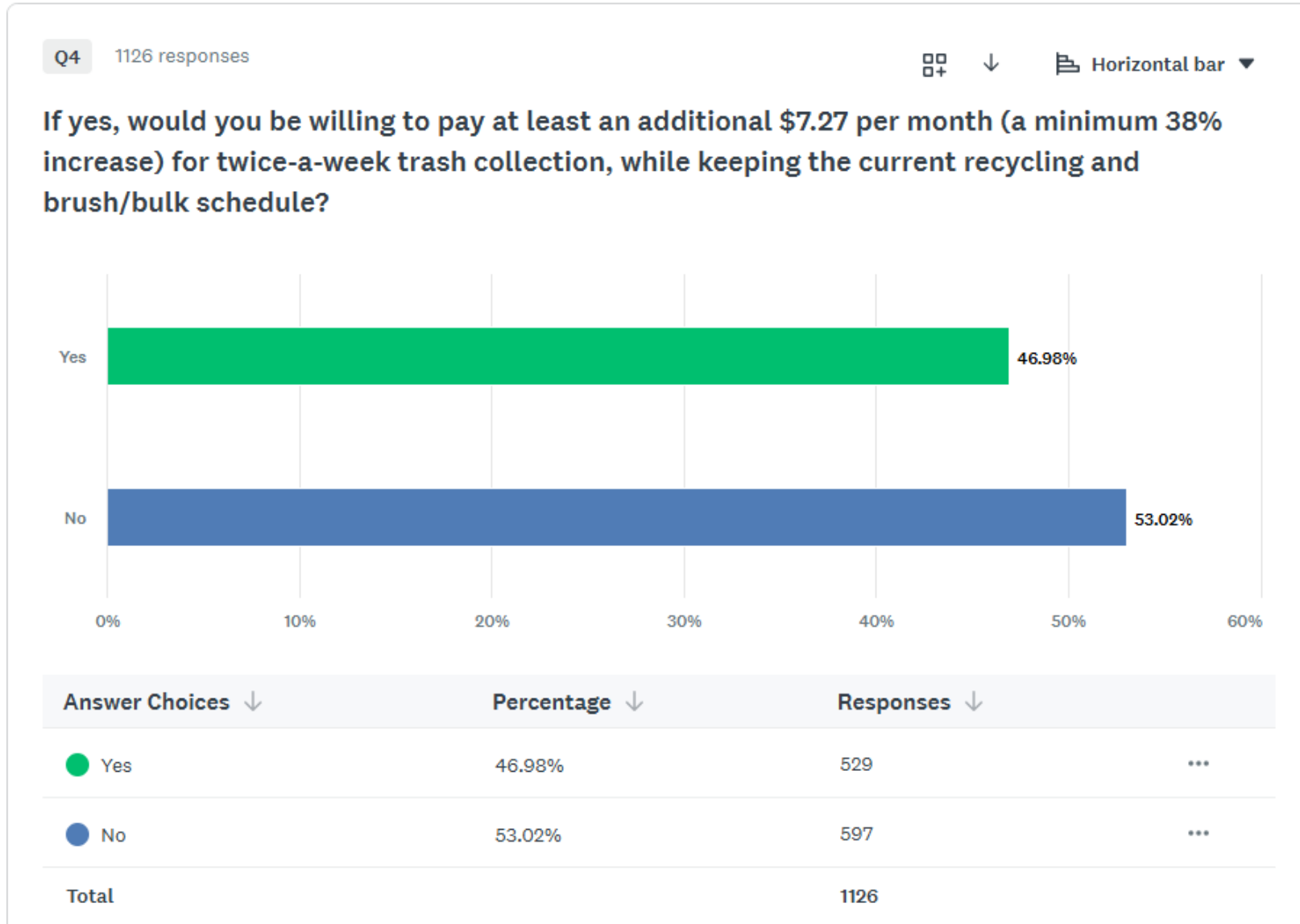
Residential Trash Survey Service Highlights

- Garbage – Twice-a-week vs. Once-a-week



Residential Trash Survey Service Highlights

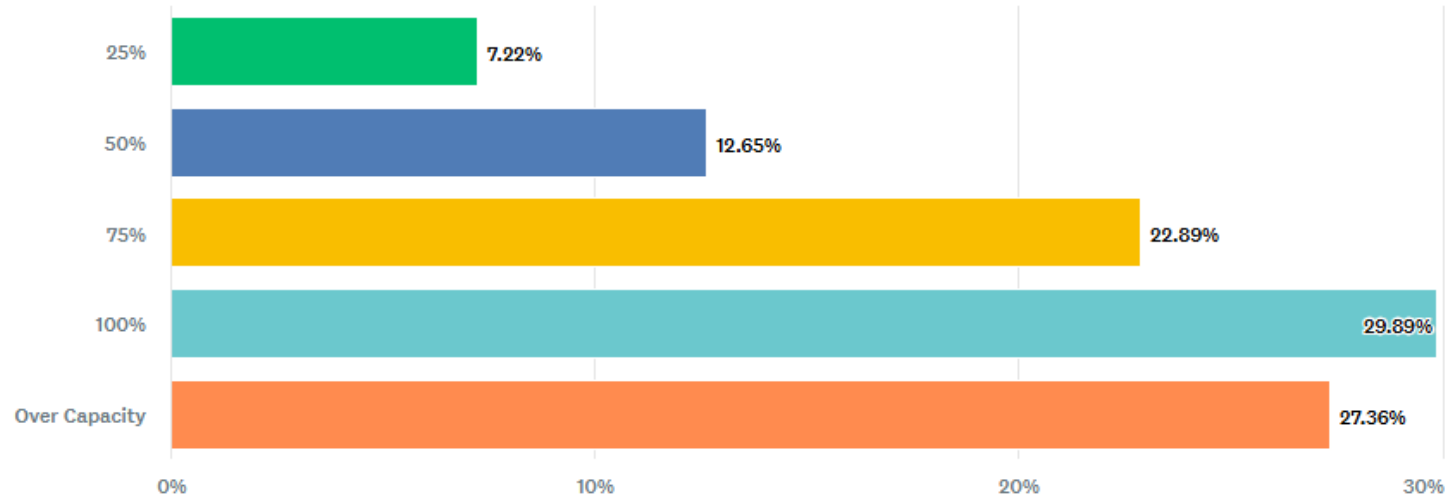
- Garbage – Twice-a-week vs. Once-a-week



Residential Trash Survey Service Highlights

- Recycle

In a normal two-week cycle, how full is your recycle cart:

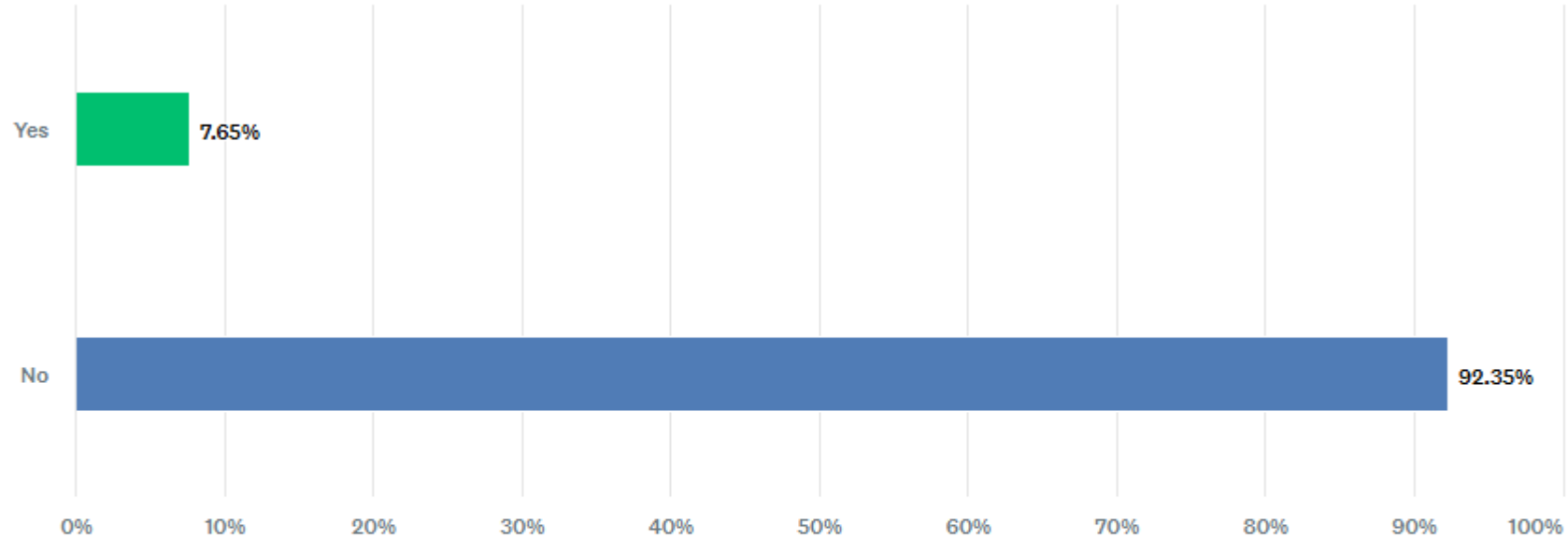


Answer Choices ↓	Percentage ↓	Responses ↓	
● 25%	7.22%	134	...
● 50%	12.65%	235	...
● 75%	22.89%	425	...
● 100%	29.89%	555	...
● Over Capacity	27.36%	508	...
Total		1857	

Residential Trash Survey Service Highlights

- Recycle

If you are over capacity, do you have additional recycling cart(s)?



Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	7.65%	40	...
● No	92.35%	483	...
Total		523	

Residential Trash Survey Service Highlights

- Recycle – Once-a-week vs. Every-other-week



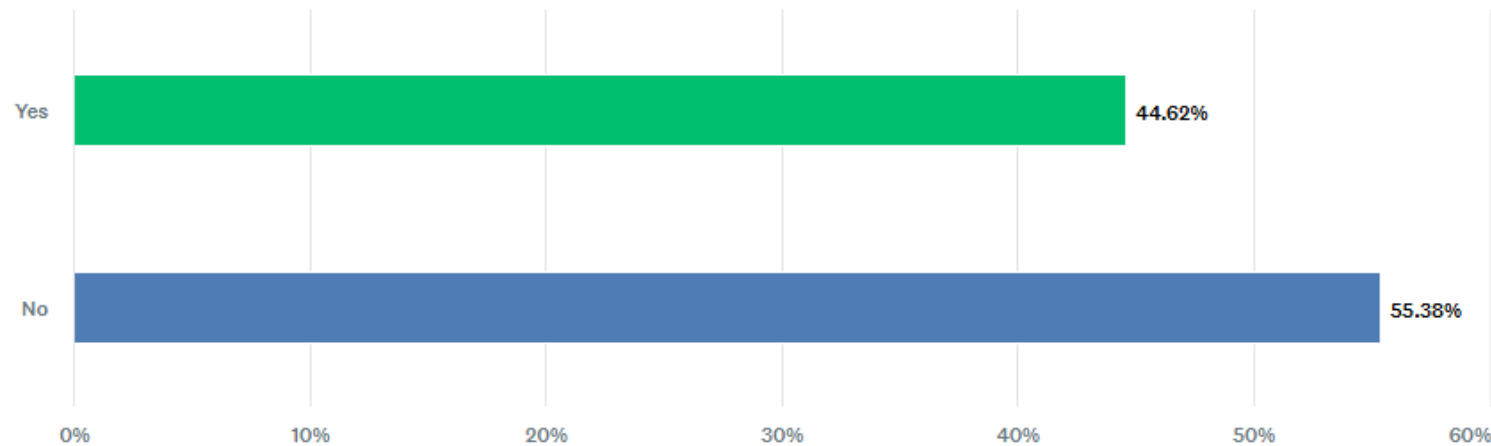
Residential Trash Survey Service Highlights

- Recycle – Once-a-week vs. Every-other-week

Q8 1217 responses

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If yes, would you be willing to pay at least an additional \$3.90 per month (a minimum 20% increase) for once-a-week recycling collection, while keeping the current trash and brush/bulk schedule?



Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	44.62%	543	...
● No	55.38%	674	...
Total		1217	

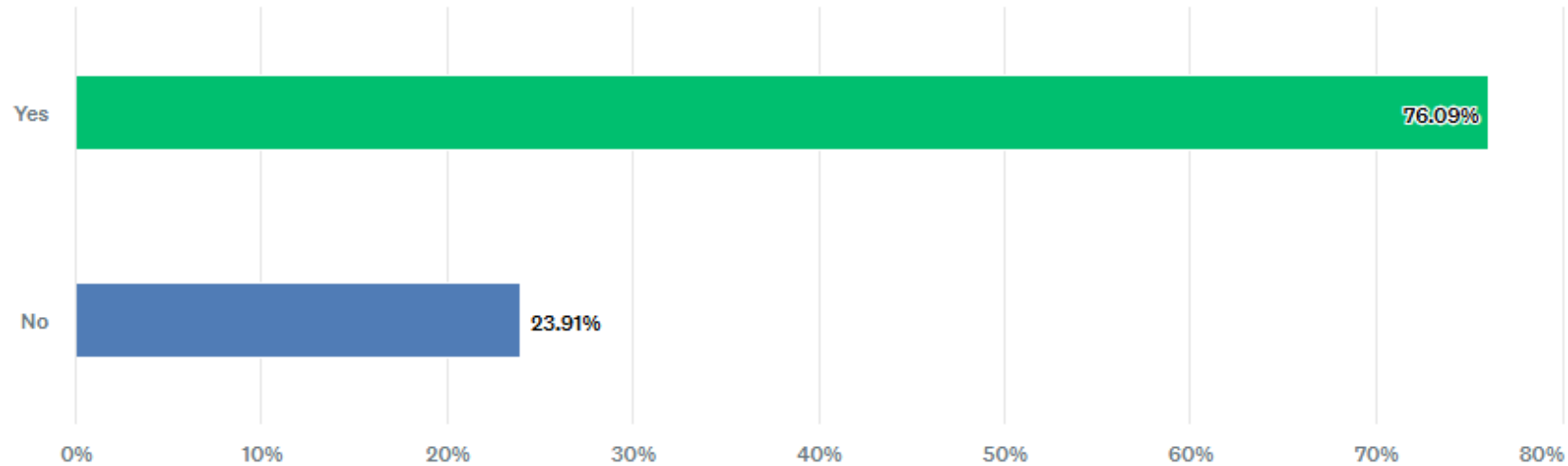
Residential Trash Survey Service Highlights

- Bulk/Brush Pick-Up

Q9 1853 responses

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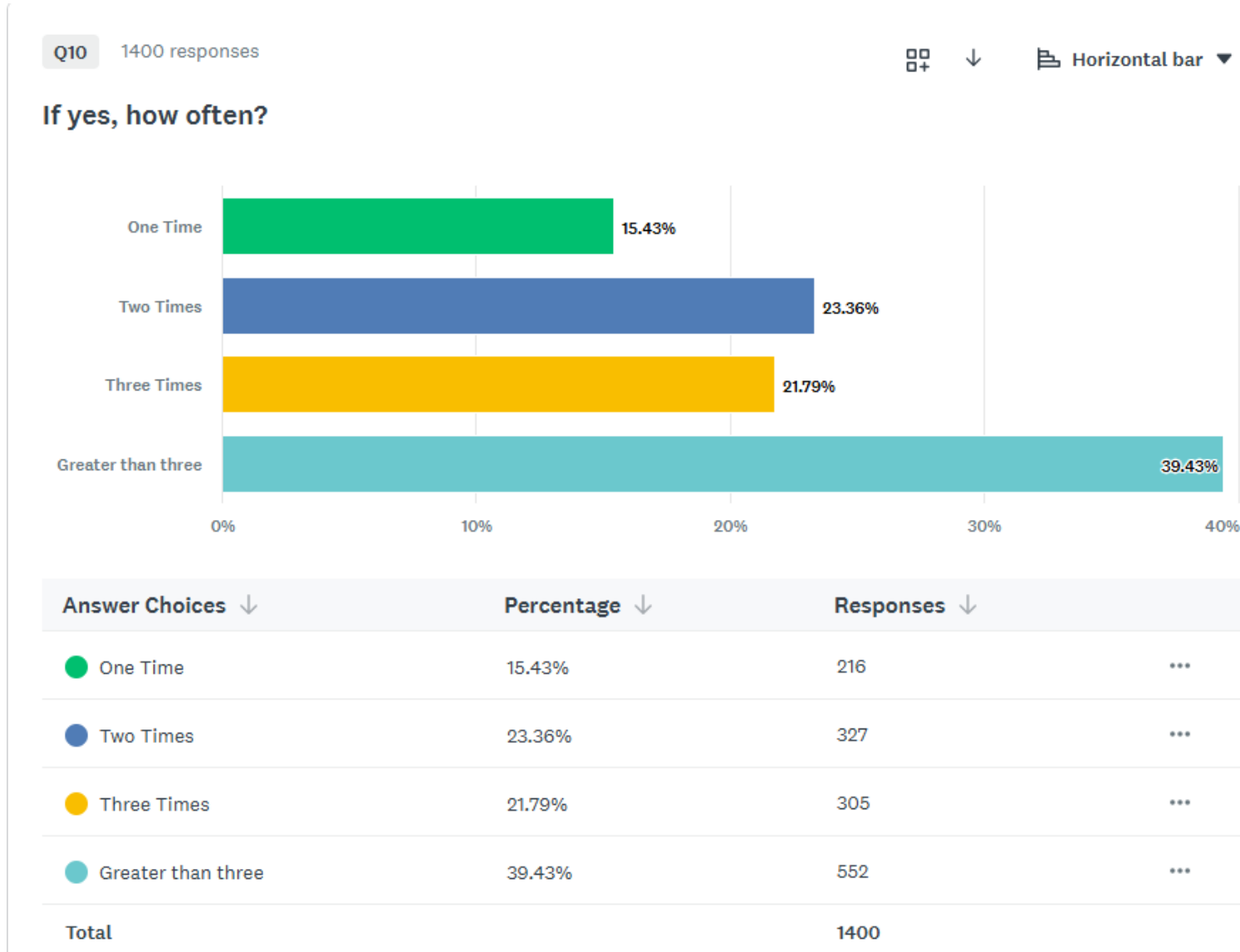
In the last 6 months, have you set out bulk/brush pick up?



Answer Choices	Percentage	Responses
Yes	76.09%	1410
No	23.91%	443
Total		1853

Residential Trash Survey Service Highlights

- Bulk/Brush Pick-Up



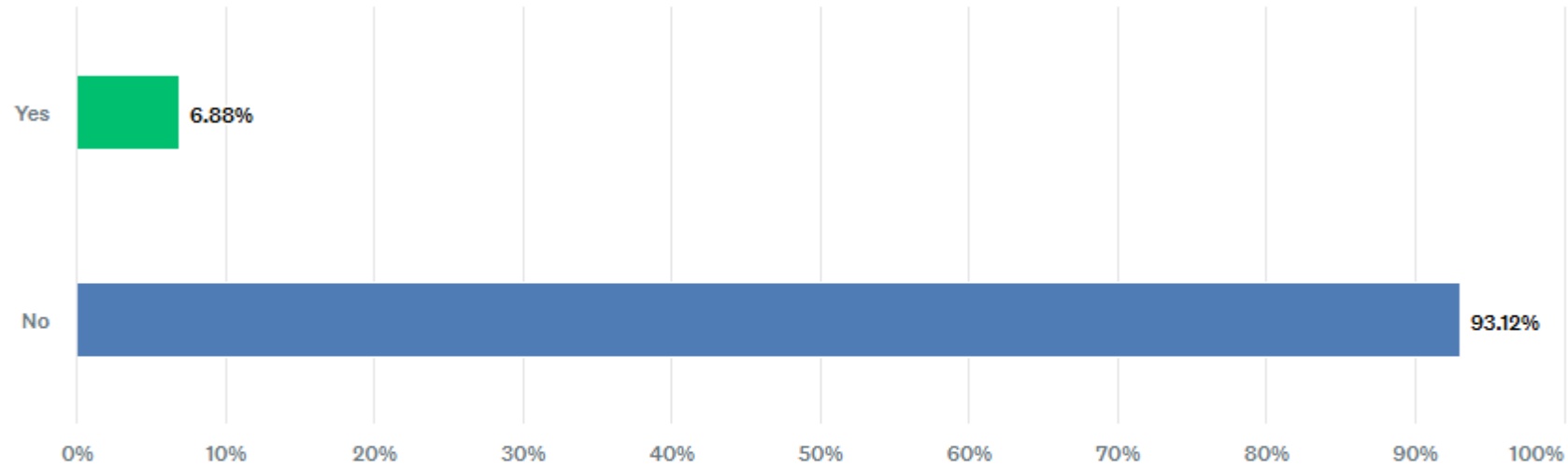
Residential Trash Survey Service Highlights

- Household Hazardous Waste Pick-Up

Q11 1847 responses

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In the last 6 months, have you utilized Household Hazardous Waste pick up?



Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	6.88%	127	...
● No	93.12%	1720	...
Total		1847	

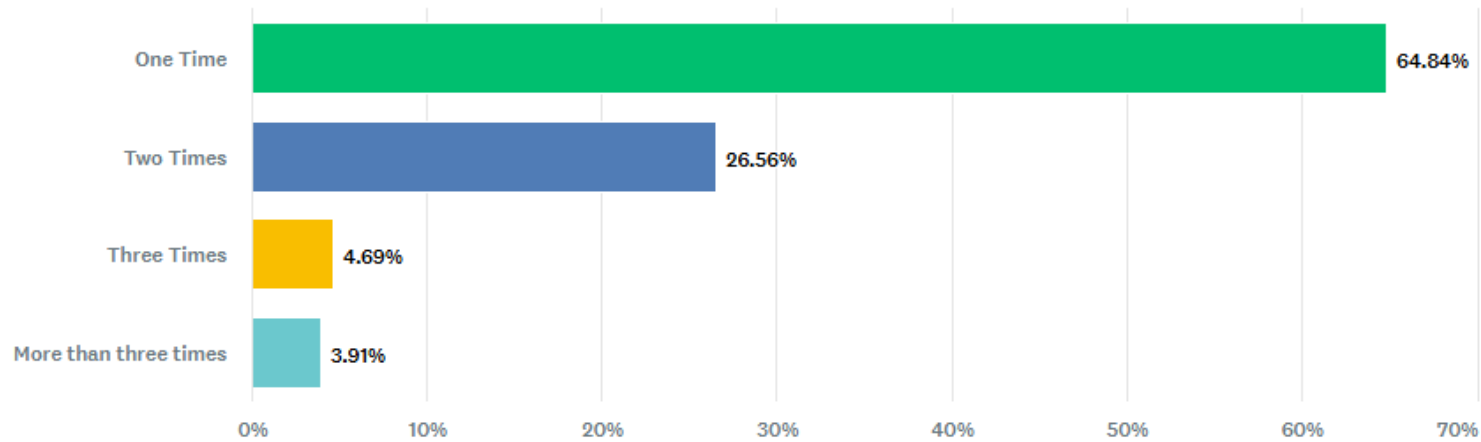
Residential Trash Survey Service Highlights

- Household Hazardous Waste Pick-Up

Q12 128 responses

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If yes, how often?

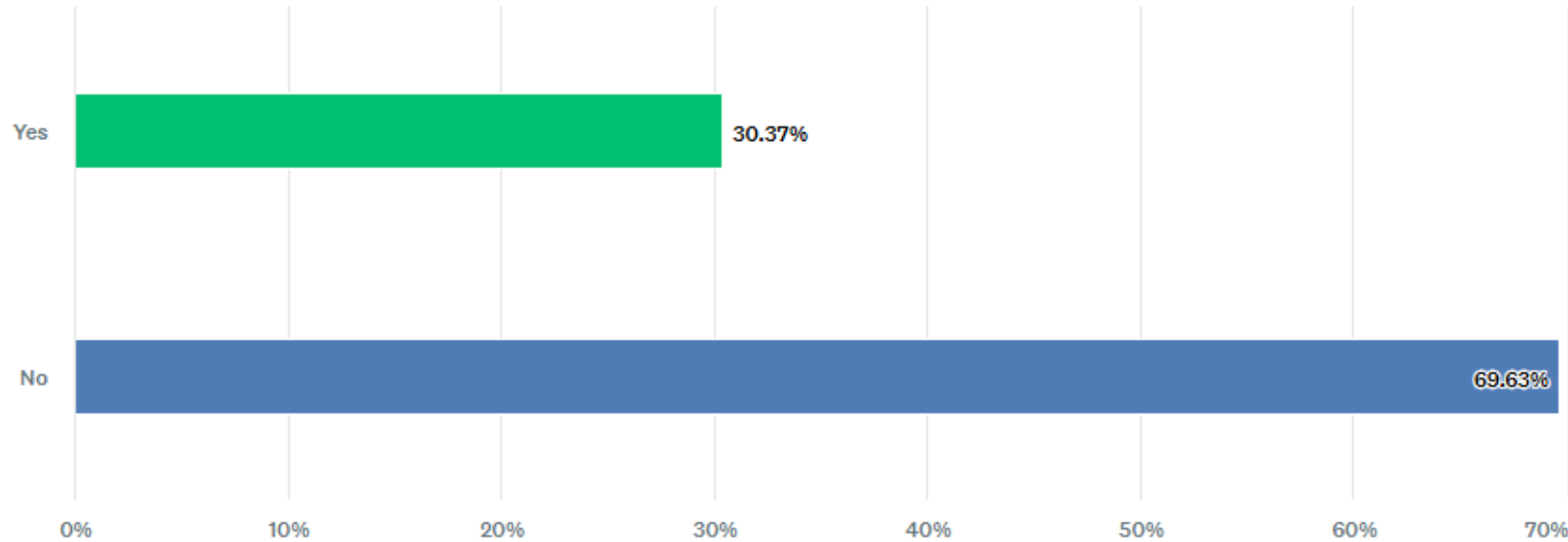


Answer Choices	Percentage	Responses
One Time	64.84%	83
Two Times	26.56%	34
Three Times	4.69%	6
More than three times	3.91%	5
Total		128

Residential Trash Survey Service Issues

- Garbage

In the last 6 months, have you had a missed trash pickup?

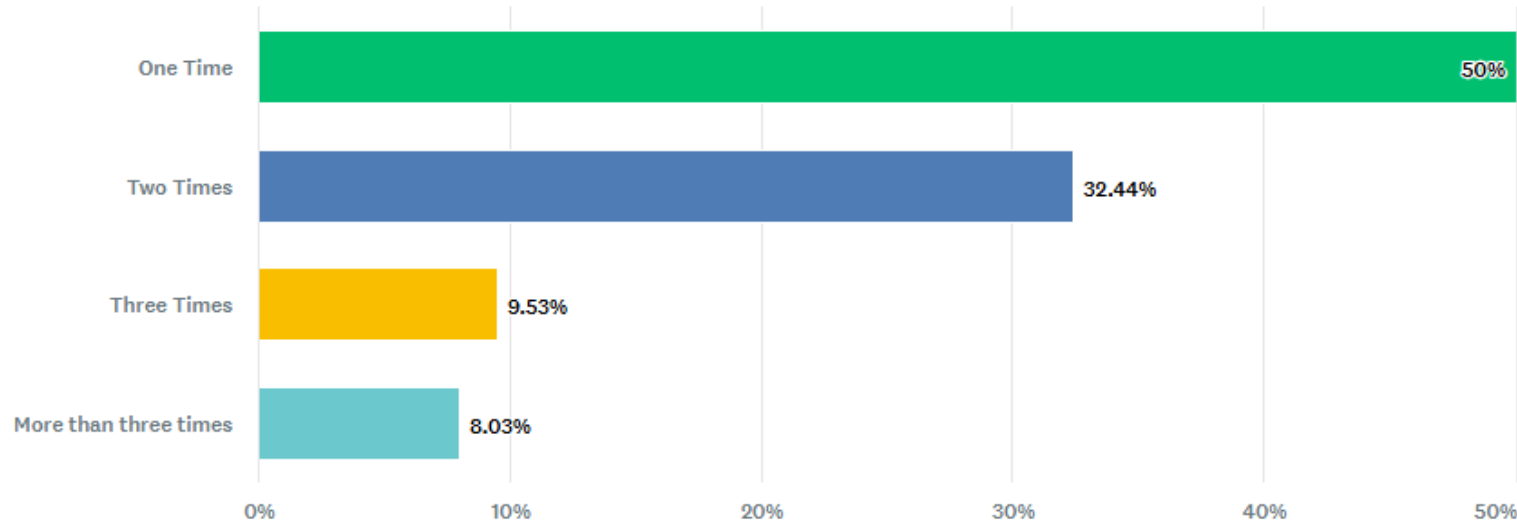


Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	30.37%	561	...
● No	69.63%	1286	...
Total		1847	

Residential Trash Survey Service Issues

- Garbage

If yes, how many?

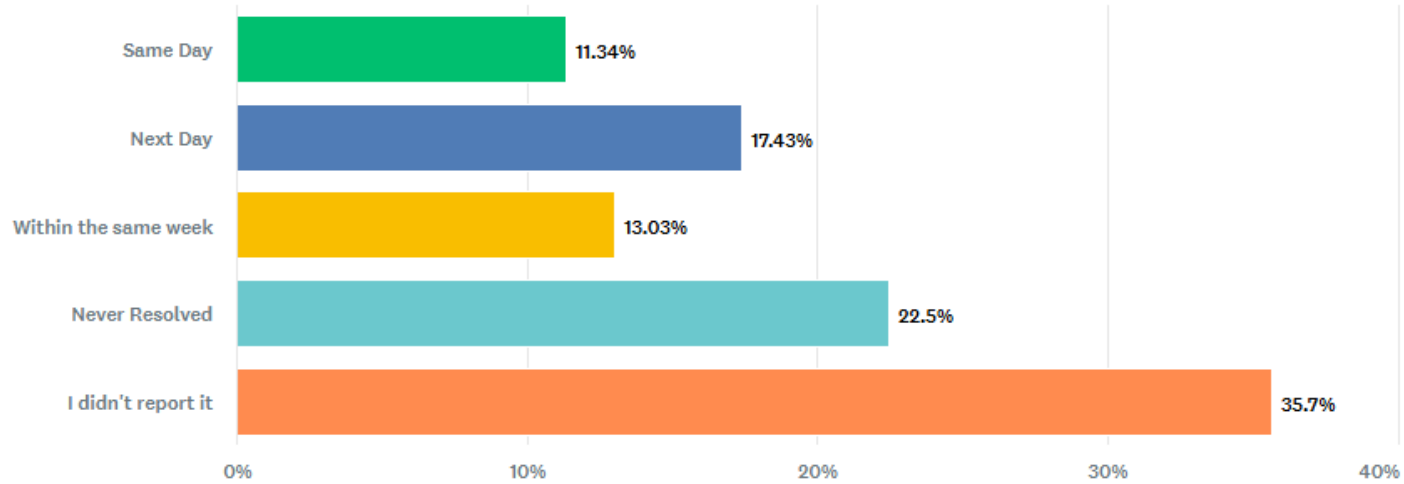


Answer Choices ↓	Percentage ↓	Responses ↓	
● One Time	50.00%	299	...
● Two Times	32.44%	194	...
● Three Times	9.53%	57	...
● More than three times	8.03%	48	...
Total		598	

Residential Trash Survey Service Issues

- Garbage

How quickly was it resolved?

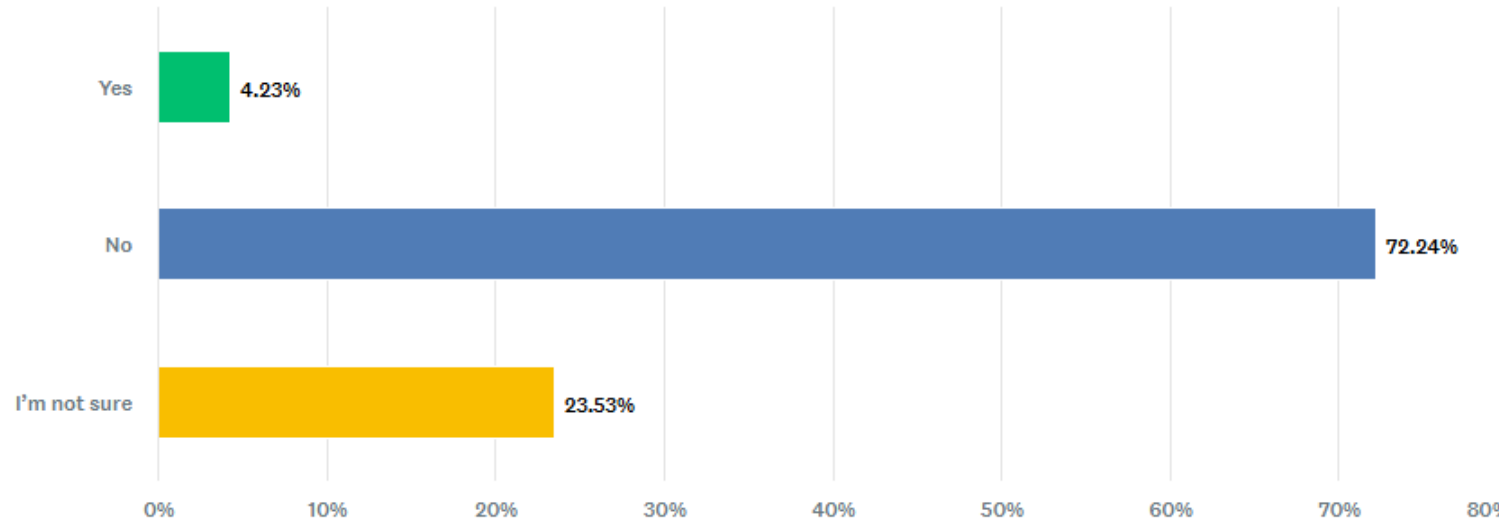


Answer Choices ↓	Percentage ↓	Responses ↓	
● Same Day	11.34%	67	...
● Next Day	17.43%	103	...
● Within the same week	13.03%	77	...
● Never Resolved	22.50%	133	...
● I didn't report it	35.70%	211	...
Total		591	

Residential Trash Survey Service Issues

- Garbage

If your items were not picked up as a result of not following the guidelines, were you notified by Frontier via a cart tag?

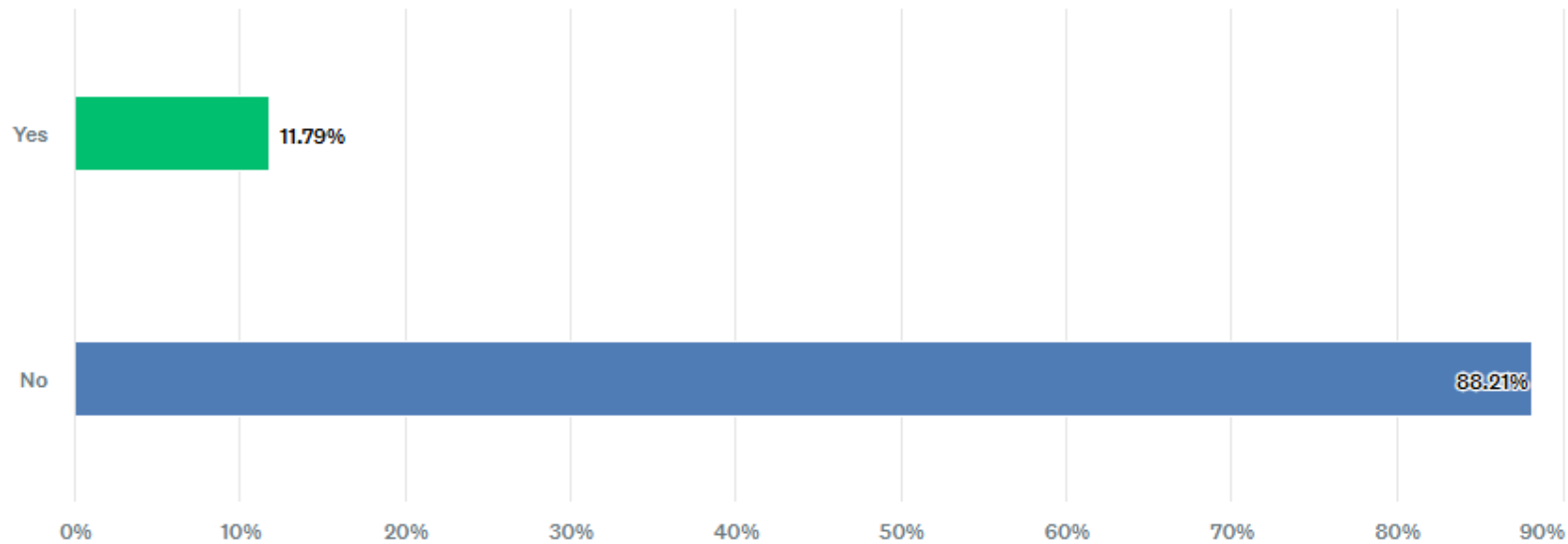


Answer Choices ↓	Percentage ↓	Responses ↓
● Yes	4.23%	23
● No	72.24%	393
● I'm not sure	23.53%	128
Total		544

Residential Trash Survey Service Issues

- Recycle

In the last 6 months, have you had missed recycling pickups?

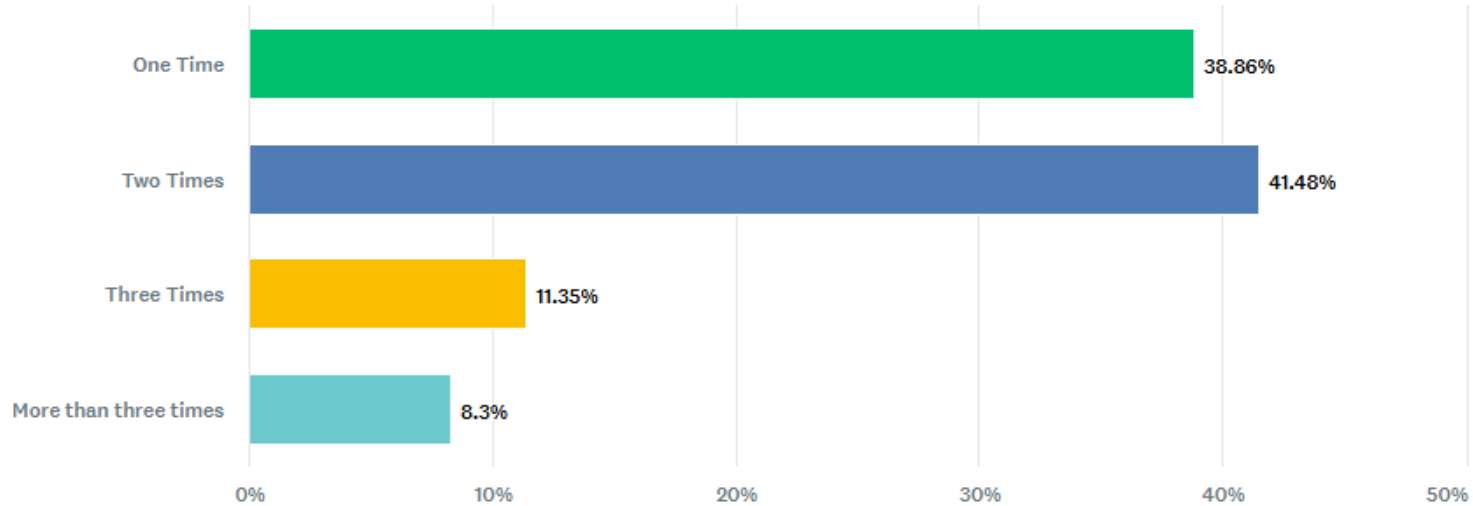


Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	11.79%	215	...
● No	88.21%	1608	...
Total		1823	

Residential Trash Survey Service Issues

- Recycle

If yes, how many?

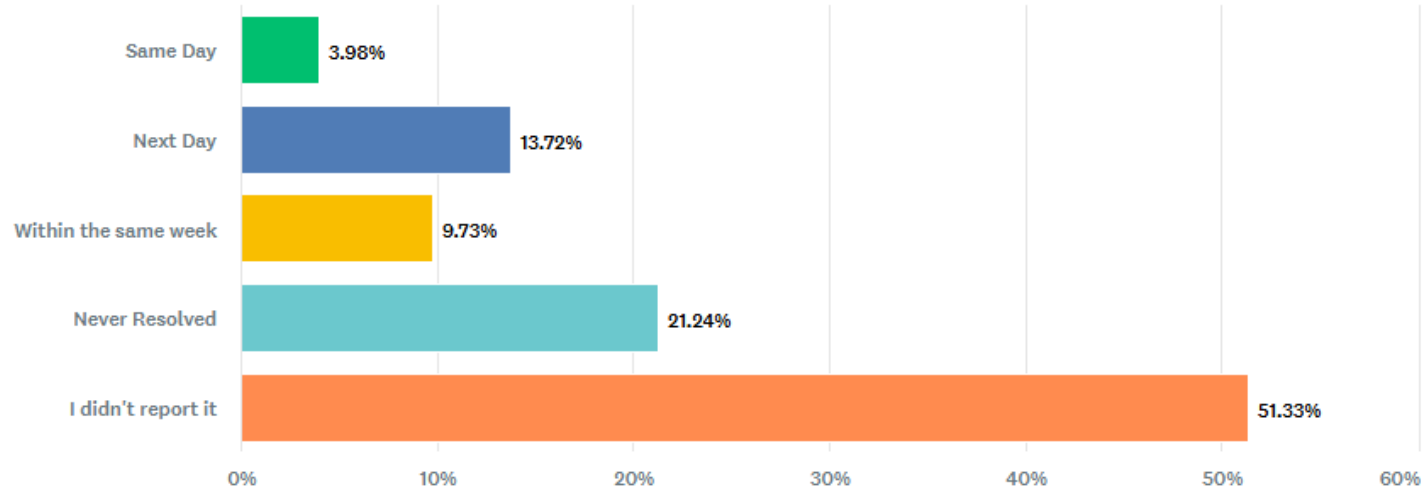


Answer Choices ↓	Percentage ↓	Responses ↓	
● One Time	38.86%	89	...
● Two Times	41.48%	95	...
● Three Times	11.35%	26	...
● More than three times	8.30%	19	...
Total		229	

Residential Trash Survey Service Issues

- Recycle

How quickly was it resolved?

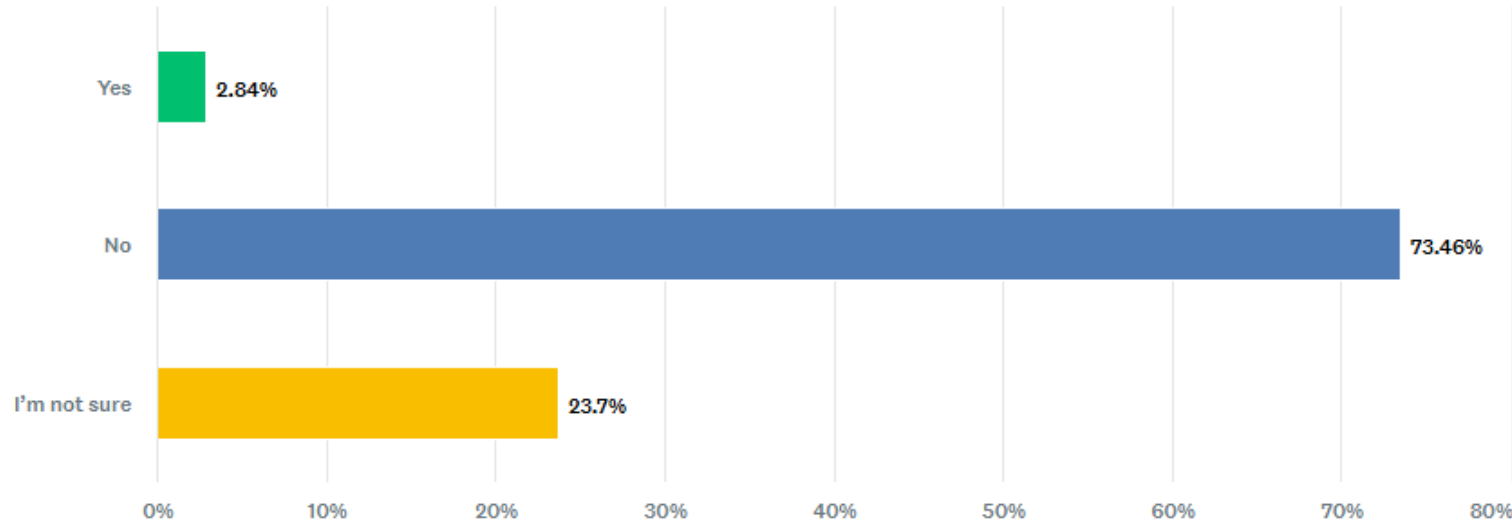


Answer Choices ↓	Percentage ↓	Responses ↓
Same Day	3.98%	9
Next Day	13.72%	31
Within the same week	9.73%	22
Never Resolved	21.24%	48
I didn't report it	51.33%	116
Total		226

Residential Trash Survey Service Issues

- Recycle

If your items were not picked up as a result of not following the guidelines, were you notified by Frontier via a cart tag?

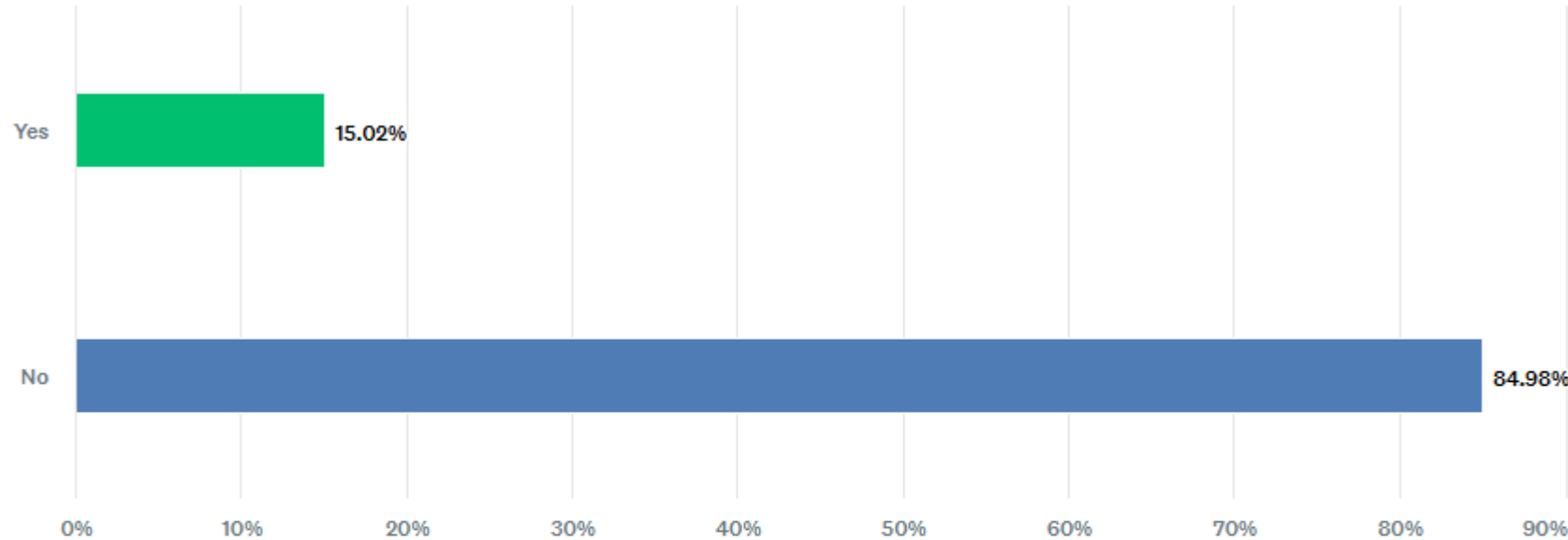


Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	2.84%	6	...
● No	73.46%	155	...
● I'm not sure	23.70%	50	...
Total		211	

Residential Trash Survey Service Issues

- Brush/Bulk

In the last 6 months, have you had missed brush/bulk pickups?

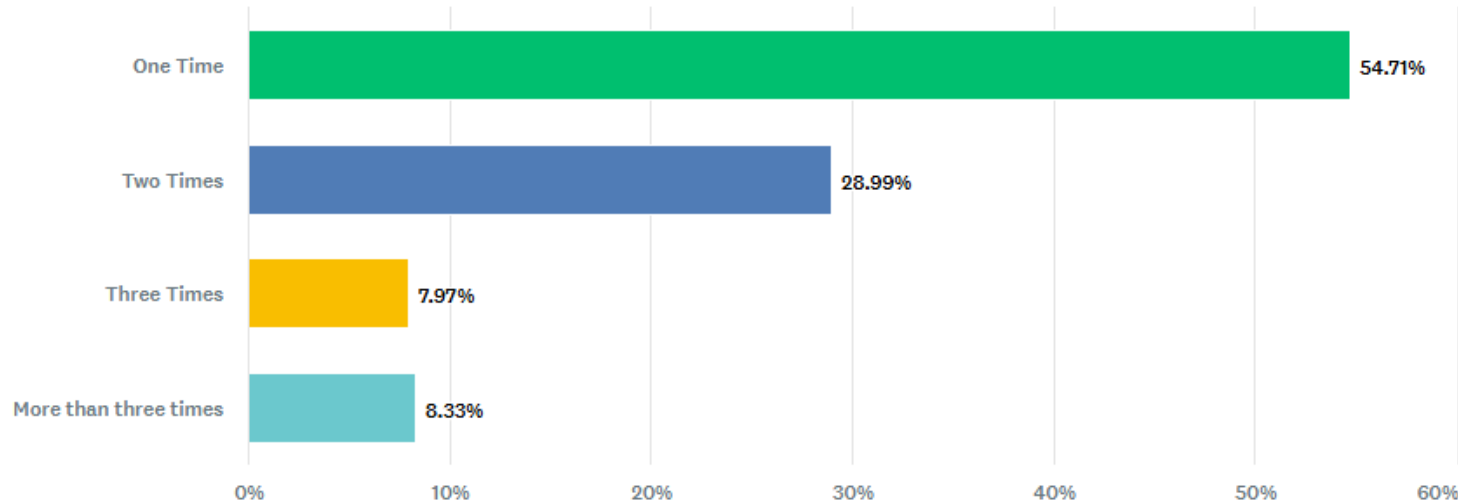


Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	15.02%	274	...
● No	84.98%	1550	...
Total		1824	

Residential Trash Survey Service Issues

- Brush/Bulk

If yes, how many?

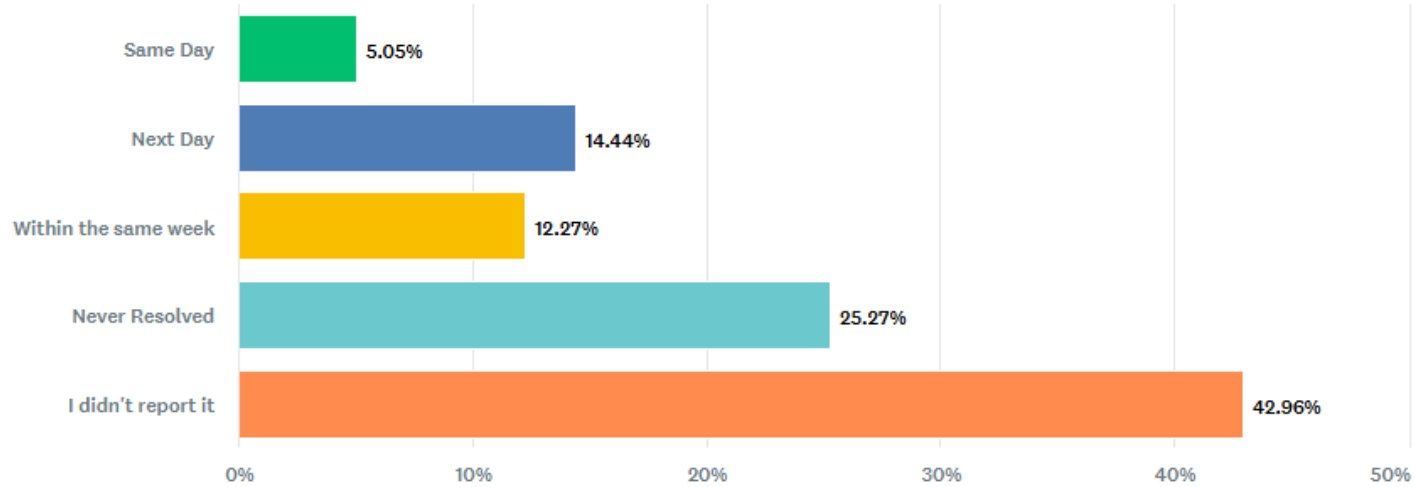


Answer Choices ↓	Percentage ↓	Responses ↓	
● One Time	54.71%	151	...
● Two Times	28.99%	80	...
● Three Times	7.97%	22	...
● More than three times	8.33%	23	...
Total		276	

Residential Trash Survey Service Issues

- Brush/Bulk

How quickly was it resolved?

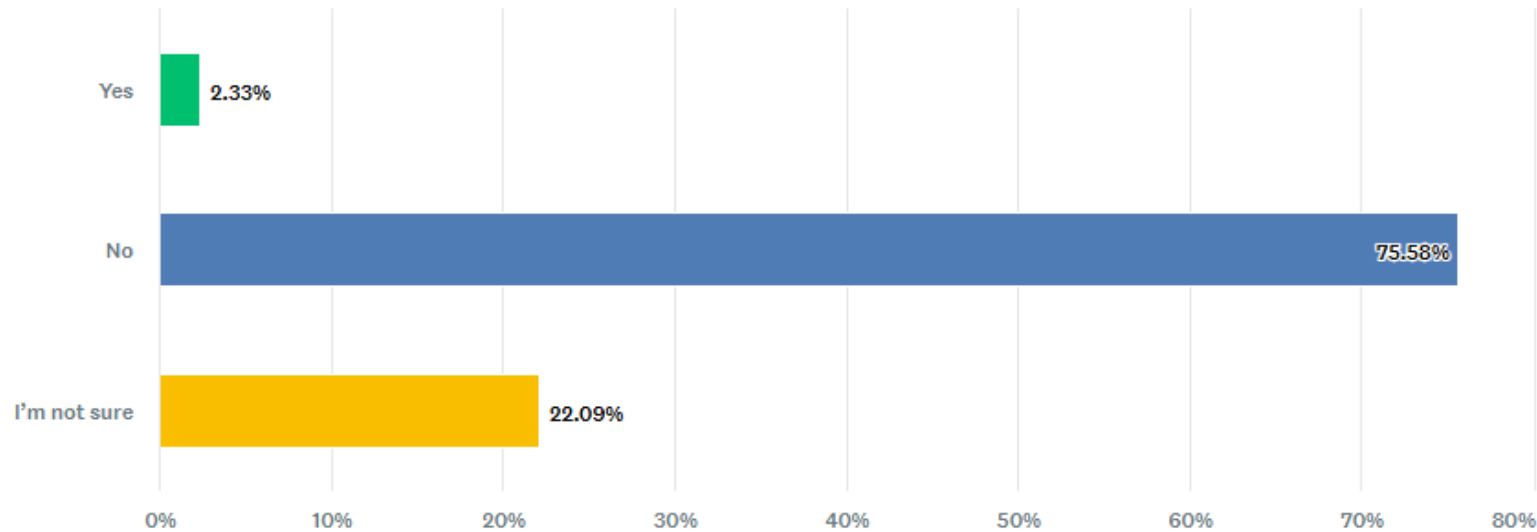


Answer Choices ↓	Percentage ↓	Responses ↓	
● Same Day	5.05%	14	...
● Next Day	14.44%	40	...
● Within the same week	12.27%	34	...
● Never Resolved	25.27%	70	...
● I didn't report it	42.96%	119	...
Total		277	

Residential Trash Survey Service Issues

- Brush/Bulk

If your items were not picked up as a result of not following the guidelines, were you notified by Frontier via a cart tag?

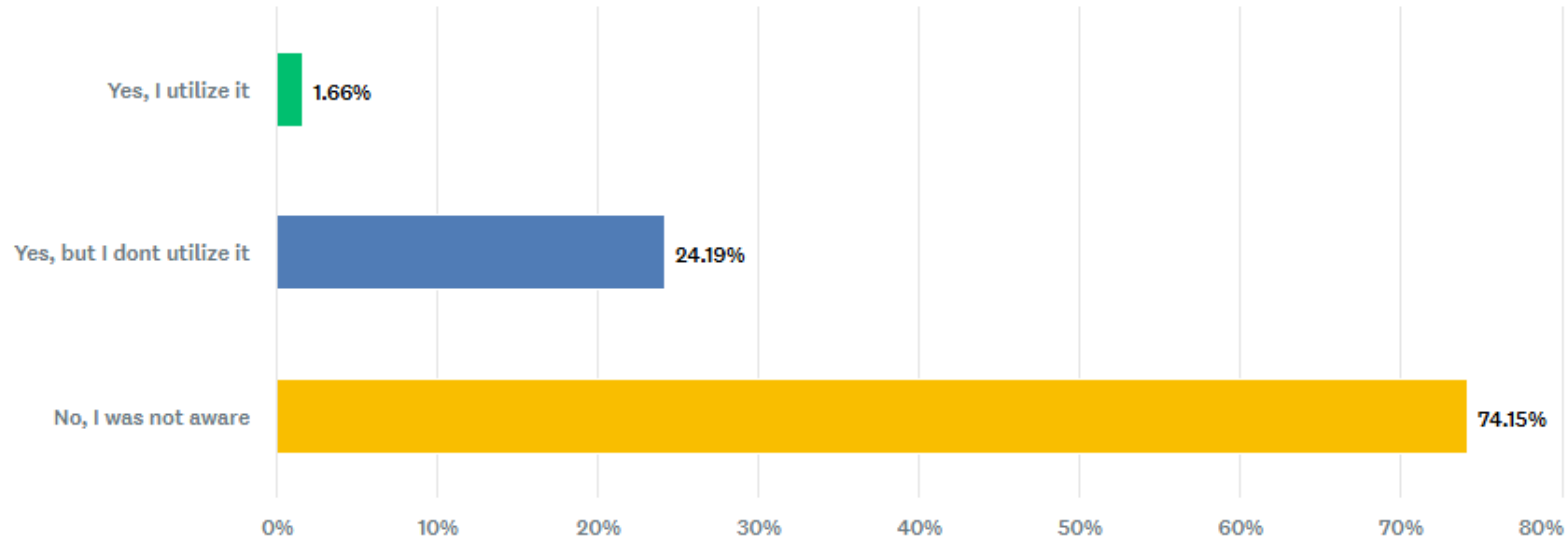


Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	2.33%	6	...
● No	75.58%	195	...
● I'm not sure	22.09%	57	...
Total		258	

Residential Trash Survey Other Items

- Special Collection

If you are elderly or disabled, are you aware of the special accommodation services?

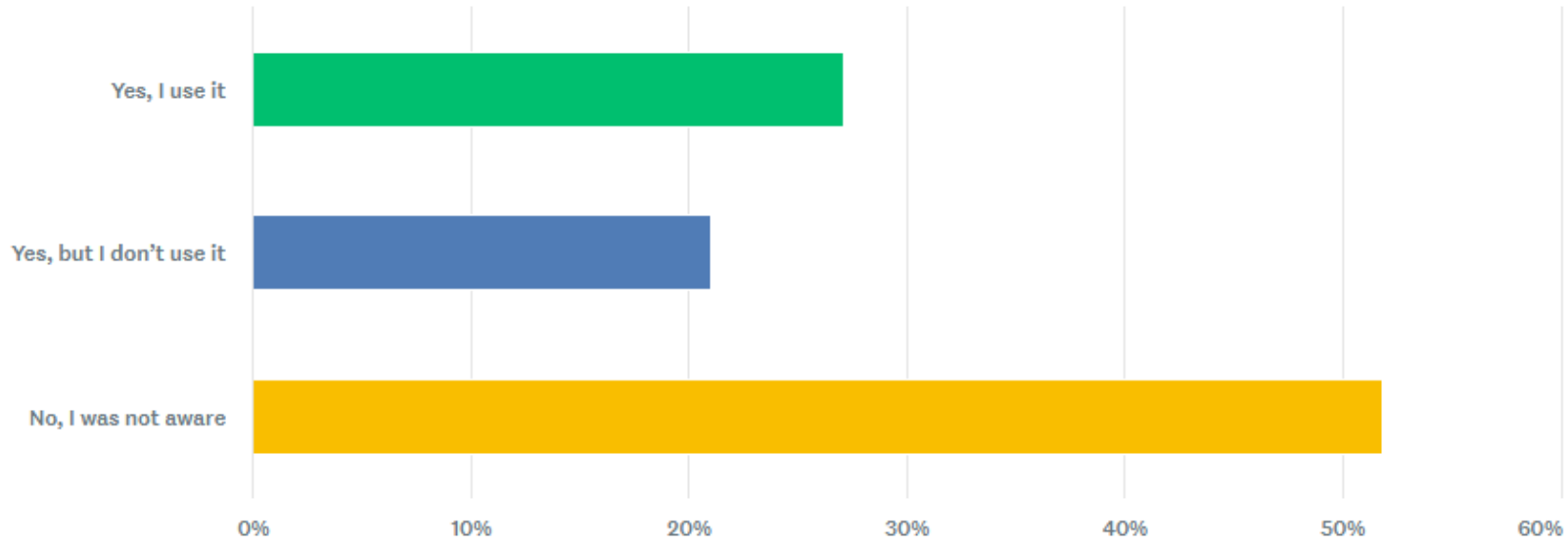


Answer Choices ↓	Percentage ↓	Responses ↓
● Yes, I utilize it	1.66%	25
● Yes, but I dont utilize it	24.19%	364
● No, I was not aware	74.15%	1116
Total		1505

Residential Trash Survey Other Items

- Mobile App

Are you aware that Frontier has a mobile app?

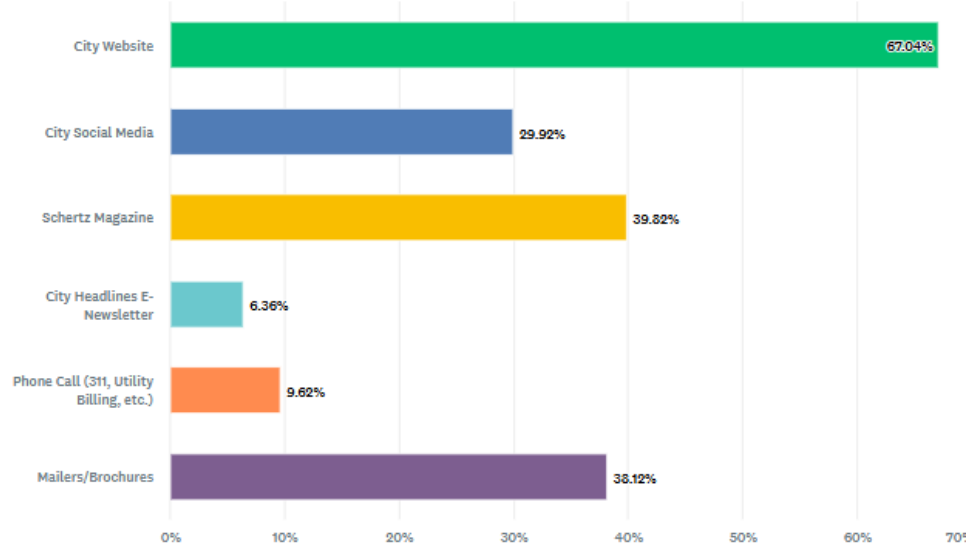


Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes, I use it	27.09%	477	...
● Yes, but I don't use it	21.07%	371	...
● No, I was not aware	51.85%	913	...
Total		1761	

Residential Trash Survey Other Items

- Communication Sources

Have you accessed any information regarding waste collection from the following sources:
(check all that apply)



^ Collapse

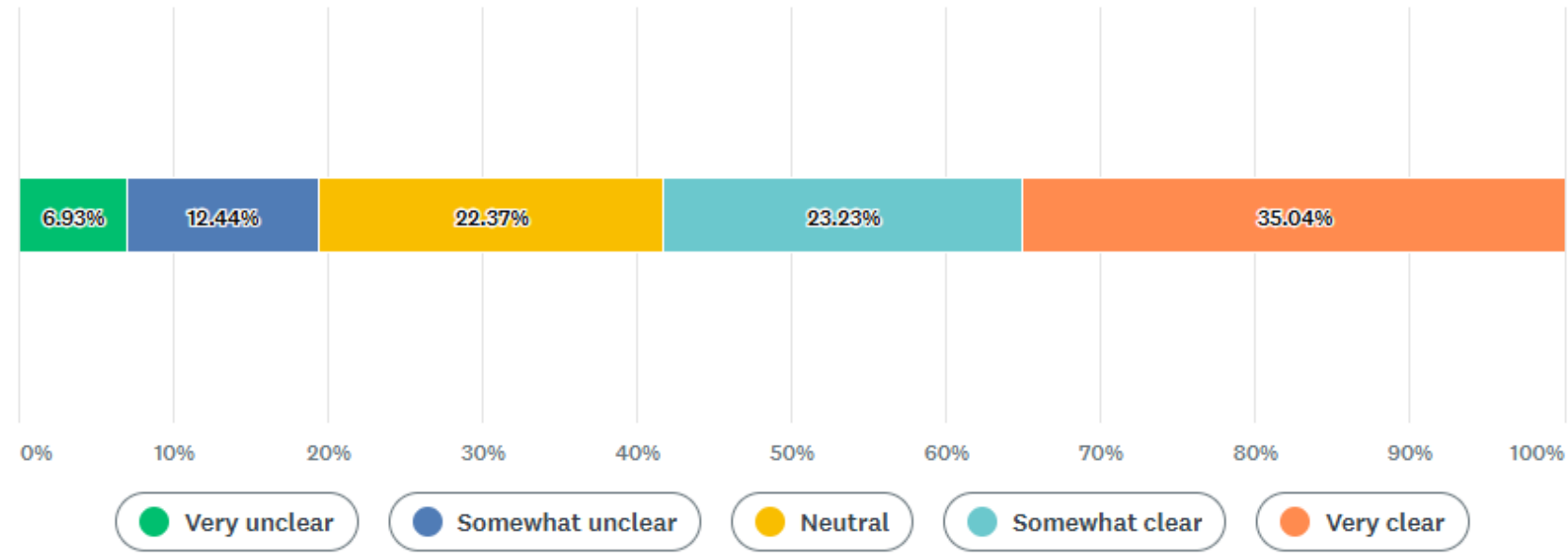
Answer Choices ↓	Percentage ↓	Responses ↓	
City Website	67.04%	948	...
City Social Media	29.92%	423	...
Schertz Magazine	39.82%	563	...
City Headlines E-Newsletter	6.36%	90	...
Phone Call (311, Utility Billing, etc.)	9.62%	136	...
Mailers/Brochures	38.12%	539	...
Total		2699	

Residential Trash Survey Service Highlights

Q28 1761 responses

☰ ↓ 📊 Stacked bar ▼

How clear and understandable is information about your waste collection service (collection days, holidays, cart placement, acceptable items, etc.)?



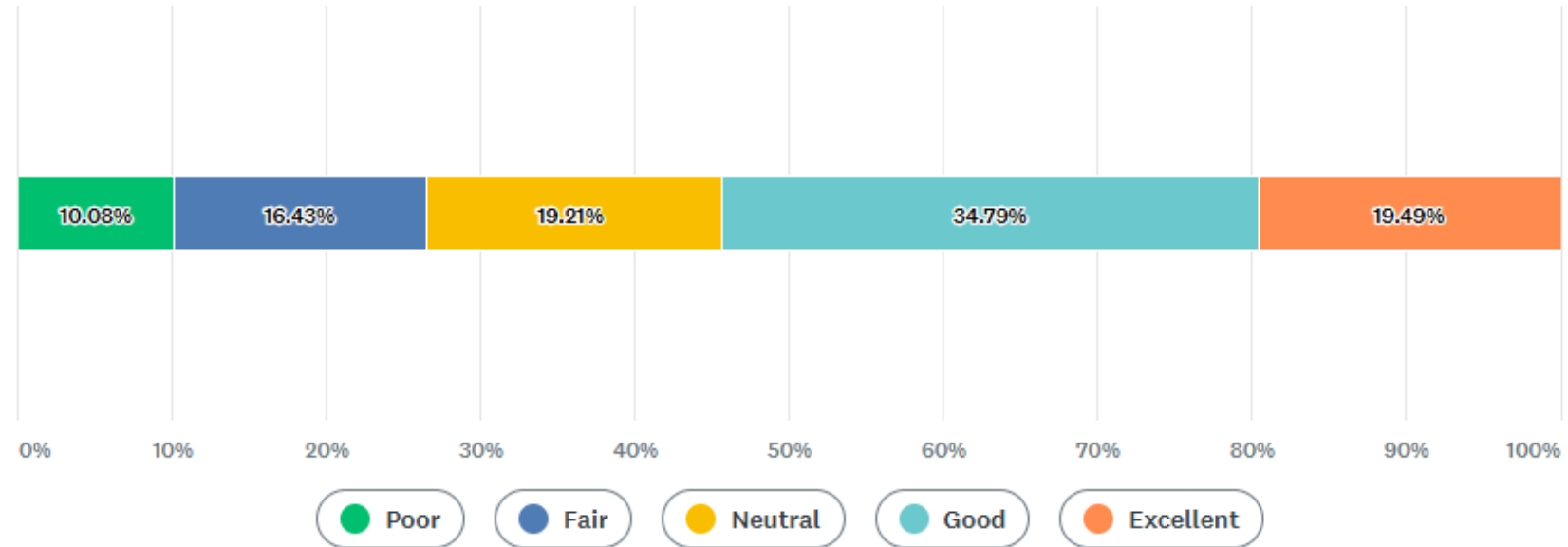
Very unclear	Somewhat unclear	Neutral	Somewhat clear	Very clear	Total
6.93%	12.44%	22.37%	23.23%	35.04%	1761
122	219	394	409	617	

Residential Trash Survey Service Highlights

Q29 1765 responses

Stacked bar

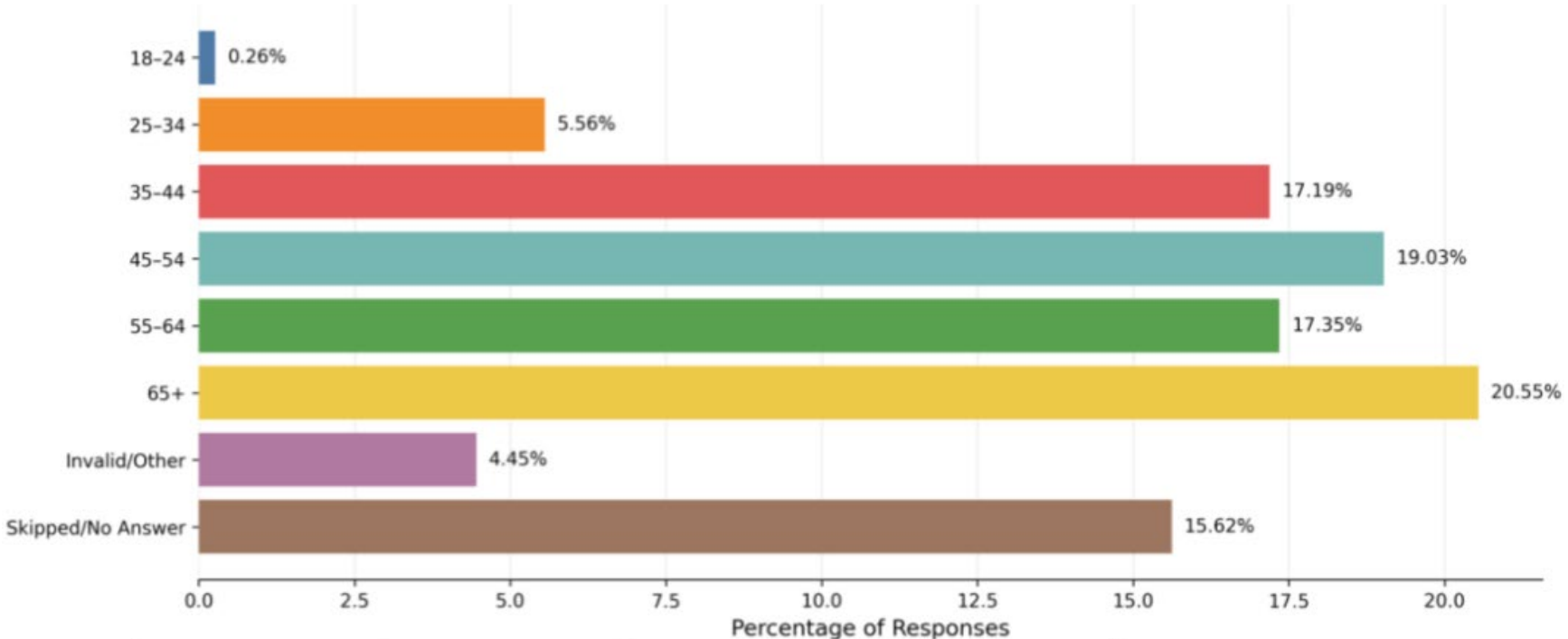
How would you rate the overall quality of services you currently receive?



Poor	Fair	Neutral	Good	Excellent	Total
10.08%	16.43%	19.21%	34.79%	19.49%	1765
178	290	339	614	344	

Residential Trash Survey Demographics

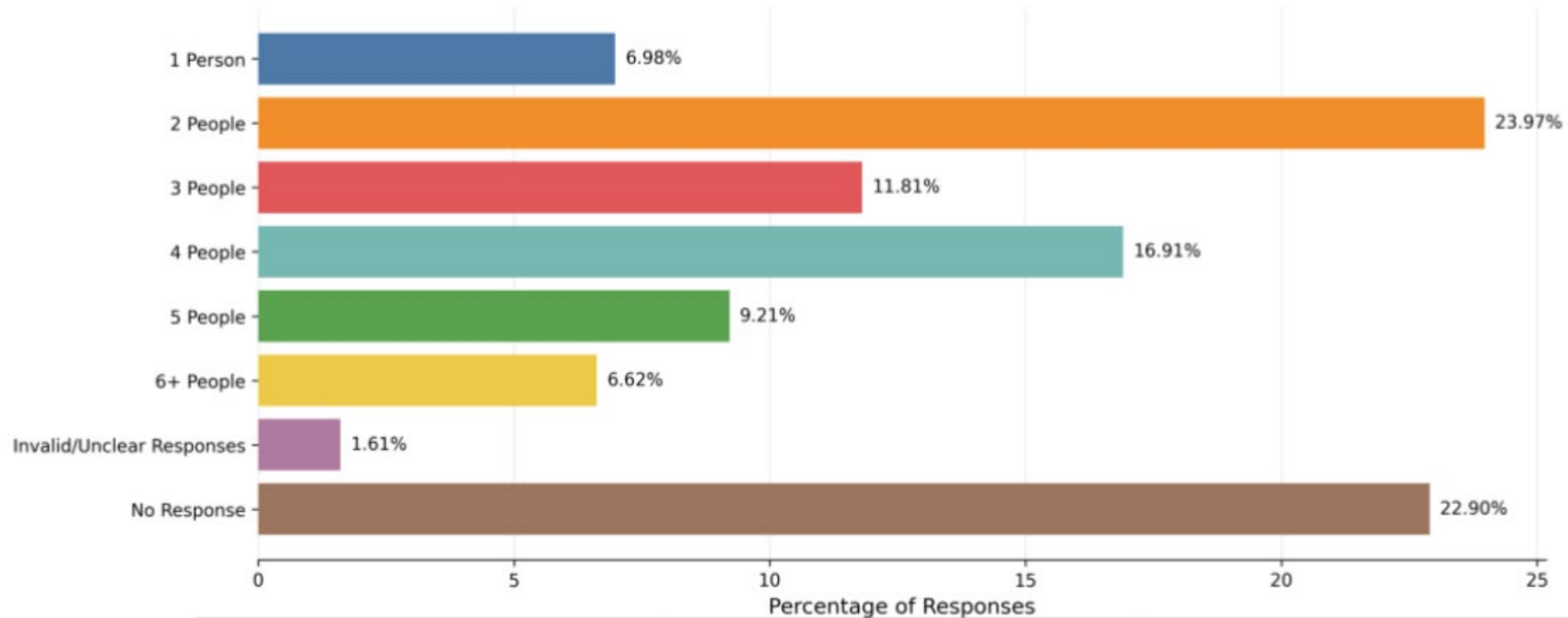
Age Group Distribution



Age Group	Count	Percentage
18-24	5	0.26%
25-34	106	5.56%
35-44	328	17.19%
45-54	363	19.03%
55-64	331	17.35%
65+	392	20.55%
Invalid/Other	85	4.45%
Skipped/No Answer	298	15.62%
Total	1908	100.00%

Residential Trash Survey Demographics

Household Size Distribution



Household Size	Count	Percentage
1 Person	78	6.98%
2 People	268	23.97%
3 People	132	11.81%
4 People	189	16.91%
5 People	103	9.21%
6+ People	74	6.62%
Invalid/Unclear Responses	18	1.61%
No Response	256	22.90%
Total	1118	100.00%

Residential Trash Survey Open Question

- Total Additional Comments: 880
 - Dissatisfied – 683
 - Reduction from twice-a-week to once-a-week
 - Weekly recycling to every-other-week recycling
 - Missed pickups or inconsistency service
 - Container size
 - Odor/Sanitation
 - Customer service
 - Better communication about available services
 - Neutral – 92
 - Satisfied – 95
 - Reliable pickup schedules
 - Good customer service interactions
 - Fine with frequency of pick-ups
 - Quick resolution of missed pick-ups
 - N/A or Unknown - 10
- General sentiment indicates that dissatisfaction is more closely tied to change of service levels over service execution

Residential Trash Survey Takeaways

- Based on results, staff does not recommend any change in service
- Focus on communication for specific services:
 - Guidelines for brush/bulk
 - Household hazardous waste
 - Special accommodation trash collection
 - Mobile App
- Continue to work with Frontier
 - Ensure cart tags are being set out
 - Continue monthly discussions

COMMENTS AND QUESTIONS