



City of Smithville
Solid Waste Survey Results
May 8, 2024

Prepared by:

- Jill Strube, Director of Economic Development/Grants Administration
- Jose Rivera, Community Engagement Coordinator

Summary

In total, 376 responses were collected for the Solid Waste Survey, officially open from April 1-30, 2024. Of those, 286 were filtered as residents within city limits. Of the remaining 90 collected responses, 43 were classified as outside city limits, 6 were duplicates (based on IP addressing, not including known manual and individual data entry), and 41 took a beta version of the survey prior to its official opening date. All of the data tables and all comments are provided in the Appendix for more specific review.

The following information is based on the answer provided by the 286 in-town, unduplicated individuals.

Regarding how often residents need trash pickup (Q5):

- 51% said TWICE per week
- 45% said ONCE per week
- 4% said OTHER

Regarding the use of current services (Q1-4):

- 67% stated that they currently use WM Trash Pickup services twice per week while 23% said they use it once per week.
- The Brush Dump on the Hill and the City Warehouse Dump are the least-used waste management services: 60% and 54% respectively said they NEVER use these services.
- This question indicates that 35% of residents use the Smithville Recycling Center OFTEN (15%) or REGULARLY (20%); 37% say they NEVER use the Recycling Center.
- The vast majority of the respondents (91%) say use Leaf and Limb services at least a few times each year: 33% say they SOMETIMES use the service; 27% say they REGULARLY use the service; and 17% say they OFTEN use the service.
- Over 50% of residents say they SOMETIMES (31%) or RARELY (24%) use WM's monthly Bulky Trash Pickup; 30% of residents say they OFTEN (13%) or REGULARLY (17%) use this service.

Q6 asked about more specific possible changes to trash pickup. The City was asked to include a question about adding curbside recycling to this survey and to include information about reducing pickup service to one time per week, with the option of adding a second trash can or not. When considering this scenario, 41% said they do not want to change from the current twice-per-week trash service, 27% wanted to move to once-per-week trash and once-per-week curbside recycling, and 26% preferred once-per-week trash only pickup (with or without a second trash can).

Q7 and Q8 were designed to compare the difference in the use of the Recycling Center before and after the \$50-in-town and \$100-out-of-town fee was put into effect. Prior to the usage fee, 56% of the respondents said they used the Center more than once a month. After the usage fee went into effect, this dropped to 22%. The number of respondents that said they RARELY OR NEVER use the recycling center increased from 17% to 68% after the fee was instituted in January.

| Use of Recycling Center | Before Fee | After Fee |
|---|-------------------|------------------|
| Several times a week or nearly daily | 10% | 2% |
| About once a week | 22% | 9% |
| A few times a month | 24% | 11% |
| About once a month | 15% | 4% |
| At least a few times a year, but less than once a month | 12% | 6% |
| Rarely or never | 17% | 68% |

Q9: Survey respondents were overwhelmingly in favor of keeping the Leaf and Limb services AS IS (77%) compared to 17% who wished for residents to have to call for pickup and 2% who wished to stop services.

Q10: Over half of the respondents have alley access (56%).

Q11: Respondents were overwhelmingly VERY SATISFIED (56%) or SATISFIED (29%) with the quality and level of service that WMI provides for trash pickup.

Regarding the type of recycling materials that people used to/continue to bring to the Recycling Center (Q12), the vast majority bring cardboard (86%). About 50% bring Plastics #1 (55%) and #2 (51%), mixed paper (52%), and aluminum cans (47%).

Of these 286 residents, 57% identified as living near Smithville Elementary School, Central School/Historic District, and the Smithville Public Library (the north side of town), and 17% identified as living near Brown Primary and MLK Park (the south side of town). The remaining 26% identify with other landmarks around town.

The following information is based on the answer provided by the 41 individuals who took the survey before it was official opened, prior to several substantial changes to the questions. The reader should understand that some of these individuals would have re-taken the survey at a later date when it was officially opened and so cannot be included directly with the other responses because they would be duplicates. Therefore, these responses need to be considered informational in a separate way, and are provided respect for the individuals who may not have re-taken the survey after it was officially opened. These responses are comparable to the results from the 286 above.

Regarding how often residents need trash pickup (Q5):

- 51% said TWICE per week
- 49% said ONCE per week
- 0% said OTHER

Regarding Q6 about more specific possible changes to trash pickup: 48% preferred once-per-week trash only pickup (with or without a second trash can), 33% said they do not want to change from the current twice-per-week trash service, 20% wanted to move to once-per-week trash and once-per-week curbside recycling.

Appendix 1

Data Tables for 286 Respondents (living in town, took survey when it was officially open, and unduplicated)

Q1-4 How often do you use the following CURRENTLY PROVIDED waste services?

| | Often (1-5 times per week) | Regularly (1-4 times per month) | Sometimes (4-11 times per year) | Rarely (less than 3 times per year) | Never | Total |
|--|----------------------------|---------------------------------|---------------------------------|-------------------------------------|-------|-------|
| Smithville Recycling Center | 15% | 20% | 13% | 14% | 37% | 283 |
| Brush Dump on the Hill | 1% | 4% | 11% | 24% | 60% | 281 |
| City Warehouse Dump to dispose of construction debris or other bulky items any time) | 1% | 2% | 11% | 33% | 54% | 283 |
| | Often (2 times per week) | Regularly (1 time per week) | Sometimes (2-6 times per month) | Rarely (less than 1 time per month) | Never | Total |
| WM Garbage Collection (Available twice/week) | 67% | 23% | 7% | 2% | 1% | 284 |
| | Often (1 time per week) | Regularly (2-6 times per month) | Sometimes (4-11 times per year) | Rarely (less than 3 times per year) | Never | Total |
| Leaf and Limb Service (Available once/week) | 17% | 27% | 33% | 14% | 9% | 284 |
| | Often (1 time per month) | Regularly (5-11 times per year) | Sometimes (2-4 times per year) | Rarely (less than 1 time per year) | Never | Total |
| WM Bulky Trash Pickup (Available once/month) | 13% | 17% | 31% | 24% | 15% | 239 |

Q5 Do you need trash pick-up once or twice per week?

| Answer Choices | Responses | |
|------------------------|-----------------|------------|
| Once per week | 45.3% | 129 |
| Twice per week | 51.2% | 146 |
| Other (please specify) | 3.5% | 10 |
| | Answered | 285 |
| | Skipped | 1 |

Other (please specify)

- 2 trash receptacles
- Twice per month
- Twice is fine if price drops
- Once per wk for trash (city should provide larger bin) and once per wk for recycle would be so much better!
- Once a week at MOST. I would love the option to reduce the exorbitant \$50/mo. fee!
- I only "need" once, but prefer twice.
- Once is fine but I would need a larger garbage can
- once a month
- 1 time every 7-8 weeks.
- We are a low waste family. 2 pickups a month is sufficient.

Q6 If the City were to change to trash pick-up only one time per week, residents who have more trash would be able to purchase a second trash can from WMI. What is your need/preference related to this option?

| Answer Choices | Responses | |
|--|-----------------|------------|
| I need twice-a-week service and I DO NOT want to pay for a second trash can. (Current Service) | 41% | 116 |
| I want to go to once-a-week service and I WOULD pay for a second trash can. | 2% | 7 |
| I want to go to once-a-week service, but I DO NOT need a second trash can. | 24% | 67 |
| I would prefer once-a-week trash and once-a-week curbside recycling. | 27% | 78 |
| I am not sure what would be best for my family. | 1% | 3 |
| Other (please specify) | 5% | 14 |
| | Answered | 285 |
| | Skipped | 1 |

Other (please specify)

- If it goes once a week, it will be ok with me. Will it be cheaper?
- Once a week and cheaper bill monthly
- 2/week trash +recycle, pay ok
- Already pay for extra can with twice a week
- Twice a week service. Would pay for second trash can if had to.
- Once/week larger trash can, once/week smaller recycling can at NO ADDITIONAL CHARGE
- I GENERALLY put out 1 can of trash every 7-8 weeks and have more recycling than trash. I do not mind bringing my recycling to the Recycling Center. It would be nice to have glass recycling too.
- We have 2 trash cans but my dad does dialysis so there is always so much trash
- We are a low waste family. 2 pickups a month is sufficient.
- Anything is fine
- like twice/week pickup, but won't pay for a second can
- once a month trash
- I would pay for a second trash can, and once a week curbside recycling
- I would be okay with once a week if fees were cut in half

Q7 Please state your use of the recycling center BEFORE the fee was required.

| Answer Choices | Responses | |
|---|-----------------|------------|
| Several times a week or nearly daily | 10% | 30 |
| About once a week | 22% | 62 |
| A few times a month | 24% | 70 |
| About once a month | 15% | 42 |
| At least a few times a year, but less than once a month | 12% | 34 |
| Rarely or never | 17% | 48 |
| | Answered | 286 |
| | Skipped | 0 |

Q8 Please state your use of the recycling center AFTER the fee was required.

| Answer Choices | Responses | |
|---|-----------------|------------|
| Several times a week or nearly daily | 2% | 5 |
| About once a week | 9% | 27 |
| A few times a month | 11% | 30 |
| About once a month | 4% | 11 |
| At least a few times a year, but less than once a month | 6% | 17 |
| Rarely or never | 68% | 195 |
| | Answered | 285 |
| | Skipped | 1 |

Q9 Would you like to change the leaf and limb service?

| Answer Choices | Responses | |
|-------------------------------------|-----------------|------------|
| No: Leave as is | 77% | 219 |
| Yes: Stop services, I don't need it | 2% | 6 |
| Yes: Call for pick up only | 17% | 49 |
| Other (please specify) | 3% | 9 |
| | Answered | 283 |
| | Skipped | 3 |

Other (please specify)

- It would be nice if they actually picked it up
- Great service, I use it. We all use it on my street.
- quarterly or bi-annual
- Make it once per week or biweekly
- I use the click it app for leaf/limb
- I'm not sure of the current schedule
- One of my homes does have the service because of location.
- I understood the city provides this service!?

Q10 Do you have alley access?

| Answer Choices | Responses | |
|----------------|-----------------|------------|
| Yes | 56% | 158 |
| No | 44% | 123 |
| | Answered | 281 |
| | Skipped | 5 |

Q11 Overall, how satisfied are you with the quality and level of service WMI provides for curbside/alley trash pickup?

| Answer Choices | Responses | |
|-------------------|-----------------|------------|
| Very satisfied | 56% | 158 |
| Satisfied | 29% | 83 |
| Neutral | 13% | 37 |
| Dissatisfied | 1% | 4 |
| Very dissatisfied | 0% | 1 |
| | Answered | 283 |
| | Skipped | 3 |

Q12A If you have ever used/continue to use the recycling center, what items do/did you regularly drop off? Check all that apply.

| Answer Choices – sorted by TYPE | Responses | |
|--|-----------------|------------|
| Metal | 22% | 59 |
| Tin Cans | 36% | 97 |
| Aluminum Cans | 47% | 127 |
| Cardboard | 86% | 231 |
| Office Paper | 24% | 64 |
| Mixed Paper (mail, catalogues, magazines, cereal-box/flat cardboard, etc.) | 52% | 141 |
| Plastics (#1) | 55% | 149 |
| Plastics (#2) | 51% | 137 |
| Plastics (all other kinds) | 19% | 51 |
| Motor Oil | 16% | 42 |
| | Answered | 270 |
| | Skipped | 16 |

Q12B If you have ever used/continue to use the recycling center, what items do/did you regularly drop off? Check all that apply.

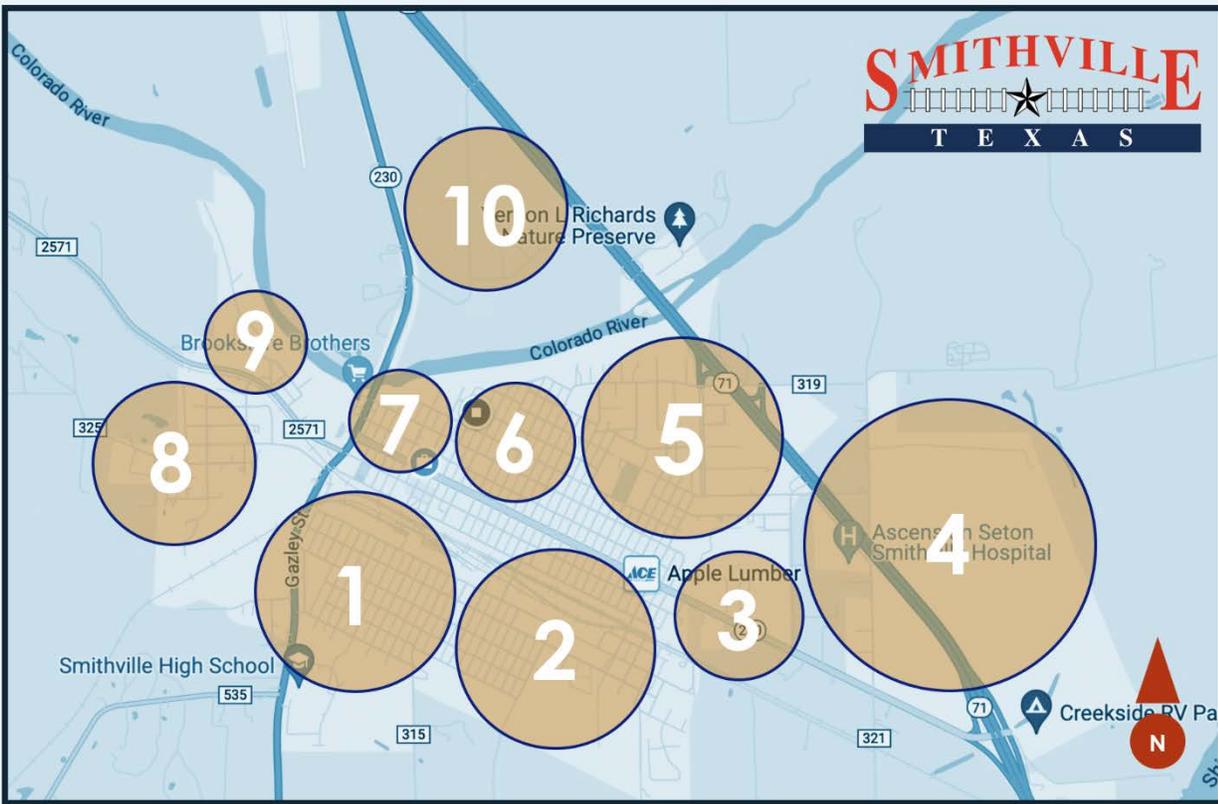
| Answer Choices – sorted by QUANTITY | Responses | |
|--|-----------------|------------|
| Cardboard | 86% | 231 |
| Plastics (#1) | 55% | 149 |
| Mixed Paper (mail, catalogues, magazines, cereal-box/flat cardboard, etc.) | 52% | 141 |
| Plastics (#2) | 51% | 137 |
| Aluminum Cans | 47% | 127 |
| Tin Cans | 36% | 97 |
| Office Paper | 24% | 64 |
| Metal | 22% | 59 |
| Plastics (all other kinds) | 19% | 51 |
| Motor Oil | 16% | 42 |
| | Answered | 270 |
| | Skipped | 16 |

Comments

- I would frequently visit to procure boxes for reuse.
- Want curbside recycle
- Glass
- Glass should be included. Adding the fee was counterproductive
- I want to recycle glass
- Need place to recycle glass
- Please accept glass!
- Please add glass to recycle center
- Want to add glass
- wish you could take glass also
- Would like glass recycle and paid aluminum recycle
- Would like glass recycling
- also shredded bagged home files and invoices
- Trash service is very good
- Plastics unknown if #1, #2 or other
- There are 4-6 other (food-container) plastics besides #1 and #2. Recycling program should accept those, too, along with glass--like La Grange and Travis counties do.
- I don't mind paying. I am going less because I wait until I have more items/fewer trips.
- I don't mind paying the fee, I just haven't made it to City Hall
- I've used the recycling center all the time for every item that Smithville recycles. I've moved out of the Smithville area but came back and was so excited to take my recycling there because it's the one reliable location to recycle in Bastrop County. I was just made to see that you're charging a membership fee although I do understand it. I just wish there was a way that you could accept a nominal fee such as two dollars or three dollars for people that want to drop off recycling.
- I am very upset by the new rules for the Recycling Center. I work past 5:00 and my Saturdays are always full. The new card/closing situation gives very little time for working people!!
- I currently do not recycle due to the inconvenience of having to put trash in my vehicle to drive to the recycle center.
- I didn't mind recycling but I just cannot afford a fee to do so. It's amazing how much I have put in the trash since January.
- I hate not recycling but I'm not going to pay the City for ME to clean, sort and deliver recyclables.

Q13 Which landmark is closest to your residence (choose the best answer)?

| Answer Choices by Responses (Map Legend) | Responses | |
|--|-----------------|------------|
| Smithville Elementary School (5) | 28% | 80 |
| Central School/Historic Residential District (6) | 17% | 48 |
| Smithville Public Library (7) | 12% | 33 |
| Seton-Ascension Hospital (4) | 9% | 27 |
| MLK Park/RVICS (2) | 9% | 25 |
| Brown Primary School (1) | 8% | 23 |
| Keilberg Park/ "The Hill" (8) | 7% | 20 |
| Born Again Emporium (3) | 4% | 10 |
| Hurta Estates (10) | 2% | 6 |
| Pecan Shores (9) | 1% | 3 |
| I live outside of City Limits | 1% | 2 |
| Other (please specify) | 3% | 9 |
| | Answered | 286 |
| | Skipped | 0 |



Q14 Do you have any other comments, questions, or concerns about solid waste management at the City of Smithville?

| | |
|----------|-----|
| Answered | 174 |
| Skipped | 112 |
| | 286 |

“Comments” from all 376 Respondents

- I feel that once a week trash pickup would be more economical even if a second can would need to be purchased by some. Leaf and limb pickup is a great service that needs to stay the same. Thanks.

- I think going down to once a week trash pickup and then charging those who need a second can is the best option, and would hopefully encourage people to be more conscious of how much trash they generate. I think programs to encourage mindfulness of waste/composting/and reusing items at home before recycling would hopefully encourage people as well.
- I would be willing to change to trash pickup to once a week if the cost comes down.
- If trash goes to once a week I would expect the monthly charge to be half
- We could go to 1/wk trash pick up. If we moved to recycling at the house we would have more recycling than trash.
- I need 2 cans twice a week. My can overflows everytime and I have to use a neighbors can.
- I need twice a week trash pickup
- I really like the trash pickup service. The leaf and limb pickup is especially convenient.
- I would like to keep trash pick up twice a week instead of once. Definitely won't purchase a second can if moved to once a week.
- I'd rather have two a week trash pickup then leaf and limb if I had to choose
- Love our twice weekly ALLEY pick up but would be willing to give up one day in exchange for recycling pick up. Love leaf/limb service and occasional bulky pick up too.
- Once a week will not work. It will increase flies and rodents.
- Please do not remove the twice a week service for trash. I have 6 people in my home and we need the service. But can't afford to pay more than we already do.
- Please keep Twice a week
- Please leave at twice a week, some families are larger than others and have more trash. More importantly, leaving trash outside for once a week pickup WILL attract more RODENTS and INSECTS, especially in the Texas heat. Also, make recycling easier with pickup days at our homes.
- We need twice a week service also if it got switched to once a week we expect a free trash can since the wm employees broke our regular trash can.
- Can't be without our city limb and leaf service. Please don't change it. Our city needs it.
- Great job picking up branches and leaves!
- I do not put out limbs or leaf often, but my neighbors do. The Smithville truck with limb and leaf machine just drive by her house. Not sure why they are using city gas and time just driving around town and not picking up limbs and leaf's as the pass by?
- I find the guys driving around for the leaves/limbs do just that. Drive around. The fee for the recycling center upset many because of the restricted hours. I like the twice a week trash service but if going to once a week with a recycling container at NO additional fee, once a week would be fine.
- It is great just the way it is. The limb and leaf pickup is a heck of a reelection tool.
- Leaf and limb gang could be used to better maintain easements and weed control.
- Leaf and limb pickup is wonderful and definitely needed. Once a week trash pickup is all that is needed along with the recycle center.
- One of the best overall services is the leaf and limb service. This helps to prevent drainage issues as a result of debris.
- The limb service is sometimes not on time. They seem to just do what they like. If we switch to once weekly trash service will there be a bill reduction?
- I would be willing to pay more for home recycling plus twice/week trash pickup.
- 2x a week is great but it just encourages me to throw away recyclable cause I don't use that much trash and have a problem with paying extra to recycle when ingotta do all the rok to haul, sort, and drop off
- As a one person household...I should not be paying \$48.50 monthly..the same as a 8-10 person household!! Ridiculous
- As a Text paying resident of the city, I think the services here are wonderful. However, I don't feel that we should have to pay for recycling. Everything's expensive enough everywhere I think that it should go back to the way it was, which helps keep the city cleaner and helps less trash build up in the dumps and it recycles for reuse. We need trash service twice a week. No one should have to purchase another trashcan or anything else and maybe there are some people that only need it once a week because there's only one person but there are families here and I think that, our city functions well the way it is with bulk trash, pick up with limb service with the two dumps. I don't think we should change. The positive things of the city would do very well as a city. Why stop it thank you.
- Bill is too expensive
- Commercial is getting screwed Stop running businesses out of town Trash cheaper in Austin
- Hours of recycling and the exorbitant cost of trash pick up.
- I think \$48 a month is really high for trash service
- I think the city services are too extravagant. We can do with much less. I'm especially against vacuuming up leaves. Composting or leaving in place should be encouraged instead. I'm for ending alley pick up and recycling at the curb if it's not too expensive.
- No, Just that monthly charge
- Only to reiterate that i want an option to pay less for trash pickup, as i only need maybe once every 2 weeks.
- Prices need to go down, city needs to do a better job of negotiating contracts, not sign 5 yr contracts we get stuck in.
- Shouldn't have to pay to recycle. Stop recycling if it's costing the city to do it

- So wrong of you all to assume i a senior citizen would be ok with rates doubling for trash. It bad enough we have to endure the unstable prices of electric and water.....
- The charge seems very steep for residential family's
- The fee on the recycling was a huge mistake and doesn't make recycling accessible to everyone.
- The price of trash went up, if it goes once a week. I think it should go down in price
- Wasn't a wise choice to charge for recycling.
- We don't need any more taxes
- What if we could have two bills from the city....water and elec on one bill and pay per use for trash. I could pay for what I use. I use less trash, few limbs and I could take them to the brush dump myself, NEVER leaves, and never oil, paint or other junk. My bill should be less and those who want it should be more. Even Austin gave me a small can and charged me less cuz I used less.
- Why did the city start charging for recycle and still raised the cost for garbage pickup?
- Would appreciate the Recycling Center returning to being open to the public without a fee. Thank you.
- Curbside recycling pickup would be ideal. Those that choose to sign up and pay could. Even when the recycling center was free, it was overflowing a lot of times and also not very car friendly because of space available. I would love to continue recycling, but it is hardly worth the hassle. Glass option would be nice as well.
- Curbside recycling would be so appreciated and valued
- I have heard a rumor that recycling might have to be done curbside (meaning not in an alley) because teh trucks are too big. I don't know if that is true. I would prefer to have alley pick-up if possible. But if it isn't, I would rather have recycling pick-up than not have it just because it would not be in the alley. That might be something we could change with next contract update. And I would MUCH rather have 1x a week garbage and 1x a week recycling pick-up than 2x a week garbage? Who has that much garbage that isn't a business?
- I think we need to get a recycle truck and separate bins for recycling
- I would like 1 time a week for trash and 1 time for recycling. I love the leaf and limb.
- I would like curbside recycling. It is difficult to get to the recycling center for us.
- I would love to have curb/alley recycling pickup!!
- If we were able to recycle with a container that was provided to us then we would only need one trash pick up day per week. The pick up days don't even need to be the same day. Love the brush pick up weekly, we utilize this more often than not.
- It would be great to either have a recycling waste bin along with the regular waste management bin and only have weekly pickup. If not that, I'd be happy to have a weekly waste management pickup with free access to the recycling center. We used the recycling center regularly, and the fee has prevented us from doing so. I know there are lots of details to consider in this issue, but I know many citizens would like to return to using the recycling center but can't afford to do so.
- It would be nice to have curbside recycling so that more people could participate.
- It would be nice to see the city renegotiate less expensive weekly garbage pick up and to bring in weekly curbside recycling pick up.
- OFFER CURBSIDE RECYCLING!!!!!!!!!!
- Once weekly curbside and free recycling needed
- One day a week trash pick-up and curbside recycling would be awesome—with same rate.
- Please do one trash pickup and one recycle pickup per week with a trash can/bucket for each.
- Please offer curbside recycling
- Recycling curbside PU should be included in mandatory city services, just like trash, offered once per week. Additional services paid accordingly as needed by individuals. Even better if an agreement could be made to include the county. Recycling should be county wide & would cost less for everyone if everyone was under mandatory contract
- Recycling pick up would be a much more preferred service as opposed to the current set up with inconvenient hours.
- Renegotiate with WM to do curbside recycling instead of the twice a week pickup and solve everyone's problem.
- Thank you for this survey.
In summary, I would like once-a-week trash pickup, plus curbside recycling that accepts most/all plastics, paper, cans, and glass.
- The city should switch to 1 day per wk trash pickup & 1 day per wk recycle pickup. Keep the limb pickup & bulk pick up schedule. Trash service is excellent in smithville :)
- We need curbside recycling
- We'd very much like curbside recycling and once a week garbage collection
- Bring back fee free recycling!
- Bring back the free recycling center!!! Please!!!
- Charging for use of the recycling center was a poor decision on the part of the city. Very people are recycling which means all of what was previously recycled now goes in the trash which increases their load. Our average per kilowatt hour for electricity is already above the national average. Smithville needs to find ways to bring costs down for residents instead of consistently raising them.
- I believe the fee for in town residents for recycling was not a good decision. Outside residents do not pay city taxes, that was fair. We should encourage recycling. This not doing that.
If we feel we need to move this cost from propret taxes, we should build in the cost for recycling as we do with leaf and limb.

- I have used the Smithville recycling center for years and years. I was always very happy being able to go someplace close to home. I since moved out of the area, but I've been staying here for several weeks and went back and was so excited to be able to take my recycling to somewhere that is reliable. I was just made and discouraged to see that they are charging a membership fee for people inside Smithville city limits and outside the city limits. I think many people don't like to recycle. Let alone have to pay for the service. I don't mind paying for the service but I'm not gonna pay a membership fee when I'm only in town for a few weeks. I would gladly pay a two to 3 dollar fee every time that I brought my recycling just to ensure that it stays out of the landfill. I think offering people an option to pay two or three dollars as they take their recycling is a great alternative to just turning people away when they have recycling with them.
- I was pretty upset when I found out recycling would require a fee. We have to bring our recyclables to a center and sort it. I would understand if it were all mixed together and placed out in a separate bin and taken on trash days, but now we're being charged for try to do a good thing. I also don't have to time to go to city hall and get a card, if I HAD to do it, it would be nice to be able to sign up online. As far as leaf and limb pick up, I compost all my leaves and cut down limbs, so that's not something I need. I also compost any food waste so that cuts back on my trash as well. Having a compost service for food waste and leaf and limb pick up to be sold or given to citizens would be pretty cool.
- Be good if glass could be recycled.
- Glass recycling would be a much utilized addition to the recycling center. The folks that work there have been very friendly and helpful. Next year, could you make the recycling card membership a sticker that can be on your car?
- I am satisfied with the service, but, I would like to be able to recycle glass at the facility.
- I want glass recycling added
- It would be great if people would compost and recycle. I wish all #'s of plastic could be recycled in Smithville, esp. #5's. Glass would be a bonus! I love our waste management people. The leaf and brush services are precious. People are gross and have way too much trash. Lifestyle changes are desperately needed. Thank you.
- Please please accept glass. I do not mind paying for recycling and I'd love to be able to recycle glass.
- Will there be any possibility of glass recycling in Smithville?
- I'd love to have a recycling can annnnnnd a compost can. With those two cans yall could provide a smaller size trash can.
- If you are going to charge for recycling then stay open more so people can use it. I don't think there should be a fee but I paid it not knowing I would barely be able to use it. Thus, I need more room for garbage now so I'm not in favor of reducing the frequency. I would love curbside recycling
- Please do not get rid of the recycling center.
- Recycling is important and whatever decision is made for future services I hope recycling remains an option, whether at the current location or by having WM pick it up at curb.
- The main reason I don't use the recycling center anymore is that I used to swing by every once in a while when I was in town with a small load in between my larger load to another location that takes glass but that's not worth it anymore with the fee. Unrelated to me personally, I think the recycling center should have expanded hours to account for various work schedules and be free at least for individuals with incomes below a certain threshold. Also in the next few years, reducing trash pick up to once a week and implementing curbside recycling that includes glass would be great and on par with other cities like Bastrop. Overall, let's incentivize creating less waste and diverting as much as possible from the landfill - the City and Chamber of Commerce should show leadership in this area including Main St., offices, special events, parks, etc.
- Very unhappy with new recycling schedule. The city should encourage recycling and this situation seems to discourage people. Very unhappy and need 2 pickups per week.
- Would like pick-up options for recycling
- I have concerns re talk of reducing waste pickup days from 2 to 1. I came from a town that only picked up 1x per week (and homes were much more spread apart than the neighborhood I am in now). In the summer, the smell in the neighborhood was often unbearable leading to pick up day. 2x a week pick up in Smithville was one of the many things I love about this city and would hate to see that change.
- I think we should have a goal of reducing waste in general. Therefore it makes sense to charge more for people who generate more waste. I think we could have a place to dump glass. Even if we can't process it now, crushed glass could be a valuable resource in the future.
- I do like the clean up service at the barn. When we have it.
- I think a lot of the citizens would like a bill spring clean up day again. It hasn't been in the budget for a while. I didn't even know the brush dump on the hill was open to public again
- No good job as is
- I am extremely satisfied with what we currently have. If the proposed change were to take place I would have to roll my can a half a block to be picked up and then roll it back. This whole activity looks like a solution in search of a problem to me
- I haven't gotten my recycling permit yet, but plan to asap. The center is so much better since clean up and having an attendant there to prevent dumping. Thank you for our city services!
- I love 2xs a week and I still have an extra can. I do wish WM would put the cans back as found. I have 3 properties and love all the services provided.

- I think y'all have been spot on with your services and don't see any need to change.
- I would like to say the "Trash Truck" employees that visit my neighborhood are the highlight of my 2 year old son's day. I would hope that no matter what adjustments are made these sweet gentlemen will continue to work in my neighborhood.
- I'm happy with the current services, and the cleanliness of the recycle center (unlike before). My only concern about once a week trash pickup is potential for bad odor and attracting vermin.
- It's great the way it is.
- Keep as is. City does a great job.
- Keep services same.
- Leave as is
- Leave things the way they are.
- When did it become a problem or concern. The recycle center is a good service to have for Smithville. If the fee were lowered like the twice per week trash pickup. The recycling center is in much better shape since charging the fee, resulting in our household using it more regularly. Before the permit was required it was often overflowing.
- Love y'all!
- Never have a problem with trash pickup except knowing if it's a holiday and if they are going to run. Need a schedule for the year.
- No, I love the guys who pick up at my house twice a week.
- Our service has been great! Thank you!
- Thank y'all for all you do!
- Thank you for facilitating this survey.
- Thank you for providing this feedback opportunity!
- Thank you so much for putting this survey out to the city. This should give a clear picture of what the community wants.
- thanks really appreciate green wsm refuse containers
- The drivers and laborers are so friendly. I appreciate them so much
- The waste disposal employees are doing a great job.
- The workers for WMI are always so friendly and helpful and I appreciate that
- We appreciate the way you are doing all the waste pickup now.
- We have a great crew that is very polite and hard workers. This crew has been the same for several years now, especially the driver who is outstanding! If we change waste companies we will most likely never have a crew that takes care of us as residents the way we currently are.
- WM does a good job. Their schedule must change occasionally, so I put trash out the night before and it works. They have improved since last year.
- Every service since I have lived here has damaged trash cans. Limb pickup is difficult because no one comes unless I call. When services are delayed it's never clear. If switching to once a week a second free trashcan should be provided not charged with how difficult it is to reach someone for assistance with trash related issues.
- I have issues if they miss their regular pickup but until it next week pickup, they then don't want to pick up the extra trash out the can. But if was pickup timely I wouldn't needed an extra trash can. So I had to stand and put other tan in their can which was their fault it was four days later.
- I think people need to stop bitching!
- I wish the trash men would be more gentle with the trash cans they broke the wheel off mine and they never replaced my trash can
- I'm over 80yo. I have to depend on others to even get that huge can out to the curb.
- Keilberg is incorrectly spelled. Named after my great-uncle Gus Keilberg. -Rose Hemphill Land
- Many times when WM does my pickup they tend to leave the empty can in the street or middle of my driveway!
- Please do not open trash lids after taking trash! Close them after getting trash! It keeps rain etc. From getting in!
- Please don't get rid of the bulk pickup.
- Please keep pick up in the alley. My property was designed for this. Not only would front of house pickup be ugly for historic district, it would be oppressive to have to put cart out each week.
- Q 4 is weird--regularly being 2-4 times per year but sometimes being 5-11 times per year? ya messes that one up and Q 5 ya just stuck curbside recycling in there. it really is confusing.what if someone wanted 2 x week pick up AND curbside? -AND I would limb pick up on request for X times included with fee after. And limb pick up no cost for storms.
- Sometimes my trash doesn't get picked up. I think because I am at the end of the dead end. Also the machine they use broke the lid off my can and they haven't offered a new one.
- Well, I don't need to pick ups for Wk, I also don't want to see anyone lose their job. Recycling is a must. Thank you.
- how about trimming trees on streets
- Get WM to start "Bagster" service in this area. 2. Partner with shredding company to offer bulk shredding during citywide cleanup events.
- As a "non resident" address, I don't currently have leaf and limb service, even though we are in town and most of our neighbors are zoned as residents. We already pay more for trash service because of our address, it would be nice to receive the same benefit as our neighbors. I would also pay for recycling pick up.

- Garbage and recycling need to be handled by the same contractor that handles our garbage. Garbage needs to be picked up once per week at the cross streets to the alleys, so overhead loading trucks can be used instead of rear loading trucks that requires a crew of three, cutting labor cost. Recycling needs to be handled the same way by the same contractor. The \$10 sneaky tax needs to be removed from the garbage fee of \$48.50. The elimination of the recycling center's \$69,000 budget can pay for the \$10 tax's elimination.
- I am happy with the current services provided
- I believe that recycling is essential for the environment. It may be imperfect, but it is incumbent on us to find a practical system.
I am happy with the two-times per week trash pick up, but I think it would be more fair, for lower income folks, to go to one-time per week and with high-users paying for a second can.
Seasonal leaf, and small amount of branch pick up seems good and fair, however HUGE branch pick up from large lots seems very unfair (i.e. the whole community paying for what a person should pay for on their own.)
- I do think the \$50 is a little high. I really do want to do my best to recycle and I will continue but I wish it did not charge . I would like to know if other cities charge . I know LaGrange does not charge !
- I have never paid so much for garbage pickup in the 30-40 years that I've paid for garbage. To make matters worse, this \$48.50 per/mo. fee doesn't even include curbside recycling pickup. And I have no need at all for twice a week pickup. Several times now since the price increase, my garbage fee has been more than the electric portion of my bill. That's outrageous. Everywhere else I have ever lived, I've had garbage pickup once a week and curbside recycling once a week. And never more than \$30/mo. On average, I put trash out once every other week. The City of Smithville is certainly earning their money off of me. Because I also recycle glass, I go to the recycle center in La Grange which is free and they also take glass. It's definitely time for garbage and recycling reform in Smithville. Thank You.
- I like how everything is now. No need to change
- I like the service as it is. The cost seems fair.
- I rarely use the trash pickup as it is and paying for twice a week is far too much
- I use garbage collection once every month, which is plenty for me. But I live alone.
- I would like alley recycling but am smart enough to know there are existing issues that stop it from happening.
- I would love to see curb side recycling and the city not have the headache of the recycling center. I would hop that if we went to once a week garbage pick up, the City would see a reduction in cost which in turn would reflect on the citizens cost.
- I would rather pay a slight monthly charge for the leaf and limb service. I prefer not to pay for a fee for the recycling center which only operates in limited hours that are difficult for taxpayers that work typical business hours.
- If trash pick up goes to once a week, I would expect my bill to go down.
- If we go with once a week pickup for garbage with one can will the monthly fee be reduced? And will there be an extra charge for leaf and limb pickup ?
- Keep up the good work. Do not change anything.
- Leaf and limb service is wonderful, please do not discontinue it. Trash service is only needed once per week.
- More communication and involve the community
- Please end the current contract as soon as possible.
- Please start recycling at all the schools! They go through LOTS of paper!
- Service is good. Cost seems fair enough.
- Some provisions need to be made for paint, solvents, insecticide, etc.
- Thank you for great service.
- The city does a great job with these services. Please keep them as they are.
- Two people in house. Because we use recycle center we only have one small bag of trash twice a week If there was no recycle center, we would have four times more going to the landfill That's a guess we rarely have glass, but we don't drink.
- Unclear about leaf and limb pickup. Used to be we would call and city would pick up, no fee. Last time we called, we were told there was a fee.
- Waste Management provides free recycling bins in other cities. Why not Smithville?
- We need less expensive services like those being offered in surrounding towns and counties. Tired of being ripped off by the city for utilities and waste management!
- Yes, I would like to see curbside recycling 1-2x per month.

Data Tables for 41 Respondents who took the survey prior to April 1

Do you need trash pick-up once or twice per week?

| Answer Choices | Responses | |
|------------------------|-----------------|-----------|
| Once per week | 48.70% | 20 |
| Twice per week | 51.20% | 21 |
| Other (please specify) | 0.00% | 0 |
| | Answered | 41 |
| | Skipped | 0 |

If the City were to change to trash pick-up only one time per week, residents who have more trash would be able to purchase a second trash can from WMI. What is your need/preference related to this option?

| Answer Choices | Responses | |
|--|-----------------|-----------|
| I need twice-a-week service and I DO NOT want to pay for a second trash can. (Current Service) | 32.50% | 13 |
| I want to go to once-a-week service and I WOULD pay for a second trash can . | 5.00% | 2 |
| I want to go to once-a-week service, but I DO NOT need a second trash can. | 42.50% | 17 |
| I would prefer once-a-week trash and once-a-week curbside recycling. | 20.00% | 8 |
| I am not sure what would be best for my family. | 0.00% | 0 |
| Other (please specify) | 0.00% | 0 |
| | Answered | 40 |
| | Skipped | 1 |

Would you like to change the leaf and limb service?

| Answer Choices | Responses | |
|-------------------------------------|-----------------|-----------|
| No: Leave as is | 92.68% | 38 |
| Yes: Stop services, I don't need it | 0.00% | 0 |
| Yes: Call for pick up only | 7.32% | 3 |
| Other (please specify) | 0.00% | 0 |
| | Answered | 41 |
| | Skipped | 0 |

Do you have alley access?

| Answer Choices | Responses | |
|----------------|-----------------|-----------|
| Yes | 2.44% | 1 |
| No | 97.56% | 40 |
| | Answered | 41 |
| | Skipped | 0 |

NOTE: Data related to presumed “out of town” respondents will be provided ASAP, but were not available in time for the Council Packets.