

**Copley Trash & Recycling**

**521 Responses**

Question 1-Are you satisfied with the current level of service?

#1	#2	#3	#4	#5
Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied
32	40	134	164	149
6%	8%	26%	31%	29%

Question #2 How satisfied are you with every other week recycling?

#1	#2	#3	#4	#5
Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied
167	96	81	75	100
32%	18%	16%	14%	19%

- P9  
anonymous  
Jul 16  
Participant Details
  - **We have always had great drivers for our neighborhood. Never had a problem.**
- P8  
anonymous  
Jul 16  
Participant Details
  - **I only wish that we could place extra bags out.**
- P6  
anonymous  
Jul 16  
Participant Details
  - **I appreciate the great communication that Republic has when it comes to any disruption in service and have been very pleased with my trash and recycle collection.**
- P3  
anonymous  
Jul 16  
Participant Details
  - **Recycling pickup weekly**
- P2  
anonymous  
Jul 16  
Participant Details
  - **Would like recycling option every week**
- P1  
anonymous  
Jul 16  
Participant Details
  - **No improvements.**
- Help
  - [Contact](#)
  - [Terms of Service](#)
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- P19  
anonymous  
Jul 16  
Participant Details
  - **Cheaper**
- P18  
anonymous  
Jul 16  
Participant Details
  - **I am happy with it. Just wish they would not block drive, when done. Have to get out of car on street just to move to get in drive way. This is every week**
- P17  
anonymous  
Jul 16  
Participant Details
  - **I had weekly recycling before moving to Copley & liked it. Too much work in remembering when recycling pick up is.**
- P16  
anonymous  
Jul 16  
Participant Details
  - **None**
- P14  
anonymous  
Jul 16  
Participant Details
  - **Two recycle bins if sticking with every other week pickup would be wonderful!! Or at least the option to have a 2nd bin. I understand not everyone has as much recycling as others (ie family of two vs family of 5 etc)**
- P13  
anonymous  
Jul 16  
Participant Details
  - **Improved recycling pickup. Improved pickup of yard waste.**
- P11  
anonymous  
Jul 16  
Participant Details
  - **Recycle every week. Very much preferred Kimble over Republic.**
- P10  
anonymous  
Jul 16  
Participant Details
  - **not leaving trash to fall out onto road, recycle pickup every week**

- Weekly recycling
- P27  
anonymous  
Jul 16  
Participant Details
- Recycling every week
- P26  
anonymous  
Jul 16  
Participant Details
- For some reason, there is a much greater problem with trash blowing back out of the trucks and littering the roads than there had been with our previous company. The problem seems to have improved slightly since 2016 but it's still a problem. Otherwise, I can't say I have any major issues.
- P24  
anonymous  
Jul 16  
Participant Details
- Not a fan of every other week recycle. Also do not like the limits on items that don't fit into the trash bins
- P23  
anonymous  
Jul 16  
Participant Details
- Weekly recycling! I would recycle more if I didn't have to have it sit around for so long!
- P22  
anonymous  
Jul 16  
Participant Details
- Weekly recycling pick up
- P21  
anonymous  
Jul 16  
Participant Details
- Recycle every week which only promotes more people to recycle. My recycling bin fills up in a week.
- P20  
anonymous  
Jul 16  
Participant Details
- Recycling NEEDS to be every week. Additionally, we should add green bin (compost) collection. Green bin pickup would include vegetable & fruit kitchen scraps, grass clippings, leaves - Any item that would normally be added to a home compost. I understand that individuals could compost at home, but the majority of people don't have the time, space, or desire to do so. Rotting food at the garbage dump creates large amounts of methane gas which is more harmful than CO2 emissions. We are already a tree city, but it is past time for Copley to become more even more eco-friendly.

Jul 16

Participant Details

- **Republic is not reliable and communication is horrible. The customer service is one of the worst I've ever encountered. The trash can go days without being picked up - even with reporting missed pick ups. AND don't ever allow your trash over flow to end up in the recycling can AFTER Republic goes for days NOT picking your trash up b/c they will charge you \$100!! The only thing I'm thankful for is Copley Township knowing how to contact our contract representative to get my trash picked up!! Copley is great but Republic is horrible.**

- **P39**

anonymous

Jul 16

Participant Details

- **We need larger recycle bins if the recycle schedule remains every other week.**

- **P38**

anonymous

Jul 16

Participant Details

- **For the drivers to stop running stop signs and flying around corners like they are on a closed track. Backing down roads with traffic having to stop and wait**

- **P36**

anonymous

Jul 16

Participant Details

- **Every week recycling please!**

- **P34**

anonymous

Jul 16

Participant Details

- **We have been pleased with their service and appreciate the senior rate and garage door pick up and can return we have due to medical reasons.**

- **P32**

anonymous

Jul 16

Participant Details

- **Need to be able to have more than one can to use for trash. One can isn't enough.**

- **P30**

anonymous

Jul 16

Participant Details

- **They are doing a good job. No recommendations for improvement.**

- **P29**

anonymous

Jul 16

Participant Details

anonymous

Jul 16

Participant Details

- **Recycling needs to show up. Every other week is ok but vxx they have to show up.**

- **P50**

anonymous

Jul 16

Participant Details

- **We live on a dead end. Last house. We often have been overlooked and our recycle has not be picked up**

- **P49**

anonymous

Jul 16

Participant Details

- **Better customer service**

- **P46**

anonymous

Jul 16

Participant Details

- **I believe the current service is great and reasonably priced!**

- **P45**

anonymous

Jul 16

Participant Details

- **They leave a mess every week. Trash cans down, trash on the street. Not very clean. They also park trucks on the street for hours with no one in them blocking the street**

- **P44**

anonymous

Jul 16

Participant Details

- **Recycling every week**

- **P43**

anonymous

Jul 16

Participant Details

- **Weekly recycling**

- **P42**

anonymous

Jul 16

Participant Details

- **Recycling weekly. There were numerous times our recycling was not picked up when it was supposed to be and we went a month without pickup.**

- **P41**

anonymous

- **Pick up recycle every week**
- P63  
anonymous  
Jul 16  
Participant Details
- **Recycling pickup every week. Possible discount for using recycling**
- P62  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling**
- P59  
anonymous  
Jul 16  
Participant Details
- **service works well. Like the current privilege of putting large items out and that Republic takes it without a problem.**
- P60  
anonymous  
Jul 16  
Participant Details
- **Increase the times available for recycling. It's difficult to schedule time in to take recycling to the containers. Only one day available for evenings and two days for mornings is less than adequate as people work and have other commitments. Limiting the times in which recycling can be collected only deters residents from recycling in the first place. Increase accessibility and assistance will increase recycling efforts and ensure proper recycling.**
- P56  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling!!**
- P54  
anonymous  
Jul 16  
Participant Details
- **Recycling every week is a must.**
- P52  
anonymous  
Jul 16  
Participant Details
- **Pick up trash off lawn when spill it. Offer recycling every week. Less delays in pick up. I have heard that Kimble is a lot cheaper also.**
- P51

- Go back to kimble they were much better
- P75  
anonymous  
Jul 16  
Participant Details
- Provide more communication on what is acceptable trash, what is considered large items that advance notice is required, and where to take items that can't be put in weekly trash.
- P74  
anonymous  
Jul 16  
Participant Details
- Weekly recycling should be implemented. Rate is good and much cheaper than other vendors. Sometime their online system is slow, might need to be brought to Republics attention. Republic does a great job at notifying customers of delays.
- P73  
anonymous  
Jul 16  
Participant Details
- Recycling should probably be weekly. I'm not even sure they accept recycling anymore? I think it just goes in the trash truck?
- P70  
anonymous  
Jul 16  
Participant Details
- Nothing - I think they have done a good job.
- P67  
anonymous  
Jul 16  
Participant Details
- All households must have large recycling bins. I live on Meadow Run in a townhome and some still have the small bins and cans and bottles and cardboard blows out if these easily on a windy day. Also the drivers must check after emptying the front bins into the the truck for trash or recycling that "escaped" in between. There are many bits of garbage left every week!
- P66  
anonymous  
Jul 16  
Participant Details
- Weekly recycle and having more that one of each bin. With a family of 4 one trash and one recycle bin is not enough. I would also like a company to come on the day they are suppose to. I understand things happen but Republic has never been consistent with pick up.
- P65  
anonymous  
Jul 16  
Participant Details

- Weekly recycling would be nice But maintaining every other week is acceptable if every week would be a large price increase. Is electronic recycling available by the waste management companies (current or future)?
- P82  
anonymous  
Jul 16  
Participant Details
- often missed. billing issues.
- P81  
anonymous  
Jul 16  
Participant Details
- Have not had any problems with Republic. Having said that, other than not picking up on a specified day how could a trash service screw up? I personally shop on price and if I find a cheaper price than what the township negotiates then I would go with that. I don't buy the "less trucks and wear/tear" on the roads argument and even if you could show me proof I don't care. You put that shitty chip and seal on my street anyway. Price is the most important aspect.
- P80  
anonymous  
Jul 16  
Participant Details
- To pick up on time
- P79  
anonymous  
Jul 16  
Participant Details
- I wish we could continue to recycle more plastics as we did previously but I have heard that China is not accepting these anymore.
- P78  
anonymous  
Jul 16  
Participant Details
- We have so much recycling... every other week is TERRIBLE for us. We would love to have far more recycling.
- P77  
anonymous  
Jul 16  
Participant Details
- We need a new trash and recycling company. This is not a dictatorship - let the township people be able to choose who they want to use. Get rid of the current company...they are awful!!!!!!
- P76  
anonymous  
Jul 16  
Participant Details

- **Great service**
- **P91**  
anonymous  
Jul 16  
Participant Details
- **I like being able to pay online**
- **P90**  
anonymous  
Jul 16  
Participant Details
- **WE want Kimble back. Republic Trash - Drivers are very very lazy, trash all over, throw the cans wherever they please, not always on time for pick ups. Enough is enough**
- **P89**  
anonymous  
Jul 16  
Participant Details
- **bulk pickup**
- **P88**  
anonymous  
Jul 16  
Participant Details
- **Leave a list of recycled items**
- **P87**  
anonymous  
Jul 16  
Participant Details
- **Larger recycle bin or cost could include 2 bins**
- **P86**  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling and/or larger recycle bins.**
- **P85**  
anonymous  
Jul 16  
Participant Details
- **Tell people what is acceptable. I can't stand when I see "illegal" stuff in bins. Maybe put a big sticker on the bin.**
- **P83**  
anonymous  
Jul 16  
Participant Details

- **No complaints**
- **P99**  
anonymous  
Jul 16  
Participant Details
- **Every week for recycling**
- **P98**  
anonymous  
Jul 16  
Participant Details
- **We are highly satisfied with current service from Republic.**
- **P97**  
anonymous  
Jul 16  
Participant Details
- **They constantly miss my extra can when we call they never come when they say and won't give refund. And why can't we recycle weekly. So much for helping the environment**
- **P96**  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling**
- **P95**  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling please**
- **P94**  
anonymous  
Jul 16  
Participant Details
- **My previous company (Waste Management) picked up recyclables on a weekly basis. Second, they never made phone calls telling customers that due to various reasons, trash pick up would be delayed. This has occurred 5-10 times with Republic. I would suggest signing a contract with Waste Management, so we the consumer have balance comparing companies after this next contract. I for one never like someone negotiating a contract on my behalf. Having used both companies, Waste Management for over 10 years and now Republic for a few, Waste Management is the superior company even if they are slightly higher in costs. Finally, it would be wise to have recyclable containers the same size as our trash containers. As we recycle more materials, our recyclable container rarely holds enough compared to our trash container. Thank you for allowing me input.**
- **P92**  
anonymous  
Jul 16  
Participant Details

- anonymous  
Jul 16  
Participant Details
  - **Recycling every week**
- P107  
anonymous  
Jul 16  
Participant Details
  - **Recycling every week**
- P106  
anonymous  
Jul 16  
Participant Details
  - **Recycling pick up needs to be weekly. We can barely fit all of our recycling into TWO cans between each pick up. When we moved to the area a few years ago, Republic also refused to provide us with an additional recycling container upon our request for one, leaving us to buy one ourselves. We've also received hand written nasty-grams on occasion from the collectors if there are too-large of recycling items sitting outside the containers or large cardboard boxes not broken down/tied with twine to their standards. Increase the frequency of pickups, provide additional containers if requested and stop complaining about excess items. This is not a way to encourage people to recycle.**
- P105  
anonymous  
Jul 16  
Participant Details
  - **Make recycling every week!!- drivers need to pick up trash on the ground when it falls out of the truck!!**
- P104  
anonymous  
Jul 16  
Participant Details
  - **No improvements needed**
- P102  
anonymous  
Jul 16  
Participant Details
  - **Every week recycle , or another trash can**
- P101  
anonymous  
Jul 16  
Participant Details
  - **We need to go back to kimble they were a lot better**
- P100  
anonymous  
Jul 16  
Participant Details

- P117  
anonymous  
Jul 16  
Participant Details
  - **Yard waste composting , trash forgivenesses day**
- P116  
anonymous  
Jul 16  
Participant Details
  - **Service is very inconsistent in the winter. Lots of lost weeks in picking up.**
- P115  
anonymous  
Jul 16  
Participant Details
  - **It would be a nice option to do every other week trash for a discounted rate.**
- P114  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycle**
- P113  
anonymous  
Jul 16  
Participant Details
  - **If they are going to use every other week recycling there needs to be a larger bin size for families.**
- P112  
anonymous  
Jul 16  
Participant Details
  - **They constantly run late to pick up trash, When they do collect trash they dump it but there is always trash blowing down the street after they have came because they are in such a rush.**
- P111  
anonymous  
Jul 16  
Participant Details
  - **I would like to see weekly recycling service and be able to work with a company who will pick up everything you put out for trash (and not have to call for large item pick up).**
- P110  
anonymous  
Jul 16  
Participant Details
  - **Worst trash service, Recycling needs to be weekly**
- P109

- P130  
anonymous  
Jul 16  
Participant Details
  - **No complaints. Very good pricing. Don't see a need to change**
- P129  
anonymous  
Jul 16  
Participant Details
  - **More consistency. Is it true recycling actually goes to the dump? I didn't like them suspending recycling for COVID.**
- P125  
anonymous  
Jul 16  
Participant Details
  - **Negotiate a good price with Kimble. They offered much more reliable and courteous service than Republic.**
- P124  
anonymous  
Jul 16  
Participant Details
  - **Recycling every week**
- P123  
anonymous  
Jul 16  
Participant Details
  - **Every week recycling**
- P122  
anonymous  
Jul 16  
Participant Details
  - **Keep the unlimited bags and containers on trash day. Do not limit the amount we can put out for them. Make sure they do not let trash fall all over the neighborhood when they dump the containers onto their truck. I have watched this happen personally.**
- P121  
anonymous  
Jul 16  
Participant Details
  - **Bulk pickup**
- P118  
anonymous  
Jul 16  
Participant Details
  - **Have recycling pickup every week**

- P142  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycling**
- P140  
anonymous  
Jul 16  
Participant Details
  - **Include more brush pickup**
- P138  
anonymous  
Jul 16  
Participant Details
  - **We need weekly recycling.**
- P135  
anonymous  
Jul 16  
Participant Details
  - **This company is not at all helpful. Will not come up our road to collect trash/ recycling in winter several weeks due to snow on the road. Fear of truck getting stuck yet my car— not an SUV and not 4 wheel drive or all wheel drive— has Never gotten stuck on this same road We also feel that the response of this company is less than acceptable**
- P134  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycling as an option, possibly a separate container for cardboard.**
- P133  
anonymous  
Jul 16  
Participant Details
  - **Better communication when pick ups are delayed. I never get a phone call, I have to hear it from others posting on FB.**
- P132  
anonymous  
Jul 16  
Participant Details
  - **All good**
- P131  
anonymous  
Jul 16  
Participant Details
  - **Nothing they perform a very good job**

- Weekly service and know the recycling is being recycled not just dumped in the trash as Republic has stated they did several times.
  - P152  
anonymous  
Jul 16  
Participant Details
  - Please pick a new company-trash left on the ground
- P151  
anonymous  
Jul 16  
Participant Details
- Weekly recycling please
- P150  
anonymous  
Jul 16  
Participant Details
- Recycle needs to be every week. We have just as much recycle as trash. When we had our own service, recycle was every week.
- P149  
anonymous  
Jul 16  
Participant Details
- We loved Kimble.
- P148  
anonymous  
Jul 16  
Participant Details
- Every week Recycling.
- P147  
anonymous  
Jul 16  
Participant Details
- Stop single service provider. Let people have an opportunity to choose an alternate vendor.
- P146  
anonymous  
Jul 16  
Participant Details
- None. My service has been great.
- P145  
anonymous  
Jul 16  
Participant Details
- more recycling available

Jul 16

Participant Details

- **Weekly recycling please!**
- **P165**  
anonymous  
Jul 16  
Participant Details
- **Recycle every week. Workers can throw a fit when a larger amount of trash. I have had them curse and scream before. I did report to the company. The world wants us to recycle, even we need empty bins weekly. I would probably vote for a new company If same price or cheaper**
- **P163**  
anonymous  
Jul 16  
Participant Details
- **Every week recycling is a must! Especially in the summer months. We fall behind and it is just a snowball effect trying to catch up! This should definitely be offered..**
- **P160**  
anonymous  
Jul 16  
Participant Details
- **Pick up Recycle every week and stop throwing my trash cans all over. They especially do this when we have multiple containers. However, I get no "thank you note" when we have NO trash.**
- **P159**  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling or recycling bins the same size as trash. Recycling bins are smaller and pickup is less often.**
- **P157**  
anonymous  
Jul 16  
Participant Details
- **Less trucks, sealed trucks bc the current ones do leak, to have the recycling actual recycled not put in the trash as Republic has done admittedly several times.**
- **P154**  
anonymous  
Jul 16  
Participant Details
- **Overall service good but the recycling every other week is tough sometimes. Company is good to deal with in my opinion.**
- **P153**  
anonymous  
Jul 16  
Participant Details

- P182  
anonymous  
Jul 16  
Participant Details
  - **Weekly or not at all**
  
- P181  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycling I have more of that than trash**
  
- P179  
anonymous  
Jul 16  
Participant Details
  - **Please keep the reasonable price and great service we have now.**
  
- P178  
anonymous  
Jul 16  
Participant Details
  - **When they use their truck to pick up and dump and then the trash goes flying in the yard they need to pick it up! Also, it'd be awesome if they could take large TV's.**
  
- P177  
anonymous  
Jul 16  
Participant Details
  - **Recycle every week is necessary in my household.**
  
- P176  
anonymous  
Jul 16  
Participant Details
  - **Yard waste can**
  
- P172  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycling**
  
- P171  
anonymous  
Jul 16  
Participant Details
  - **None**
  
- P168  
anonymous

- Better communication when the schedule changes for any reason. That way the bins are not out on the street for a week because the service decided to cancel a week!
- P191  
anonymous  
Jul 16  
Participant Details
- Bigger recycling can
- P190  
anonymous  
Jul 16  
Participant Details
- Happy with the way it's going now, I also liked Kimble.
- P189  
anonymous  
Jul 16  
Participant Details
- Weekly recycling
- P187  
anonymous  
Jul 16  
Participant Details
- Either a larger recycling can or every week service.
- P186  
anonymous  
Jul 16  
Participant Details
- Service has been great! The communicate well, send out reminders when trash is delayed due to holidays and such. No complaints!
- P185  
anonymous  
Jul 16  
Participant Details
- collect recycling more often or provide larger recycling bins.
- P184  
anonymous  
Jul 16  
Participant Details
- I'm pleased overall. Appreciate the phone message when service is interrupted, as it was for COVID-19.
- P183  
anonymous  
Jul 16  
Participant Details
- Some sort of locking lid to keep raccoons out. Sometimes not all of the trash is emptied out of the can.

Jul 16

Participant Details

- **I'm not sure I would change anything!**
- P199  
anonymous  
Jul 16  
Participant Details  
○ **Enforce no smoking when in truck No charge for hauling large items, like appliances and furniture**
- P198  
anonymous  
Jul 16  
Participant Details  
○ **Please increase recycling to every week**
- P197  
anonymous  
Jul 16  
Participant Details  
○ **Recycling should be every week.**
- P196  
anonymous  
Jul 16  
Participant Details  
○ **They have been fine**
- P195  
anonymous  
Jul 16  
Participant Details  
○ **Maybe recycle and trash every week**
- P194  
anonymous  
Jul 16  
Participant Details  
○ **Weekly recycling, adjusting routes so that collectors can take their time—items that miss the truck dumpster tend to be left on the ground wherever they fall.**
- P193  
anonymous  
Jul 16  
Participant Details  
○ **Make recycling pick-up every week**
- P192  
anonymous  
Jul 16  
Participant Details

Jul 16

Participant Details

- **I would like every week recycling. It gets too full with every other week.**

- **P211**

anonymous

Jul 16

Participant Details

- **None**

- **P209**

anonymous

Jul 16

Participant Details

- **None, Great Job! Thank you**

- **P207**

anonymous

Jul 16

Participant Details

- **Please let us choose. I would like to go back to using Kimble. I don't understand why the entire township has to use the same company. We have had extremely poor service since this contract was made. I know the neighbors I speak to are not happy either. We will continue to vote down issues if the township continues to use this company.**

- **P205**

anonymous

Jul 16

Participant Details

- **We've been happy with republic trash services. I just don't want to see the price go up**

- **P203**

anonymous

Jul 16

Participant Details

- **Weekly recycling**

- **P202**

anonymous

Jul 16

Participant Details

- **Make recycling every week**

- **P201**

anonymous

Jul 16

Participant Details

- **Republic consistently forgot to pick up my trash. I would highly recommend another company.**

- **P200**

anonymous

- P223  
anonymous  
Jul 16  
Participant Details
  - I love everything except every other week recycling. I need recycling every week.
  
- P221  
anonymous  
Jul 16  
Participant Details
  - Weekly recycling
  
- P220  
anonymous  
Jul 16  
Participant Details
  - Have them be more clear about what items can and can't be recycled. I'm sure I put recyclables in for at least a year that they don't recycle, before I thought to check their website.
  
- P219  
anonymous  
Jul 16  
Participant Details
  - More information about recycling expectations. What can and can't be recycled.
  
- P218  
anonymous  
Jul 16  
Participant Details
  - Why is glass excluded from the recycling mix?
  
- P216  
anonymous  
Jul 16  
Participant Details
  - Weekly recycling
  
- P215  
anonymous  
Jul 16  
Participant Details
  - Weekly recycle. Create system for electronics disposal.
  
- P214  
anonymous  
Jul 16  
Participant Details
  - Weekly recycling or convenient local drop-off locations for recycling.
  
- P212  
anonymous

Participant Details

- Capacity to handle the volume needed by Copley. No calls stating delays.
- P235  
anonymous  
Jul 16  
Participant Details
- Pandemic response was poor. No notification of the pause & restart of recyclable collection. Id like to know if we audit what they actually do with recycling & special pick ups (ie. dryers...) Years ago I had an experience where I paid to have my appliance disposed of & a regular garbage picked it up with all the reg garbage. I've no major compliants. Thank you for asking😊
- P230  
anonymous  
Jul 16  
Participant Details
- Have recycling pickup weekly at the same current rate. We had Kimble when we lived in peninsula. They picked up trash and recycle weekly and it was the same rate we pay republic currently for every other week recycle pickup.
- P229  
anonymous  
Jul 16  
Participant Details
- We had Kimble do our trash before we had to go to Republic and we were very satisfied. I recommend Kimble
- P228  
anonymous  
Jul 16  
Participant Details
- Have had trash not fully emptied out of containers multiple times. Would prefer more frequent recycling pickups. Better large item trash pickup options.
- P227  
anonymous  
Jul 16  
Participant Details
- Weekly recycling
- P225  
anonymous  
Jul 16  
Participant Details
- Better rates for senior citizens
- P224  
anonymous  
Jul 16  
Participant Details
- Every week recycling. Trash company that picks up trash after they've dumped it while emptying.

- Better offerings for recycling stations. The one at the police station is like a visit with Hitler....when it barely fits a busy schedule.
- P247  
anonymous  
Jul 16  
Participant Details
- Same size for recycle and every week.
- P245  
anonymous  
Jul 16  
Participant Details
- Weekly recycling.
- P244  
anonymous  
Jul 16  
Participant Details
- Recycling Weekly
- P243  
anonymous  
Jul 16  
Participant Details
- Have recycling every week as well as trash. And it seems like the rates keep going up and up and up!
- P242  
anonymous  
Jul 16  
Participant Details
- Allow us to put stuff on the curb again without having to put it in a container
- P240  
anonymous  
Jul 16  
Participant Details
- The trash truck drivers will drop trash out of their truck, or see it fall out of the can, and dont ever get out to pick it up. There was one week that the trash laying on the ground in our area was pretty obnoxious. I have stood in my front window, observing this behavior, making eye contact and still they drive off. They really need to do better with regards to dropped trash.
- P239  
anonymous  
Jul 16  
Participant Details
- Recycle should just be the first and third weeks of the month because it is so hard to keep track.
- P236  
anonymous  
Jul 16

Jul 16

Participant Details

- **Our recycling is always overflowing whereas our garbage is never more than half full. We need more recycling collection.**

- P256

anonymous

Jul 16

Participant Details

- **Lower trash cost.**

- P255

anonymous

Jul 16

Participant Details

- **Allow the community to choose a provider. I have no recourse when the service is poor except to call, complain, and get no where. I watch garbage trucks drive up and down our neighborhood road multiple times a day when it's trash day. I see trash fly out of top of the truck. I constantly have to move the trash can to get in my driveway. Please give me the ability to reward companies with my business for doing a good job instead of being forced due to lack of choice.**

- P254

anonymous

Jul 16

Participant Details

- **Service is very good**

- P252

anonymous

Jul 16

Participant Details

- **Every week for recycle**

- P250

anonymous

Jul 16

Participant Details

- **I like that when there is a problem with pick ups, I get a call from Republic explaining the problem and what to do.**

- P249

anonymous

Jul 16

Participant Details

- **Every week would be great for recycling. Over service is great**

- P248

anonymous

Jul 16

Participant Details

Jul 16

Participant Details

- **This current carrier is more expensive than the J and J Refuse that we used to have with recycling every single week. I really don't know why you think Republic is better, they are not. I see other trash companies on our roads. Do business use the one carrier? If we are forced to use one carrier then all Copley Township businesses should have to be forced to.**
- P267  
anonymous  
Jul 16  
Participant Details
  - ♀
- P266  
anonymous  
Jul 16  
Participant Details
  - **Republic sucks**
- P265  
anonymous  
Jul 16  
Participant Details
  - **Recycling every week**
- P264  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycling! Weekly recycling, weekly recycling.**
- P263  
anonymous  
Jul 16  
Participant Details
  - **Recycling every week.**
- P262  
anonymous  
Jul 16  
Participant Details
  - **Add a leaf pickup.**
- P260  
anonymous  
Jul 16  
Participant Details
  - **Recycling weekly. Brown plastic bins for yard waste.**
- P259  
anonymous

- P278  
anonymous  
Jul 16  
Participant Details
  - **Every week recycling**
- P275  
anonymous  
Jul 16  
Participant Details
  - **Recycle pickup every week.**
- P274  
anonymous  
Jul 16  
Participant Details
  - **Price negotiations**
- P273  
anonymous  
Jul 16  
Participant Details
  - **I would change to every week recycling**
- P272  
anonymous  
Jul 16  
Participant Details
  - **Would love weekly recycling. We fill our recycling bin quicker than our trash bin.**
- P271  
anonymous  
Jul 16  
Participant Details
  - **Recycling picked up weekly. Include glass in the recycling program.**
- P270  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycling, just like weekly trash pick-up**
- P269  
anonymous  
Jul 16  
Participant Details
  - **Thank you for your service. It has been a hard and challenging year for all and I can't thank you all enough for continuing to work through it these times.... Appreciate all that you do.**
- P268  
anonymous

- **None at this time**
- **P287**  
anonymous  
Jul 16  
Participant Details
- **send out an updated list of what can and cannot be recycled. perhaps up recycling to every week.**
- **P286**  
anonymous  
Jul 16  
Participant Details
- **It never hurts to negotiate lower prices, otherwise I don't have any suggestions.**
- **P285**  
anonymous  
Jul 16  
Participant Details
- **Either make recycling every week pick up or allow more than one recycling bin.**
- **P284**  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling**
- **P283**  
anonymous  
Jul 16  
Participant Details
- **Annual billing discount**
- **P282**  
anonymous  
Jul 16  
Participant Details
- **I think they do a good job. Would not want every week recycling if it means a much higher rate.**
- **P281**  
anonymous  
Jul 16  
Participant Details
- **Service ok, sometimes a lot of trash is blown out and left when being picked up. This group seems to have issues not always being able to pick up. Otherwise ok nothing to rave about though.**
- **P280**  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling, more reliable garbage service.**

- P296  
anonymous  
Jul 16  
Participant Details
  - **More frequent recycling pickups and lower prices.**
- P295  
anonymous  
Jul 16  
Participant Details
  - **A different vendor and weekly recycling**
- P294  
anonymous  
Jul 16  
Participant Details
  - **Bring back glass recycling.**
- P293  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycle**
- P292  
anonymous  
Jul 16  
Participant Details
  - **n/a**
- P291  
anonymous  
Jul 16  
Participant Details
  - **Contract price to not change for the length of the township contract. If they can't provide service for whatever reason it's only reasonable to not be charged but account credited. If they stop recycling or put it on hold due to them not having enough labor we shouldn't be charged and not told it's "free" with the service. It's not free it's worked into their cost passed into the customers.**
- P290  
anonymous  
Jul 16  
Participant Details
  - **I do not like republic trash because their restrictions and every other week recycling. I prefer Kimble; they are reliable, have every week recycling, and offer 2 items for bulk pickup FOR FREE every week with a 48 hour notice.**
- P288  
anonymous  
Jul 16  
Participant Details

anonymous

Jul 16

Participant Details

- **recycling each week would be great. Restrictions against recycling are tough, would love to be able to recycle more items.**

- P309

anonymous

Jul 16

Participant Details

- **-Recycling EVERY week -more consideration from workers (they just throw the bins around) - different provider that is cheaper, has better service, and comes every week**

- P307

anonymous

Jul 16

Participant Details

- **Recycling every week**

- P305

anonymous

Jul 16

Participant Details

- **We had a number of weeks where they just totally slipped out road in the development. Sometimes they came the next day and sometimes they took an extra few days. They empty the cans so quickly many times the garbage isn't all dumped out. As for recycling we have more if that than trash yet they come no monthly which is a problem. Should also weekly. Kimble was much better.**

- P304

anonymous

Jul 16

Participant Details

- **Every week recycling**

- P303

anonymous

Jul 16

Participant Details

- **Recycling every week and bigger bins for both services**

- P300

anonymous

Jul 16

Participant Details

- **Easy to find information on what is recycled**

- P297

anonymous

Jul 16

Participant Details

- **My service has always been excellent and if there were any delays or change, I was always notified.**

- P318  
anonymous  
Jul 16  
Participant Details
  - I think Republic gives great service at a great price.
  
- P317  
anonymous  
Jul 16  
Participant Details
  - Weekly recycling and every other week trash!!! Reliable schedule
  
- P316  
anonymous  
Jul 16  
Participant Details
  - Once a week is great, BUT, with the amount of other items left on curb, dead-end streets and vacant lots we need special truck behind them for that. Fine owners for left items. Curb appeal is the best solution.
  
- P315  
anonymous  
Jul 16  
Participant Details
  - Allow weekly recycling pickup
  
- P314  
anonymous  
Jul 16  
Participant Details
  - Recycle every week, please.
  
- P313  
anonymous  
Jul 16  
Participant Details
  - Weekly recycle and more leniency with overflow/big item pick ups
  
- P312  
anonymous  
Jul 16  
Participant Details
  - Are they really recycling? Or just dumping in trash? Expanding recycling to include plastic #5... currently limited to #1 and #2.
  
- P311  
anonymous  
Jul 16  
Participant Details
  - Change the color from blue to brown or green
  
- P310

- P331  
anonymous  
Jul 16  
Participant Details
  - **Weekly recycle pick up. We have more recycle stuff than trash.**
  
- P330  
anonymous  
Jul 16  
Participant Details
  - **Maybe weekly recyclables.**
  
- P328  
anonymous  
Jul 16  
Participant Details
  - **Recycling picked up every week. Expand what is recycled (if possible)**
  
- P327  
anonymous  
Jul 16  
Participant Details
  - **I wish they were a bit more consistent. They are constantly missing our bins and the people there are nice and everything but it's so darn annoying to call every other week.**
  
- P326  
anonymous  
Jul 16  
Participant Details
  - **Once every 3 weeks on recycle**
  
- P324  
anonymous  
Jul 16  
Participant Details
  - **Need weekly recycle as well as trash.**
  
- P322  
anonymous  
Jul 16  
Participant Details
  - **Lower recycling cost. It's too expensive and we can't afford it.**
  
- P320  
anonymous  
Jul 16  
Participant Details
  - **Republic is horribly inconsistent. Days change without notice because they are running behind. They won't pick up certain items but then will pick up those items on other weeks. Recycling is important to our family but Republic doesn't always pick it up on the designated weeks. We were much happier with Kimble.**

Participant Details

- Please make the recycling weekly and you can make the regular trash biweekly if need to cut cost

- P342

anonymous

Jul 16

Participant Details

- Get our precious company back

- P341

anonymous

Jul 16

Participant Details

- Every week recycle please!

- P339

anonymous

Jul 16

Participant Details

- Add leaf and yard waste recycling

- P336

anonymous

Jul 16

Participant Details

- An option to receive a smaller trash can for a single household and single car garage.

- P335

anonymous

Jul 16

Participant Details

- Go back to allowing the residents to pick their own trash company

- P334

anonymous

Jul 16

Participant Details

- Recycling weekly

- P333

anonymous

Jul 16

Participant Details

- You could even recycle once a month. We are very happy with our service! Guys are great. Excellent!

- P332

anonymous

Jul 16

Participant Details

- Driver dump indiscriminately and fail to pick up trash that falls from truck resulting in Litter.

Participant Details

- **None, very happy I put the trash out—they pick it up!**

- P350

anonymous

Jul 16

Participant Details

- **Recycling every week. Many times garbage cans have been missed in my development.**

- P349

anonymous

Jul 16

Participant Details

- **Weekly recycling!**

- P348

anonymous

Jul 16

Participant Details

- **Recycling ever week please!**

- P347

anonymous

Jul 16

Participant Details

- **Bulk pickup for free and every week recycle**

- P346

anonymous

Jul 16

Participant Details

- **We really would like to have recycling every week! It's always full after 1 week. When we had Kimble, the drivers were so careful to get all the trash and recycling into the truck. If something fell onto the street as they were dumping it into the truck, they would get out and pick it up. That is NOT the case with Republic. The recycling driver is much worse than the trash driver; however, it has happened with both. Last week, by the time we picked up all the recycling that didn't end up in his truck, our can was half full again. We watched it fly away as he was dumping the can. He doesn't let it go all the way upside down or shake it at all like the trash guy does. This happens often!!! Recycling also blows around the road when he dumps his bucket into the truck and he NEVER gets out to clean any of it up. This was long before COVID so COVID is not the reason! Our ditches along our road have had much more trash and recycling in them since switching to Republic. Overall, recycling is a problem....**

- P345

anonymous

Jul 16

Participant Details

- **None- it's been great for us.**

- P344

anonymous

Jul 16

Jul 16

Participant Details

- **Weekly.**
- P360  
anonymous  
Jul 16  
Participant Details
- **Find another service if possible, or when contract is renewed, make legal implications in it of weekly recycle, and the way workers perform with Republic.**
- P359  
anonymous  
Jul 16  
Participant Details
- **Recycle every week in summer. Solid waste pickup more timely**
- P356  
anonymous  
Jul 16  
Participant Details
- **Every week recycling!!**
- P355  
anonymous  
Jul 16  
Participant Details
- **No changes. Thanks**
- P354  
anonymous  
Jul 16  
Participant Details
- **Weekly recycling pick up, no additional fees for 1-2 bulk pick up/large item pick ups per year**
- P353  
anonymous  
Jul 16  
Participant Details
- **Every week recycling, dont throw around our trash cans, if trash spills out clean it up, don't leave the mess for the customer to clean up! Need to be more flexible on throwing out household objects.**
- P352  
anonymous  
Jul 16  
Participant Details
- **Recycle every week**
- P351  
anonymous  
Jul 16

Participant Details

- Don't leave the trash can in the middle of the cuddlesac, although I have to say this has been much better since we all went to working from home and they know we are home watching. They seem to care more.
  - P370  
anonymous  
Jul 16  
Participant Details
  - Weekly recycle pickup
- P369  
anonymous  
Jul 16  
Participant Details
- More recycling availability
- P368  
anonymous  
Jul 16  
Participant Details
- Weekly recycling please
- P367  
anonymous  
Jul 16  
Participant Details
- We need weekly recycling pick ups with larger recycling bins. Our neighborhood consistently has recyclables blowing through yards because people can not fit all their items securely in the can and leave items by the curb.
- P366  
anonymous  
Jul 16  
Participant Details
- Please have recycling every week
- P365  
anonymous  
Jul 16  
Participant Details
- Recycling weekly and to be able to recycle all plastics.
- P364  
anonymous  
Jul 16  
Participant Details
- Weekly recycling would be huge. Republic has been a great supplier
- P362  
anonymous

- Weekly recycling without a significant cost increase. Thanks
- P383  
anonymous  
Jul 16  
Participant Details
- Weekly Recycling
- P382  
anonymous  
Jul 16  
Participant Details
- Só far they've done a great job and im Not sure I have any improvements ideas. I want to point how positive it is when they call and leave a msg in the eventuality of a service delay, for any reason.
- P379  
anonymous  
Jul 16  
Participant Details
- Service has been satisfactory.
- P377  
anonymous  
Jul 16  
Participant Details
- I am very unhappy with the service. Trash cans are usually left in front of my driveway after they are picked up and i usually have to pick up garbage that did not make it in the truck and the driver never gets out of the truck to pick up anything he drops. It has been a terrible last few years with this company. I hope we get to change companies.
- P375  
anonymous  
Jul 16  
Participant Details
- I like the service. I love the price!!! Thank you for contracting for us!!
- P374  
anonymous  
Jul 16  
Participant Details
- Either a larger recycle bin or every week
- P373  
anonymous  
Jul 16  
Participant Details
- Either every week recycling or bigger recycling bins!
- P371  
anonymous  
Jul 16

- Every week recycling.
- P393  
anonymous  
Jul 17  
Participant Details
- Make sure they credit if they make the choice not to pick up
- P391  
anonymous  
Jul 17  
Participant Details
- More timely pickup and/or adherence to a schedule. Some weeks pickup occurs at 10am, other weeks it is 3pm.
- P390  
anonymous  
Jul 17  
Participant Details
- Recycling should be every week. If that's too difficult, the recycling bins should at least be the same size as the trash bins!
- P389  
anonymous  
Jul 17  
Participant Details
- Get rid of recycling pickup or get rid if recycling at the police department. Seems a bit redundant and waste of money. Tax dollars pay for township recycle center and I have to pay for recycle pickup.
- P388  
anonymous  
Jul 17  
Participant Details
- N/A
- P386  
anonymous  
Jul 17  
Participant Details
- Recycling every week please! Thanks!
- P385  
anonymous  
Jul 16  
Participant Details
- Weekly recycling. Actually picking up trash when scheduled.
- P384  
anonymous  
Jul 16  
Participant Details

- **Very satisfied with Republic. Good communication from them regarding any delays or changes. Love only one company coming through my neighborhood.**
- P403  
anonymous  
Jul 17  
Participant Details
- **Wish we could put out paper recycling as well.**
- P402  
anonymous  
Jul 17  
Participant Details
- **I'd like a bigger recycling bin. Same size as garbage. We have way more recycling than garbage and at the rate of every other week pick up, it consistently exceeds the volume of the recycling bin. Other than that I've been fine with it service. I know I've heard complaints from many others though.**
- P400  
anonymous  
Jul 17  
Participant Details
- **senior discounts**
- P398  
anonymous  
Jul 17  
Participant Details
- **Weekly recycling would be great. Thank you!**
- P397  
anonymous  
Jul 17  
Participant Details
- **Once a week recycling**
- P396  
anonymous  
Jul 17  
Participant Details
- **Weekly recycling**
- P395  
anonymous  
Jul 17  
Participant Details
- **Either recycling every week or larger bin if you keep it biweekly**
- P394  
anonymous  
Jul 17  
Participant Details

- P411  
anonymous  
Jul 17  
Participant Details
  - Allowing a specified week for large item pick up, such as refrigerators, mattresses, etc.
  
- P410  
anonymous  
Jul 17  
Participant Details
  - Recycle glass and more plastic if possible.
  
- P409  
anonymous  
Jul 17  
Participant Details
  - Not sure if I read the introduction properly or the 'one truck' statement; However, I live in Hunt Club; (I've been recycling for 15+ yrs) and have NEVER seen it happen this way --> about 2-3wks ago, I was out on my patio. The truck went straight from the dumpster and Emptied the recycling! I don't know if :- that's what was meant by 'one truck' - that's something Hunt Club needs to look into - or if Copley is paying for a service not being fulfilled.
  
- P408  
anonymous  
Jul 17  
Participant Details
  - Definitely include recycling every week!! Thanks!
  
- P407  
anonymous  
Jul 17  
Participant Details
  - Not driving so fast
  
- P406  
anonymous  
Jul 17  
Participant Details
  - Recycle weekly.
  
- P405  
anonymous  
Jul 17  
Participant Details
  - More frequent recycle pick up
  
- P404  
anonymous  
Jul 17  
Participant Details

- **Honestly they meet my needs. Occasionally we do have to throw recyclables in the trash due to filling up the bin on every other week pickups but other than that it has been good.**
- P420  
anonymous  
Jul 17  
Participant Details
- **It's good. Have no problems**
- P419  
anonymous  
Jul 17  
Participant Details
- **Every week recycling.**
- P418  
anonymous  
Jul 17  
Participant Details
- **One would be to randomly monitor the streets after collection is done. Our road witnessed many oil spots on it at direct points of where carts are picked up. Two, go to weekly recycle pick up.**
- P417  
anonymous  
Jul 17  
Participant Details
- **We need a whole new company. Pick ups are often skipped. Yard waste pick up is a problem. Terrible customer service. I've been promised missed pick up service for several weeks straight and yet they never showed up. Because of their lack of pick up I was given a written warning from my home owners association. Every other week recycling is an issue. I end up throwing away a lot of recyclable things because I don't have space in the can for it and recycling won't pick up anything outside the van.**
- P416  
anonymous  
Jul 17  
Participant Details
- **Recycling every week or an extra bin if every other week Otherwise my elderly dad keeps piling recycle in the garage**
- P413  
anonymous  
Jul 17  
Participant Details
- **would like weekly recycling service**
- P412  
anonymous  
Jul 17  
Participant Details
- **We need recycling to come every week as we have more recycling than trash.**

- P428  
anonymous  
Jul 17  
Participant Details
  - Get another company! Customer service and communication are terrible. Every time I call for a large item pick up they want to charge me for it. Then I tell them that I am in Copley and they take 8-10 minutes to verify the contract. Then they tell me that they will note it so that it shows up the next time that I call. EVERY SINGLE TIME. They also didn't pick up Christmas trees when they said that they would. They often don't come on their scheduled day and only half of the neighborhood seems to get informed. I wouldn't mind paying a few dollars more for better service
- P427  
anonymous  
Jul 17  
Participant Details
  - The weekly trash driver does a fabulous job above and beyond dealing with all of the piles our neighbors leave at the curb.
- P426  
anonymous  
Jul 17  
Participant Details
  - Every week recycling
- P425  
anonymous  
Jul 17  
Participant Details
  - Pick up recycling every week.
- P423  
anonymous  
Jul 17  
Participant Details
  - Weekly recycling.
- P422  
anonymous  
Jul 17  
Participant Details
  - Recycling needs to be weekly! The trash company that the township contracted with is lousy! The amount of trash left on my driveway or street, where my cans are placed is not acceptable. After garbage pickup, whatever fell out of the cans are left on the street or yard. My containers are often left in front of my driveway, so I cannot pull in. This company has been nothing but headaches over the years. Sorry that it may have saved the township some money, with the senior living facilities, but I am done with this company and if the township signs another contract with them, they will be getting a letter from my attorney.
- P421  
anonymous  
Jul 17  
Participant Details

Participant Details

- **Recycle every week.**
  - P435  
anonymous  
Jul 17  
Participant Details
  - **Weekly recycling!**
- P434  
anonymous  
Jul 17  
Participant Details
- **The actual pick ups for trash and recycle are ok. The billing sometimes is poor, especially if you do a vacation hold. It would be nice to have a pay in full annual discounted price. If the township does decide to look at other vendors, please make sure the other vendor has something similar to the current garage door service (where the person in the truck walks down the drive to retrieve the cans and then brings them back to the garage). Thank you.**
- P433  
anonymous  
Jul 17  
Participant Details
- **We desperately need every week recycling pick up. Rebulic waste has terrible customer service and we are not happy with how they constantly "run behind" we pick ups.**
- P432  
anonymous  
Jul 17  
Participant Details
- **Recycling every week**
- P431  
anonymous  
Jul 17  
Participant Details
- **weekly recycling please.**
- P430  
anonymous  
Jul 17  
Participant Details
- **Every week recycling**
- P429  
anonymous  
Jul 17  
Participant Details
- **Have recycle picked up every week. If that can not happen be able to put an extra non republic can out with the extra recyclables. I am able to put a non republic can out for overflow of trash.**

- **Recycling every week. The service has been great to help with cleaning up yard clippings etc. very pleased with the service. Would like to recycle weekly and have the option to recycle more things.**
- **P446**  
anonymous  
Jul 17  
Participant Details
- **Communication when changes occur.**
- **P445**  
anonymous  
Jul 17  
Participant Details
- **Make recycling every week**
- **P443**  
anonymous  
Jul 17  
Participant Details
- **Lower the cost and give me a bin with rubber wheels so it's not so noisy when I take it down my drive which I have to drag behind my car.**
- **P442**  
anonymous  
Jul 17  
Participant Details
- **Every week recycling**
- **P440**  
anonymous  
Jul 17  
Participant Details
- **More frequent recycling**
- **P439**  
anonymous  
Jul 17  
Participant Details
- **Would like an occasional reminder of what items can be recycled. Never quite sure. I hope we keep Republic. I have no complaints. Thx for asking.**
- **P437**  
anonymous  
Jul 17  
Participant Details
- **Ever week recycle pickup and more education on what is allowable for recycle pickup. If this is not feasible with the company then every other week will do.**
- **P436**  
anonymous  
Jul 17

- P454  
anonymous  
Jul 18  
Participant Details
  - **Service is good**
- P453  
anonymous  
Jul 18  
Participant Details
  - **I'm satisfied with how it is right now**
- P452  
anonymous  
Jul 18  
Participant Details
  - **Hire another company**
- P451  
anonymous  
Jul 18  
Participant Details
  - **Recycling every week or bigger cans for recycling. I like the provider before that allowed recycling every week ( Kimble)**
- P450  
anonymous  
Jul 18  
Participant Details
  - **weekly recycled**
- P449  
anonymous  
Jul 18  
Participant Details
  - **Honestly, I only take my trash containers to the curb one or two times each month. Generally, I take my recycle bin down once a month. We just don't generate enough trash to fill the containers (thankfully, they are quite spacious) unless we're doing a massive cleaning effort. Both of my neighbors are the same way. Would it be feasible to offer fewer pickups each month (for a reduced rate)?**
- P448  
anonymous  
Jul 17  
Participant Details
  - **Republic told me they wouldn't offer me recycling services in Millers Preserve, Copley. No clear reason given .**
- P447  
anonymous  
Jul 17  
Participant Details

- **Larger recycling containers or pick up recycling every week would be helpful.**
- **P463**  
anonymous  
Jul 18  
Participant Details
- **Weekly recycling**
- **P462**  
anonymous  
Jul 18  
Participant Details
- **Recycling every week.**
- **P461**  
anonymous  
Jul 18  
Participant Details
- **Nothing**
- **P460**  
anonymous  
Jul 18  
Participant Details
- **Weekly recycling pickup. Updated list of allowable recyclables on Copley's website.**
- **P459**  
anonymous  
Jul 18  
Participant Details
- **work to raise the intelligence level of neighbors who can't seem to understand what days which services are scheduled and when to put the trash/recycle bins out by the road and not in the road.**
- **P457**  
anonymous  
Jul 18  
Participant Details
- **Every week recycling.**
- **P456**  
anonymous  
Jul 18  
Participant Details
- **Weekly recycling or extra recycling can be included in cost already. I have twice as much recycling than I do trash**
- **P455**  
anonymous  
Jul 18  
Participant Details
- **Either weekly pick ups or larger containers**

Jul 20

Participant Details

- **Try to avoid slinging trash all over the yards.**

- P475

anonymous

Jul 20

Participant Details

- **Let people choose their own haulers!**

- P474

anonymous

Jul 20

Participant Details

- **I would like recycling to be every week and that when they do pick up trash it isn't all over the street.**

- P472

anonymous

Jul 19

Participant Details

- **Republic often totally misses our lane, and then we wait for days for service. Sometimes they empty some bins, leave others full.**

- P471

anonymous

Jul 19

Participant Details

- **We need trash and recycling every week**

- P469

anonymous

Jul 19

Participant Details

- **None at this time**

- P468

anonymous

Jul 19

Participant Details

- **Every week recycling pickup, including glass.**

- P467

anonymous

Jul 19

Participant Details

- **service has been adequate**

- P466

anonymous

Jul 18

Participant Details

- P484  
anonymous  
Jul 23  
Participant Details
  - **Recycle needs to be every week and a larger recycle can would be appreciated.**
  
- P483  
anonymous  
Jul 23  
Participant Details
  - **NA**
  
- P482  
anonymous  
Jul 23  
Participant Details
  - **Find someone who consistently picks up the trash on schedule, for instance trash and recycles not picked up on July 22, 2020. There have been other times this has happened.**
  
- P481  
anonymous  
Jul 22  
Participant Details
  - **Cheaper service**
  
- P480  
anonymous  
Jul 21  
Participant Details
  - **Consistency. Service is erratic and unreliable.**
  
- P479  
anonymous  
Jul 21  
Participant Details
  - **Weekly recycling or the ability to receive more than 1 recycle bin.**
  
- P478  
anonymous  
Jul 21  
Participant Details
  - **Recycling every week would be great.**
  
- P477  
anonymous  
Jul 20  
Participant Details
  - **Weekly recycling**
  
- P476  
anonymous

- Additional bulk pick ups. Perhaps one per quarter? It would also be great to have household chemical pick up available at certain times as well.
- P492  
anonymous  
Jul 24  
Participant Details
- Recycling weekly
- P491  
anonymous  
Jul 24  
Participant Details
- Every week recycling. I think Republic has been great for the most part, they call when they are behind, they give out reminders about holiday schedules, etc. We just have too much recycling for e/o week!
- P490  
anonymous  
Jul 24  
Participant Details
- Hazardous Waste pickup spot locally
- P489  
anonymous  
Jul 24  
Participant Details
- Bigger recycle bin?
- P488  
anonymous  
Jul 24  
Participant Details
- Recycle pick up every week
- P487  
anonymous  
Jul 24  
Participant Details
- We need Recycling picked up every week
- P486  
anonymous  
Jul 23  
Participant Details
- Smaller containers, weekly pick up
- P485  
anonymous  
Jul 23  
Participant Details
- Every week recycling. More bulk pickup.

- P503  
anonymous  
Jul 25  
Participant Details
  - **Keep it. They've been good to us!**
  
- P502  
anonymous  
Jul 25  
Participant Details
  - **weekly recycling. the cost savings was not enough to compensate for loss of weekly recycling. had republic prior to city contract and only saved a couple of dollars per pay period. did not balance value with the reduction of service.**
  
- P501  
anonymous  
Jul 24  
Participant Details
  - **none**
  
- P500  
anonymous  
Jul 24  
Participant Details
  - **Recycling down weekly. I do not have a big enough can for a family of six. Basically I do not recycle because I run out of room weekly with just my Sam's club boxes. Republic are wonderful and the people are very nice. I do have a problem with auto pay. Every time I set it up it gets declined after seven months of trying to set it up I gave up.**
  
- P499  
anonymous  
Jul 24  
Participant Details
  - **Does it really matter?**
  
- P496  
anonymous  
Jul 24  
Participant Details
  - **Recycling every week and ensuring they pick it up. Half the time it's a gamble if it will come.**
  
- P494  
anonymous  
Jul 24  
Participant Details
  - **Weekly recycling pickup**
  
- P493  
anonymous  
Jul 24  
Participant Details

anonymous

6 days ago

Participant Details

- **Improved communication of waste and recycling schedules and changes. Even just a text message would suffice**

- **P510**

anonymous

Jul 26

Participant Details

- **None at this time**

- **P509**

anonymous

Jul 26

Participant Details

- **Weekly recycle with expansion of recycled items. Maybe partner with terracycle to allow ability to recycle more items. I would also like more consistent timing of pick up of the trash. We have had lots of delays and inconsistency.**

- **P508**

anonymous

Jul 26

Participant Details

- **The driver for our recycling route for the past year consistently leaves bins fallen over, recycling waste, including broken glass, is often found outside of at least 1 residence in the neighborhood each time this truck passes. If you were to renegotiate and stick with Republic, I'd like to see better competencies from the drivers. I would also like to see a calendar sent to residencies on a yearly basis. We received a calendar the first year, but none since.**

- **P507**

anonymous

Jul 25

Participant Details

- **If a different provider is chosen please consider requiring green or brown receptacles. Many homeowners chose to leave their receptacles outside their homes and these colors would blend into the surroundings much better than the ugly blue ones.**

- **P506**

anonymous

Jul 25

Participant Details

- **None**

- **P505**

anonymous

Jul 25

Participant Details

- **The service is fine. Please continue to keepresidents informed by mail of how to recycle properly at least quarterly and in even more detail. There are so many new types of plastic containers with mixed materials. Also, there is not much information regarding glass containers. When I have called the service with questions, their knowledge seems somewhat limited. Thank you.**

- P521  
anonymous  
3 days ago  
Participant Details
  - Allow for more recyclables. All # 1-6
  
- P520  
anonymous  
3 days ago  
Participant Details
  - fine the way it is.
  
- P518  
anonymous  
4 days ago  
Participant Details
  - Too many restrictions. Having to clean recyclables is a waste of water and taxing on my septic.
  
- P517  
anonymous  
4 days ago  
Participant Details
  - Recycle every week.
  
- P516  
anonymous  
4 days ago  
Participant Details
  - Ensure that all residents understand what our contract covers. I just learned that we have free UNLIMITED additional containers for trash pick-up. That's awesome!
  
- P514  
anonymous  
5 days ago  
Participant Details
  - Accept more recyclables
  
- P513  
anonymous  
5 days ago  
Participant Details
  - Every week
  
- P512  
anonymous  
6 days ago  
Participant Details
  - Trash pick up twice a week, recycling pick up once a week, no limits on recycling, and the men don't leave trash in my yard and neighborhood.
  
- P511