



2003 Annual Review for City of Taylor  
February 12, 2004

Dear City of Taylor Council Members,

As 2003 comes to an end it marks the first year of a partnership between The City of Taylor and IESI. As part of that partnership we had prepared a brief summary of the overall picture of how the year went.

IESI is picking up approximately 4311 homes per week, and approximately 621 commercial pickups per week, with a total number of 291,252 pickups per year on trash. IESI has experienced approximately a 00.085% of missed pickups or complaints. This accomplishes a 99.915% success rate; yet IESI strives to resolves all issues as soon as possible usually within 24 hours. IESI is transporting approximately 432,000 pounds of waste a week or 11,232 tons per year. This number is excluding the special services such as the roll-off services, excess bulk pickups, or the hauling of the recycle roll-off.

During the past year, IESI has enjoyed the successful transition from the past waste haulers. IESI continues to strive for excellence while providing specialized service for Taylor. We at IESI look forward to providing accelerated services to the City of Taylor for many years; while looking for opportunities that may contribute to our ongoing partnership.

Thank You,

Price Williams  
Operations Manager  
IESI-AUSTIN

Solid Waste Services - Commercial, Industrial, Residential, Municipal

P.O. Box 1650 Manchaca, Texas 78652 Phone: (512) 282-3508 Fax: (512) 280-1099

EXHIBIT "C"

Quarterly Report on Solid Waste Collection  
City of Taylor, Texas

Months: OCT NOV DEC  
Year: 2003

Total number of Residential Units collected during the last quarter: 58,929

Total number of Residential complaints: 42

Nature of complaints/number:

Missed Cart Pickups	<u>31</u>
Missed Bulky Waste Pickups	<u>1</u>
Missed Brush Pickups	<u>2</u>
Carts Not Replaced/Repaired	<u><del>3</del> 3</u>
Carts Not Delivered/New	<u>4</u>
Damage to Public/Private Property	<u><del>0</del></u>
Other <u>cans in Road</u>	<u>1</u>

Total number of Commercial Units collected during the last quarter: 8073

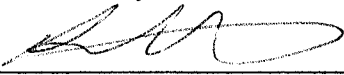
Total number of Commercial complaints: 16

Nature of complaint/number:

Missed Cart/Bin Pickups	<u>11</u>
Missed Bulky Waste pickups	<u>—</u>
Missed Brush Pickups	<u>—</u>
Carts/Bins Not Replaced/Repaired	<u>2</u>
Carts/Bins Not Delivered/New	<u>2</u>
Damage to Public/Private Property	<u><del>0</del></u>
Other <u>Lock Bar Broken</u>	<u>1</u>

NOTE: Include a complete list of complaints that details complainant, address, date of complaint, nature of complaint and date complaint was resolved.

Submitted by:

  
Signature

Price Williams  
Printed Name

Operations Manager  
Title/Company

1-26-04  
Date

IESI Customer Calls  
Taylor, Texas

Date	Name	Address	Phone no	Res	Bus	Needs New Car	Missed Pickup	Other Reason	Action Taken
11/20		708 W. 14th		✓			✓		
11/20	Troye Wm Co Equip	1006 SW Carlos Park	352-6381		✓		✓		Price says
11/20	Ball's	N. Main			✓		✓		" "
11/20	Theresa GERRAN	1403 Kingston Circle	352-7896 (4) 352-5573 (w)	✓		Busch Es definite	✓	\$ 150.00 11/25	
11/21	Odys FARR	3409 N. Main	365-5224	✓			✓		ALEX
11/24		508 GAND		✓			✓	Wooly picked up part	
11/25	Kansm Richyse	1008 Gibeel	352-3212	✓	AND REQUEST			BROKEN CART	FAKED ON 11/20
11/26	CHRISTI Preece	509 E. 7th	TAMARA 800-531-5442 x 719	✓		ISSI 845	✓	CONSTR. MATERIALS / SAYS GO	ALEX
12/1	Roseada Emmanu	907 COTTONBOLL	365-1765	✓			✓		ALEX
12/2	CHRISTI Preece	509 E. 7th <del>2507 North Main</del>	3RD	REQUEST !!!			✓	yes comp	TOLD RODNEY
12/3	—	806 WYETH	—	✓	GOT CART DELIVERED + DID NOT REQUEST ONE		✓		ALEX
12/3	Richard Morrison	1104-B W. 6th St.	352-5695						
12/4	Jamie Alvord	501 Howard	365-9531	✓			✓	Tuv. P. up	Price
12/4	Alvin Hildrich	1711 Lexington	365-8009	✓			✓		Oliver
12/4	Frank Blomquist	1723 Lexington	352-6431	✓			✓		Oliver
	Richard McLoft	2402 Paulen		✓					FAKED

Fin. C.M.

IESI Customer Calls  
Taylor, Texas

Date	Name	Address	Phone No.	Res.	Bills	Needs New Car	Missed Pickup	Other Reason	Action Taken
12/4	THORAE PARK	900 Burkett #27		✓		✓	2ND REQUEST		FIXED
12/5	Richard Morris	1104-B W. 6th	352-5695	✓			✓	2ND REQ.	PRICE
12/5	David Kern	607-N. Main	365-1537	✓			✓	JAMES	"
12/5	Benny Mikes	2200 Midland	352-5988	✓		NO ONE HAS PICKED UP		BROKEN CAR	"
12/8	Shyla How	1111 1/2 W. 4th	634-9580	✓		✓			*PRICE SAID Call by TONY
12/8	Tony Carra	1701 THORUMS	352-6986	✓			✓		PRICE - LATE SETBACK
"	Susie K.C. Hall	2201 E. 4th	365-6495	✓	✓		✓	Fai.	PRICE
12/10	Shyla How	1111 1/2 W. 4th		2ND REQUEST					PRICE
12/10		514 Burkett	365-1487				✓		" "
12/10		1407 W. 7th	352-5390	✓		CANCEL			ALSO
12/15	Tony Carra	1701 THORUMS	352-6986	✓			?	DON'T W/O CALL	
12/14	Angel Lanning	408 Branch	cars in hood						ALSO
12/16	Mr. Power	403 Edmond	352-6678	✓			✓		"
12/16		2402 Paula		✓		has new car / needs old one picked up			
12/16	JUAN CALZAD	202 TERRY		✓				BROWN	FIXED
12/18	ODIS FARR	3109 N. Main	365-5224	✓			✓		PRICE

PORT LOCKER

IESI Customer Calls  
Taylor, Texas

Date	Name	Address	Phone no.	Res	Bus.	Needs New Cart	Missed pickup	Other Reason	Action Taken
12/19	Bob Swadlow	TAYLOR COMPRESS 217 S. Main	352-5531		✓	will pick up Monday	✓	Lockers Dumper Broken	Price
12/19		2103 N. LYNN	365-8557	✓			✓		Alex
12/29		1305 TRAY	365-1336	✓			✓		✓
12/29	John Gunnor	1409 BURN	848-3549 365-1982	✓			✓	web-pickup missed last wk	✓
	Jelia H Swadlow	1908 W. 2nd	365-1269	✓			✓	BOXES + LUNAR	
12/29	TAYLOR COMPRESS	TAYLOR COMPRESS 217 S. Main	352-5531		✓	2ND REQUEST			Alex
12/30	John Swadlow	1409 BURN	3RD		✓	REQUEST!	8:05am		Alex says TODAY
12/30	(TAYLOR)	1305 TRAY	2ND		✓	REQUEST! STILL NOT PICKED UP			Alex
12/30	Swadlow's Restaurant	121 E 3rd	365-3330	✓	✓	400 YD DUMPER ORDERED 10/13/04		NEEDS ADAP	PRICE TODAY
12/31	Hanson's authority	300 E. TALL		✓			✓	(price)	LAST MESSAGE W. Alex
12/31	SA Vincent de Paul	209 N. Main	352-2453		✓		✓	(price)	Alex
12/31	Knights of Columbus	3311 W. 2nd	BIRTH CALLER CHET		✓	TILL 7:30 PM	✓		Price
1/2	Ramog's Ice Cream	1321 W. 2ND	365-8996		✓	MONDAY	✓		Alex
1/2	Heather Rojas	243 DAHLBERG	728-5584	✓		✓ SINCE OCT. 1			PRICE says OCT. 1
	Delfin Swadlow	2102 Kent	352-5604	✓				BUSH ESTIMATE	Price
1/2		1305 TRAY	NOT OUT ON FRIDAY			Dumper called in			Dumper / Price

IESI Customer Calls  
Taylor, Texas

Date	Name	Address	Phone No.	Res	Bus	Needs New Cart	Missed Pickup	Other Reason	Action Taken
10/20	Mano and Manuel Chavana	2600 Paulding Lane	352-5033	✓		BEOLSO CART			FAKED
11/1	Ben Pokorny	1500 Kent		✓		BROKEN			FAKED
11/4	Fritz Johnson	722 BLAND	365-6537	✓		40 YO EDUOFF	ON 11/4		MIKE STYS YSA
11/6	Keith C Taylor	1600 N. MAIN TIRE CRT	352-5441	✓	✓	NOT DELIVERED	OUT TIME		<del>40% PRICE OFF</del>
11/7	Liz Littlell	1408 WALLACE		✓		BROKEN	REQ LOCKED SCOO CAR		FAKED
11/7	Fritz Johnson	722 BLAND	NEEDS CART	SMPTED			NOON FEI - NOT		DONE
11/7	Karen Gilroy Blanch Henderson	3101 Dow Hill	365-3079	✓		✓			FAKED 11/10
11/10	Terry Driska	839 W. LICK ST.	365-6493	✓				Bush Pick up / changing on street	FAKED
11/10		914 Park		✓		✓			
11/11	Tommy Williams	202 OSCAR		✓		BROKEN			FAKED
11/11	Bruce Gault	607 MCKINNA BIRD		✓		BROKEN			FAKED
11/14	VICTOR DAVIS	2404 THOMAS		✓		✓	NEW ACCOUNT		FAKED
11/17		207 FOURZE	DEBRIS	ESTIMATE		VACANT	HOUSE		
11/19	Catherine Sanchez	914 W. 4th		✓			✓		PRICE
11/19	Jeanette Ruiz	802 MAPLE		✓			✓		PRICE
11/19	Veronica @ Nelson's	1504 W. 2ND Nelson's floor covering	365-1001	✓	✓		✓		11/19 THURSDAY