



May 28, 2003

City of Taylor
Attn: Frank Salvato, City Manager
P.O. Box 810
Taylor, Texas 76574

Subject: Quarterly Report

Dear Mr. Salvato,

I would first like to express IESI's and my appreciation for the award of the City of Taylor's Solid Waste Contract and we look forward to servicing your community. As part of our contract with you, we are to provide quarterly reporting on the timeliness and accuracy of our service. Attached you find Exhibit C from our contract with some of this information. I also would like to provide the following summary of the first four months of service and what we have accomplished, working with your staff.

We began delivery of carts to residents and businesses in January. While the majority of citizens had carts by the first day of service, we continued to distribute throughout the first month to citizens that wanted additional cans or requested that their can size be changed to the smaller, 65 gallon container. This was worked through Debbie and Susan in the utility billing department. Daily coordination was done to make sure everyone and every business received the trash containers that they wanted. During the first two months of service our drivers picked up all trash and brush that was out on the normal route day in an effort to get the trash caught up from the preceding contract. We did this no matter the size of the pile. The only things we left behind were construction debris and tires. We are of the belief that piles breed piles and so if we keep it cleaned up it will help it stay that way. During the first two months of the contract we were averaging four to five truckloads of trash per day on the residential side. Currently we average three to four truckloads per day.

In late March, April and May we began giving out charges for brush piles that exceed the 5 CY limit in the contract. We have been coordinating this effort through Debbie, by pricing the pile and getting the information to her so that she can contact the customers.

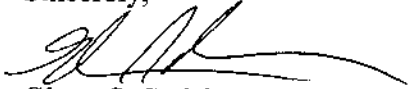
Many of the citizens have paid to have piles removed while probably even more have said that they will have the pile removed themselves. All of the piles are picked up by the regular crews, as they pick up the route. All bundled brush, without limit, has been picked up on the normal trash day with no charge. We hope to encourage citizens to bundle, as it helps us throw the brush quicker and is cheaper for the citizens. If we can inform the citizens and educate them about this, then we are less likely to have tree trimmers leaving whole trees for the citizens to have to pay to dispose of. As part of this education, we have personally visited with citizens we see out cutting brush and have published an ad in the Taylor paper on two different days to try and get the word out. This is in addition to the flyers we put out in the trashcans when we started serving this city. If we could everyone to bundle, we could basically eliminate the additional fees. We have also been working through Debbie and code enforcement to report and get other piles of construction debris and tires cleaned up. We believe that the way your town looks is a reflection on our company. If piles are left out, then it looks like we are not doing our job and it affects the beauty of Taylor. Debbie Kerlin has been extremely helpful, supportive and is a joy to work with. Our drivers check with her daily before leaving town to take care of any calls she might receive before they leave town each day. We like to keep her phone quite for her. Daily faxes from Debbie are sent to our office for new customers, customer cut offs and requests to price piles. Cans are normally delivered within a week and most of the time the same weeks as we get the fax. We try to get the piles priced and the costs to her within a couple of days. Piles that are paid for we go and get as soon as Debbie tells us that the customer has agreed.

During the first week of April we did our first City cleanup for Taylor. We coordinated with City staff before hand, as to ways we had done cleanups before, that had been successful. As a result of these meetings the City tried our suggestions and we used rear load garbage trucks instead of roll off dumpsters to handle the trash. We manned two locations with both trucks and personnel. IESI personnel worked along side of Taylor Public Works personnel to unload each and every customer. We filled 10 rear load trash trucks, which would have equated to somewhere between 25 and 31 roll off boxes, under the old method of collection. We also suggested that Taylor try getting one of the local scrape dealers to donate the roll off containers for the metal products, which they did, and we had four roll offs of metal to recycle. The cleanup day was a success and we enjoyed working with the City's Public Works Staff. A big thanks to Reggie Woods and his staff as well as Casey Sledge for making this run so smooth.

Our commercial front load has seen several changes during the first quarter. First of all it has grown as the previous service providers have pulled out. As such, part way through this quarter we added a route day to help balance driver hours and limit the amount of time we are in town picking up. Based on calls from your office, we have made numerous adjustments to the order in which we run the route, so as to limit and reduce citizen complaints about the noise from the truck. We will continue to work with you to make sure we can pick up the route as efficiently as possible with as little impact to the citizens as possible.

As we go forward in this contract, we will continue to provide timely, dependable service. We hope to continue to get support from code enforcement to get rid of piles around town. We will do our part if they can help to push those citizens that are the problems. Any support we can receive from you or the Council to get citizens to bundle brush will also help our efforts and save them money. I will run additional ads about this in the future. Once again, thank you for the award of this contract and together we can keep Taylor Beautiful.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Swisher', with a long horizontal flourish extending to the right.

Glenn S. Swisher, P.E.
Division Manager, IESI

EXHIBIT "C"

**Quarterly Report on Solid Waste Collection
City of Taylor, Texas**

Months: MARCH, April, MAY
Year: 03

Total number of Residential Units collected during the last quarter: 13 wk (4676 ^{AVG} _{HW}) = 60788

Total number of Residential complaints:

Nature of complaints/number:

- Missed Cart Pickups
- Missed Bulky Waste Pickups
- Missed Brush Pickups
- Carts Not Replaced/Repaired
- Carts Not Delivered/New
- Damage to Public/Private Property
- Other

Few late put outs + pick up day change
Bull run area - pick up day change west 3rd during startup - change of pick up day
0
4
0
0
0
0

Total number of Commercial Units collected during the last quarter: Toters 13 wk (144 ^{AVG} _{can}) = 1872
Front load 13 wk (257 ^{AVG} _{cars}) = 3341

Total number of Commercial complaints:

Nature of complaint/number:

- Missed Cart/Bin Pickups
- Missed Bulky Waste pickups
- Missed Brush Pickups
- Carts/Bins Not Replaced/Repaired
- Carts/Bins Not Delivered/New
- Damage to Public/Private Property
- Other

12
5 toters
1 front load
0
0
0
0
0
6 - concerning noise from front load truck
- downtown area
- near school
- near Hospital
- near HEB

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

IESI
Title/Company

GLENN S. SWISHER
Printed Name

28 MAY 03
Date