



AGENDA

Mayor | Jason Perez
Mayor Pro-Team | John Wright
Council Members | Cecil Booth, Mark Gongora, Mikey Svoboda, Travis Townsend
City Manager | Chris Whittaker
City Secretary | Frances Aguilar

NOTICE IS HEREBY GIVEN PURSUANT TO V.T.C.A., GOVERNMENT CODE, CHAPTER 551, THAT THE CITY COUNCIL FOR THE CITY OF ANGLETON WILL CONDUCT A MEETING, OPEN TO THE PUBLIC, ON TUESDAY, MARCH 23, 2021, AT 6:00 P.M., AT THE CITY OF ANGLETON COUNCIL CHAMBERS LOCATED AT 120 S. CHENANGO STREET ANGLETON, TEXAS 77515.

In accordance with an Order of the Office of the Governor issued March 16, 2020, this meeting scheduled is in person and open to the public at The City of Angleton Council Chambers located at 120 S. Chenango Street Angleton, Texas 77515. In order to advance the public health goal of limiting face-to-face meetings (also called "social distancing") to slow the spread of the Coronavirus (COVID-19), seating will be limited to allow for 6 feet of separation.

This meeting will also be live-streamed on the City's website at <https://angleton.tx.us/445/Meeting-Videos> and on Facebook at <https://www.facebook.com/cityofangleton/>

DECLARATION OF A QUORUM AND CALL TO ORDER

PLEDGE OF ALLEGIANCE

INVOCATION

CITIZENS WISHING TO ADDRESS CITY COUNCIL

The Presiding Officer may establish time limits based upon the number of speaker requests, the length of the agenda, and to ensure meeting efficiency, and may include a cumulative time limit. Citizens may speak at the beginning or at the time the item comes before council in accordance with Texas Government Code Section 551.007. No Action May be Taken by the City Council During Public Comments.

CONSENT AGENDA

1. Discussion and possible action on the FY 2021-2022 Proposed Budget Schedule.

PUBLIC HEARINGS AND ACTION ITEMS

2. Conduct a public hearing, discussion and possible action on an Ordinance No. 20210323-002 levying an assessment against properties within the City of Angleton Riverwood Ranch Public Improvement District (PID).

REGULAR AGENDA

3. Discussion and possible action on a development agreement between City of Angleton and BAH Angleton Village, LLC.
4. Update on Windrose Green Subdivision by Stephen Tennis.
5. Discussion and possible action on a decrease in the Waste Connections rate, service logs and proposed improvements.
6. Discussion and possible action on utility cabinets in residential front yards.

EXECUTIVE SESSION

The City Council will now convene into executive session pursuant to the provisions of Chapter 551 Texas Government Code, in accordance with the authority contained therein:

7. Consult with the City Attorney regarding a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Act, pursuant to Section 551.071(2) of the Government Code.
8. Deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee - Police Chief and Director of Human Resources, and to hear a complaint against the Police Chief and Human Resources Director, pursuant to Section 551.074 of the Texas Government Code.

OPEN SESSION

The City Council will now adjourn Executive Session, reconvene into Open Session pursuant to the provisions of Chapter 551 Texas Government Code and take action, if any, on item(s) discussed during Closed Executive Session.

ADJOURNMENT

If, during the course of the meeting and discussion of any items covered by this notice, City Council determines that a Closed or Executive Session of the Council is required, then such closed meeting will be held as authorized by Texas Government Code, Chapter 551, Section 551.071 - consultation with attorney; Section 551.072 - deliberation regarding real property; Section 551.073 - deliberation regarding prospective gift; Section 551.074 - personnel matters regarding the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; Section 551.076 - deliberation regarding security devices or security audit; Section 551.087 - deliberation regarding economic development negotiations; Section 551.089 - deliberation regarding security devices or security audits, and/or other matters as authorized under the Texas Government Code. If a Closed or Executive Session is held in accordance with the Texas Government Code as set out above, the City

Council will reconvene in Open Session in order to take action, if necessary, on the items addressed during Executive Session.

CERTIFICATION

I, Frances Aguilar, City Secretary, do hereby certify that this Notice of a Meeting was posted on the City Hall bulletin board, a place convenient and readily accessible to the general public at all times and to the City's website, www.angleton.tx.us, in compliance with Chapter 551, Texas Government Code. The said Notice was posted on the following date and time: Friday, March 19, 2021 by 6:00 p.m. and remained so posted continuously for at least 72 hours proceeding the scheduled time of said meeting.

/S/ Frances Aguilar

Frances Aguilar, TRMC, CMC
City Secretary

In compliance with the Americans with Disabilities Act, the City of Angleton will provide reasonable accommodations for persons attending City Council meetings. The facility is wheelchair accessible and accessible parking spaces are available. Please contact the City Secretary at 979-849-4364, extension 2115 or email faguilar@angleton.tx.us.



AGENDA ITEM SUMMARY FORM

MEETING DATE: March 23, 2021

PREPARED BY: Chris Hill

AGENDA CONTENT: Discuss 2021/2022 Proposed Budget Schedule

AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: N/A **FUNDS REQUESTED:** N/A

FUND: N/A

EXECUTIVE SUMMARY:

Finance has prepared a proposed budget schedule for the upcoming 2021/2022 Budget Year.

RECOMMENDATION:

Provide any feedback on requested date conflicts or changes.

FY 2021-2022 PROPOSED BUDGET SCHEDULE

- March 23 Council Meeting – Review Proposed Budget Schedule.
- April 13 Council Meeting – Budget Direction at Council Meeting.
- April 20 Budget Kick-Off memo sent out to Departments regarding the budget process. Finance Department will provide Departments with general information on how the budget process will proceed for FY 2021-22.
- May 24 Department heads submit budgets. All budget requests must be submitted to the Director of Finance by COB (Close of Business).
- End of May Preliminary Values Received from the Appraisal District.
- June 2 Director of Finance presents draft budget to City Manager. Director of Finance briefs the City Manager on departments’ requests in comparison to revenues and provides the City Manager with a draft budget for review.
- June 7-18 City Manager meets with each Department to review budget and priorities.
Times & Dates TBD

Frances Aguilar	Aaron Ausmus	Jason Crews	Martha Eighme
Colleen Martin	Angelia Hayes	Chris Hill	Glenn LaMont
Megan Mainer	Patty Swords	Scott Myers	Jeff Sifford
Walter Reeves	Lindsay Koskiniemi	Kyle Reynolds	Chloe Campbell
- July 1 City Manager submits copies of the proposed budget to the City Secretary for distribution to all interested persons.
- July 1 City Council receives draft budget for review. The City Charter requires the City Manager, between 60 and 90 days prior (July 1-August 1) to the beginning of each fiscal year, or as soon as practicable after all necessary information is obtained from the county appraisal and taxing authorities to present council a proposed budget.
- Saturday, July 10 First Budget Workshop with City Council.
Chris Whittaker – General Overview, Revenues, Tax Rate, Personnel & Benefits.
Jeff Sifford – Public Works, Water, Sewer, and Plant Operations.
Scott Myers – Fire Department, Angleton Emergency Services District #3
Aaron Ausmus – Police Department, Animal Control, Police Donations, Animal Control Donations, Police Drug Confiscation.
Megan Mainer – Parks Department, ABLC, Angleton Rec. Center, KAB Events, Street Right of Way/Park ROW.

July 13

Council Meeting – Second Budget Workshop with City Council.
 Lindsay Koskiniemi – Development Services Department, Maintenance.
 Martha Eighme – Economic Development, Community Events, Hotel/Motel Tax Fund, Downtown Revitalization.
 Frances Aguilar – City Secretary, City Council.
 Colleen Martin – HR Department.
 Glenn LaMont – Emergency Management Department.
 Angelia Hayes – Municipal Court, Municipal Court Technology, Municipal Court Security, Child Safety.
 Jason Crews – IT Department.
 Patty Swords – Grant Administration Current and Future Projects.
 Chris Whittaker – Administration, Capital Projects Fund, Non-Dept.
 Chris Hill – Finance Department, Debt Service, Capital Expense Revolving, Capital Replacement funds, Unemployment fund, City Employee fund, TIRZ No. 1, Tax.
 Council Meeting – Discuss tax rate. Take a record vote to propose a tax rate. Governing body must schedule and announce date, time, and location of public hearing on tax rate.

July 27

Council Meeting – Third and Final Budget Workshop with City Council.
 Follow-up on any outstanding items and revisit departments, as necessary.

End of July

Certified values received from Appraisal District.

August 10

Council Meeting – Discuss any necessary follow-up at council meeting.

August 17

The notice must appear at least five days before the meeting or public hearing. In addition, the governing body of a taxing unit may not hold a public hearing on a tax rate or hold a meeting to adopt a tax rate until the 5th day after the Appraisal District has complied with Texas Property Tax Code Section 26.05(d-1).

August 24

Council Meeting/Public hearing on the tax rate. Must announce time and location that tax rate will be approved.

September 14

Council Meeting – Council considers adopting the Budget and Tax Rate. Take a record vote to propose a tax rate.
 City Secretary files copy of the budget with Brazoria County Clerk. Finance Department sends a copy of the approved budget to each department.
 Martha Uploads Adopted Budget to City Website.



AGENDA ITEM SUMMARY FORM

MEETING DATE: March 23, 2021

PREPARED BY: Walter E. Reeves Jr., AICP

AGENDA CONTENT: Conduct a public hearing, discussion and possible action on an ordinance levying an assessment against properties within the City of Angleton Riverwood Ranch Public Improvement District (PID).

AGENDA ITEM SECTION: Public Hearing

BUDGETED AMOUNT: None

FUNDS REQUESTED: None

FUND: None

EXECUTIVE SUMMARY:

City Council approved Resolution No. 20191112-011 authorizing the establishment and creation of the City of Angleton Riverwood Ranch Public Improvement District. City Council approved Ordinance No. 20201208-018 approving a Service and Assessment Plan for the City of Angleton Riverwood Ranch Public Improvement District. The next step is to hold a public hearing and act on an ordinance levying an assessment against properties within the PID. Attached is an ordinance approving said assessment.

RECOMMENDATION:

Staff recommends approval.

ORDINANCE NO.20210323-002**AN ORDINANCE BY THE CITY COUNCIL OF THE CITY OF ANGLETON, TEXAS LEVYING A SPECIAL ASSESSMENT ON CERTAIN PROPERTY IN THE CITY OF ANGLETON RIVERWOOD RANCH PUBLIC IMPROVEMENT DISTRICT; PROVIDING FOR THE INCORPORATION OF A PREAMBLE, A SEVERABILITY CLAUSE, PROVIDING FOR REPEAL AND EFFECTIVE DATE.**

WHEREAS, the City Council of the City of Angleton, Texas (the “Council”) passed and approved Resolution No. 20191112-011 dated November 12, 2019, authorizing the establishment and creation of the City of Angleton Riverwood Ranch Public Improvement District; and

WHEREAS, by Ordinance No. 20201208-018 dated December 8, 2020, the City Council approved a service and assessment plan for the Riverwood Ranch Public Improvement District; and

WHEREAS, the total costs of an improvement project for the Riverwood Ranch Public Improvement District have been determined by the City; and

WHEREAS, a proposed assessment roll incorporating the costs of the public improvement project has been prepared and is on file with the City and attached as Exhibit “A” to this Ordinance; and

WHEREAS, the City Council called a public hearing to consider the proposed assessments, directed that the proposed assessment roll be filed with the City Secretary and made available for public inspection during ordinary business hours of that office; and

WHEREAS, notice by mail and publication of the public hearing having been given as required by law and the hearing having been held by the City Council on this 23rd day of March, 2021, at which time all objections were heard and passed on;

NOW, THEREFORE, BE IT ORDERED BY THE CITY COUNCIL OF THE CITY OF ANGLETON, TEXAS:

SECTION 1. The Service and Assessment Plan containing the total cost of the improvements for Riverwood Ranch Public Improvement District is incorporated by reference and made a part hereof. The apportionment of the cost of the improvement shall be made on the basis of special benefits accruing to the property because of the improvement.

SECTION 2. A special assessment of \$2,480,977.00 distributed evenly per lot \$25,843.51 (\$1,708.55 per annum for thirty (30) years including finance and administrative costs) is hereby levied on such property located in the Riverwood Ranch Public Improvement District, Section One consisting of ninety-six (96) single family lots, all as described on the assessment roll, attached hereto as Exhibit “A” and by this reference made a part hereof.

SECTION 3. The assessment will be paid annually in approximately equal installments over a 30-year period commencing no sooner than calendar year 2021 and no later than calendar year 2025 and will be delinquent if not paid by January 31 following each calendar year. The assessment shall bear interest at the rate of 4.75% (four and 75/100 per cent) per annum.

SECTION 4. An assessment, with interest if any, the expense of collection and reasonable attorney's fees, if incurred, is a first and prior lien against the property assessed, superior to all other liens and claims except liens or claims for state, county, school district, or municipality ad valorem taxes, and is a personal liability of and charge against the owners of the property regardless of whether the owners are named.

SECTION 5. The lien is effective from the date of this Ordinance until the assessment is paid and may be enforced in the same manner that an ad valorem tax lien against real property may be enforced by this governing body.

SECTION 6. The owner of assessed property may pay at any time the entire assessment, with interest if any, that has accrued on the assessment.

SECTION 7. The facts and opinions in the preamble of this ordinance are true and correct. The contents of the notice of public hearing, which hearing was held before the City Council immediately prior to consideration of this ordinance, and the publication and circulation of said notice is hereby ratified, approved and confirmed.

SECTION 8. If any section, paragraph, clause, or provision of this Ordinance shall for any reason be held to be invalid or unenforceable, the invalidity or unenforceability of such section, paragraph, clause, or provision shall not affect any of the remaining provisions of this Ordinance.

SECTION 9. It is hereby found, determined and declared that a sufficient written notice of the date, hour, place, and subject of the meeting of the City Council at which this Ordinance was adopted was posted at a place convenient and rapidly accessible at all times to the general public at the City Hall of the City for the time required by law preceding this meeting, as required by the Open Meetings Law, Section 551, Texas Government Code, as amended, and that this meeting has been open to the public as required by law at all times during which this Ordinance and the subject matter hereof has been discussed, considered and formally acted upon. The City Council further ratifies, approves, and confirms such written notice and the contents and posting thereof.

SECTION 10. All ordinances or parts of ordinances inconsistent with the terms of this ordinance are hereby repealed; provided, however, that such repeal shall be only to the extent of such inconsistency and in all other respects this ordinance shall be cumulative of other ordinances regulating and governing the subject matter covered by this ordinance.

SECTION 11. If any section, article, paragraph, sentence, clause, phrase or word in this Ordinance, or application thereof to any person or circumstance, is held invalid or unconstitutional by a court of competent jurisdiction, such holding shall not affect the validity of the remaining portions of the Ordinance, and the City Council hereby declares it would have passed such

remaining portions of the Ordinance despite such invalidity, which remaining portions shall remain in full force and effect.

PASSED AND APPROVED THIS THE 23rd DAY OF MARCH 2021.

CITY OF ANGLETON, TEXAS

Jason Perez
Mayor

ATTEST:

Frances Aguilar, TRMC, CMC
City Secretary

Exhibit "A"

Riverwood Ranch Section One Assessment Roll



AGENDA ITEM SUMMARY FORM

MEETING DATE: March 23, 2021

PREPARED BY: Lindsay Koskiniemi, Asst. Director of Development Services

AGENDA CONTENT: Discussion and possible action on a development agreement between City of Angleton and BAH Angleton Village, LLC

AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: \$0 **FUNDS REQUESTED:** \$0

FUND: N/A

EXECUTIVE SUMMARY:

The City of Angleton and BAH Angleton Village Apartments seek to enter a development agreement. The proposed development agreement includes collection of the following development and permitting fees based on 108 apartment units and cost of construction:

Payment of Capacity Acquisition Fees: For the added strain on the City's existing water and wastewater infrastructure calculated by the City's engineering consultant, HDR, Inc. (Ordinance No. 20190528-021).

Payment of Parkland Dedication Fees-in-Lieu: Payment for the rough proportional share of parkland for added use of City parks (Ordinance No. 1-12-2018, § 1(Exh. A), 12-11-2018).

Building Permit Application Fee: Calculated at \$1,660 for the first \$500,000 of project valuation and \$2 per each additional one thousand dollars of project valuation (Ordinance 2003-O-6A, § II, 6-17-03).

Stormwater Permit Application Fee: Applicable fee for project impervious cover greater than 30,000 square feet (Ord. No. 2010-O-3B, § 1, 4-2-10).

The proposed development agreement has been reviewed by City staff and the City's consulting attorney for accuracy of development fees to be collected in addition to compliance with the City of Angleton Land Development Code, Chapter 23 of the City's Code of Ordinance.

RECOMMENDATION:

Staff recommends the execution of the proposed development agreement between City of Angleton and BAH Angleton Village, LLC.

**DEVELOPMENT AGREEMENT BETWEEN
THE CITY OF ANGLETON, TEXAS AND BAH ANGLETON VILLAGE, LLC**

This Development Agreement (“Agreement”) is made and entered into by the City of Angleton, Texas (the “City”) and BAH Angleton Village, LLC (“Developer”), referred to as the “Parties”, upon the premises and for the purposes set out in this Agreement. It is the intent of this Agreement to establish certain restrictions and commitments imposed and made in connection with the development of the Property. The City and the Developer are proceeding in reliance on the enforceability of this Agreement.

INTRODUCTION

WHEREAS, Developer owns certain real property consisting of 14.571 acres, more or less, and situated within the City (the "Property") on which it intends to develop a 108-unit apartment complex, Angleton Village (the "Development") depicted on the conceptual site plan and Final Replat attached and incorporated herein as Exhibits “A” and “B”; and

WHEREAS, Developer desires to construct certain streets, parking spaces, landscaping, and detention ponds, and related infrastructure and utilities on the Property (hereinafter described as the "Public Infrastructure"); and

WHEREAS, the construction of the Public Infrastructure will result in economic development for the City, thereby creating taxable property within the City, and therefore, an increase in the City's tax base; and

WHEREAS, in order to obtain the benefits of the economic development, the City wishes to assist Developer provide onsite utilities and offsite water and sewer access (the "Utility Work") in such capacity as to support the Public Infrastructure; and

WHEREAS, Developer has indicated to City that it will dedicate all necessary public rights-of-way and easements, as well as construct the Public Infrastructure; and

NOW, THEREFORE, in consideration of the covenants and conditions contained in this Agreement, City and Developer agree as follows:

1. Land Subject to Agreement. The Property that is subject to this Agreement is 14.571 Acre, 1 Lot, 1 Block, 6 Reserve Subdivision, A portion of Lots 27 and 28 of the Oliver and Barrow Subdivision, Volume 2, Page 97 of the Brazoria County Plat Records located in the Theodore S. Lee Survey, Abstract 318, in the City of Angleton, Brazoria County, Texas, as more particularly depicted and described in the real property description attached and incorporated as Exhibit "C". The site plan for the Development is depicted on Exhibit "B", attached hereto and incorporated herein for all purposes.

2. Developer's Construction of Public Infrastructure. Developer desires to construct the Public Infrastructure, more particularly described and depicted in Exhibit

"C", attached and incorporated herein for all purposes, on the Property. "Public Infrastructure" means infrastructure designed in conjunction with the City's requirements for offsite roadway and utility improvements, necessary for the delivery of municipal and franchise utility services to the Property according to City's infrastructure plans; including all easements, permits, bidding, contracting, supervising, and managing the development and construction of same. The parties agree that construction of the Public Infrastructure will benefit the Property and the citizens of the City and promote economic development within the City.

3. Fees. Developer agrees and shall pay the City the following fees as determined by the City Engineer, and City prior to the recordation of any final plat for the development.

Capacity Acquisition Fee (Paid before recordation of Final Plat):

Wastewater CAF	
36 ESUs x \$1,682.68 Cost per ESU in LS 44 Study	\$60,576.48
16 ESUs x \$3,025.60 (cast per ESU in LS 44 Study + amount per ESU for LS 44 to handle additional flow	\$48,409.60
Subtotal Wastewater CAF	\$108,986.08
Water CAF	
52 ESU x \$536.70	\$27,908.40
Total Capacity Acquisition Fees	\$136,894.48

Parkland Fees (Paid before recordation of Final Plat):

108 Units @ \$475.00/Unit	\$51,300.00
Total Parkland Fee	\$51,300.00

Building Permit Fee (Paid before beginning construction) (Form Attached)

Construction Price \$1,660.00 first \$500,000 plus \$2 each additional thousand or fraction thereof	\$13,287,000
Total Building Permit Fee	\$27,234.00

Storm Water Pollution Prevention Fee (Paid before beginning construction) (Form Attached)

Total Fee	\$500.00
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4. Default.

- a. In the event Developer or City is in Default with the terms and conditions of this Agreement, the non-defaulting party may seek any and all remedies available to it, at equity or in law.
- b. A party to this Agreement shall not be in "Default" until the party has failed to perform a duty or obligation required by this Agreement and does not cure the failure within thirty (30) calendar days (if the obligation involves a monetary obligation) or within a reasonable time (if the obligation involves a non-monetary obligation) after receiving written notice from the other party setting forth in reasonable detail the nature of the alleged failure, subject to the notice provisions contained herein. If a monetary obligation is not cured within thirty (30) calendar days, the defaulting party shall have additional time to cure if, prior to the expiration of the thirty (30) calendar days, it can show a cure is actively being pursued and full cure of the default will occur within a reasonable time.

5. Indemnity. DEVELOPER SHALL DEFEND, INDEMNIFY AND HOLD HARMLESS THE CITY, ITS AGENTS AND EMPLOYEES FROM ALL SUITS, ACTIONS, OR CLAIMS OF ANY CHARACTER, TYPE, OR DESCRIPTION BROUGHT OR MADE FOR OR ON ACCOUNT OF ANY INJURY OR DAMAGES RECEIVED OR SUSTAINED BY ANY PERSON OR PERSONS OR PROPERTY, ARISING OUT OF, OR OCCASIONED BY, THE ACTS OF DEVELOPER OR ITS AGENTS OR EMPLOYEES. DEVELOPER SHALL PROVIDE DEFENSE OF SUCH CLAIMS AT ITS OWN EXPENSE WITH LEGAL COUNSEL WHO SHALL REPORT TO THE CITY.

6. This paragraph shall survive the termination of this Agreement.

- a. Force Majeure. Neither the City nor the Developer shall be liable for failure to perform their duties if such failure is caused by a health emergency, catastrophe, riot, war, fire, flood, landslide, lightning, force majeure, or similar contingency beyond the reasonable control of the parties to this Agreement.
- b. Compliance with Ordinances. Developer, its officers, partners, directors, employees, representatives, agents, successors, assignees, vendors, grantees, and/or trustees, shall be subject to all ordinances of City, whether now existing, hereafter amended or in the future arising.
- c. Limitations of Agreement. This Agreement does not waive or limit any of the obligations of Developer to City under any other ordinance.
- d. Notice. Any notice provided or permitted to be given under this Agreement must be in writing and may be served by depositing same in the United State Mail, addressed to the party to be notified, postage pre-paid and registered or verified

with return receipt requested, or by delivering the same in person to such party via a hand-delivery service, Federal Express or any courier service that provides a return receipt showing the date factual delivery of same to the addressee thereof. Notice given in accordance herewith shall be effective upon receipt at the address of the addressee. For purposes of notice, the addresses of the parties shall be as follows:

City Manager	BAH Angleton Village, LLC
City of Angleton	6517 Mapleridge
121 S. Velasco	Houston, Texas 77081
Angleton, Texas 77515	Attention: Doak Brown

Each party may change the address to which notice may be sent to that party by giving notice of such change to the other parties in accordance with the provisions of this Agreement.

- e. Successors and assigns. All covenants and agreements contained by or on behalf of a party in this Agreement shall bind its successors and assigns and shall inure to the benefit of the other party, their successors and assigns. The Developer may assign its rights and obligations under this Agreement or any interest herein, without the prior written consent of, but with notice afterward to, the City.

7. Miscellaneous

- a. Continuity. This Agreement shall be a covenant running with the land and shall be binding upon the Developer, its officers, partners, directors, employees, representatives, agents, successors, assignees, vendors, grantees and/or trustees.
- b. Binding Effect. This Agreement shall be binding and inure to the benefit of the parties hereto and their respective heirs, executors, administrators, legal representatives, successors and assigns, as allowed.
- c. Conveyances. All conveyances required by this Agreement will be free and clear of any and all liens and encumbrances.
- d. Attorneys' Fees. In any legal proceeding brought to enforce the terms of this Agreement the prevailing party may recover its reasonable and necessary attorneys' fees from the non-prevailing party as permitted by Section 271.153 of the Texas Local Government Code, as amended.
- e. All Exhibits and other documents attached to or referred to in this Agreement are incorporated herein by reference for the purposes set forth in this Agreement.
- f. The Parties expressly acknowledge that the City's authority to indemnify and hold harmless any third party is governed by Article XI, Section 7 of the Texas Constitution, and any provision that purports to require indemnification by the City

is invalid. Nothing in this Agreement requires that either the City incur debt, assess, or collect funds, or create a sinking fund.

- g. Developer' s Warranties and Representations. All warranties, representations and covenants made by Developer in this Agreement or in any certificate or other instrument delivered by Developer to City under this Agreement shall be considered to have been relied upon by City and will survive the satisfaction of any fees under this Agreement, regardless of any investigation made by City or on City's behalf.
 - h. **THE PARTIES EXPRESSLY ACKNOWLEDGE AND AGREE THAT NO PROVISION OF THIS AGREEMENT IS IN ANY WAY INTENDED TO CONSTITUTE A WAIVER BY ANY PARTY OF ANY IMMUNITY FROM SUIT OR LIABILITY THAT A PARTY MAY HAVE BY OPERATION OF LAW. THE CITY RETAINS ALL GOVERNMENTAL IMMUNITIES**
 - i. Entire Agreement. This Agreement contains the entire agreement of the parties with respect to the matters contained herein and may not be modified or terminated except as set forth herein or by the mutual written agreement of the parties hereto.
 - j. Venue. The construction and validity of this Agreement shall be governed by the laws of the State of Texas without regard to conflicts of law principles. Venue shall be in Brazoria County, Texas.
 - k. Counterparts. This Agreement may be executed in a number of identical counterparts, each of which shall be deemed an original for all purposes. A facsimile signature will also be deemed to constitute an original if properly executed.
8. The Agreement is not intended to, and shall not be construed to, create any joint enterprise between or among the Parties. The City has exclusive control over and under the public highways, streets, and alleys of the City and shall have dominant control over the project contemplated by this Agreement.
9. The City hereby certifies, and represents, that the execution of this Agreement is duly authorized and adopted in conformity with the City Charter, City ordinances and the laws of the State of Texas. The Developer hereby certifies and represents that the execution of this Agreement is duly authorized and adopted in conformity with the articles of incorporation and bylaws or partnership agreements of such entities.
10. This Agreement shall be effective upon the mutual execution of this Agreement (the "Effective Date") and shall terminate five (5) years from the date of execution.

11. If any provision of this Agreement or the application thereof to any person or circumstance is ever judicially declared invalid, such provision shall be deemed severed from this Agreement, and the remaining portions of this Agreement shall remain in effect.

12. If any provision of this Agreement or the application thereof to any person or circumstance is prohibited by or invalid under applicable law, it shall be deemed modified to conform with the minimum requirements of such law, or, if for any reason it is not deemed so modified, it shall be prohibited or invalid only to the extent of such prohibition or invalidity without the remainder thereof or any such other provision being prohibited or invalid.

(SIGNATURE PAGE FOLLOWS)

IN WITNESS WHEREOF, the parties have executed this Agreement and caused this Agreement to be effective on the date first written above.

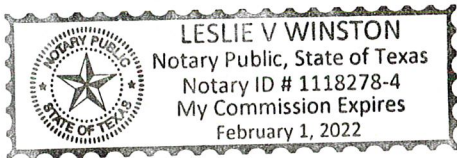
BAH Angleton Village, LLC

By: 
Doak Brown, Manager

THE STATE OF TEXAS §
 §
COUNTY OF BRAZORIA §

This instrument was acknowledged before me, the undersigned authority, this 15th day of March, 2021, by Doak Brown, manager of BAH Angleton Village, LLC, on behalf of said entity.


Notary Public, State of Texas



CITY OF ANGLETON, TEXAS

By: _____
Jason Perez, Mayor

ATTEST

By: _____
Frances Aguilar, City Secretary

Date: _____

THE STATE OF TEXAS §
 §
COUNTY OF BRAZORIA §

This instrument was acknowledged before me on _____, 2021, by
Jason Perez, Mayor of the City Angleton, Texas.

Notary Public, State of Texas



AGENDA ITEM SUMMARY FORM

MEETING DATE: March 23, 2021

PREPARED BY: Chris Hill

AGENDA CONTENT: Discuss and Approve Decrease in Waste Connections Rate, Service Logs and Proposed Improvements.

AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: N/A

FUNDS REQUESTED: N/A

FUND: N/A

EXECUTIVE SUMMARY:

Mayor Pro-Tem John Wright and Staff met with Waste Connections on March 8 to discuss recent rate increase related to inflation clause in the contract and service. Several proposed improvements were discussed, and a rate reduction was requested at the meeting. Waste Connections has provided additional information for discussion.

RECOMMENDATION:

Discuss and Approve proposed Waste Connections Rate Decrease, Service Logs and Proposed improvements to service.

Consumer Price Index

According to the US. Bureau of Labor Statistics, “the CPI measures the change in prices paid by consumers for goods and services.” The USBLS calculates the index by aggregating price changes for various items in each location using weights, which represent their importance in the spending of the appropriate population group. Local data are then combined to obtain a U.S. City Average.

The City of Angleton specifically uses the “Consumer Price Index, U.S. City Average, All Urban Customers, Garbage and Trash Collection, Not Seasonally Adjusted.” “The ‘All Urban Consumer’ group represents about 93% of the total population”, states the USBLS website. Some factors that drive the Garbage and Trash Collection CPI-U the price of steel and wages. It also includes that “all taxes directly associated with the purchase and use of items are included on the index” as well as “prices of fuels.”

Source: <https://www.bls.gov/news.release/cpi.nr0.htm>

CITY OF ANGLETON TRASH COMPLAINTS

Date	Name	Address
1/3/18	Richardson, Nancy	116 E Peach
1/4/18	Richardson, Nancy	116 E Peach
1/4/18	Mock, Pamleab D.	718 N Anderson
1/9/18	Gault, Kristy	649 E Kyle
1/10/18	Jones, Roy R	736 Northridge
1/10/18	Aregullin, Julia	616 N Columbia
1/19/18	Brown, Beverly	28 N Kaysie
1/22/18	Hendrick, Pamela	300 Ranch House Rd
1/1/18	Ramirez, Adam	205 Laurie Ln
1/22/18	Gutierrez, Nicolasa	817 N Morgan
1/31/18	Forge, Orber Lee	814 W Miller
2/2/18	Turner , Paul W.	524 Dwyer
2/9/18	Barker, Jason	124 Knight
2/9/18	White, Samuel	5 Wagon Lane Loop
2/13/18	Barnes, Isabella	906 N Arcola
3/9/18	Bullard,Juanita	137 Dallas
3/14/18	Hacker, Dustin	1 Sarita Rd
3/15/18	Ramos, Felix	818 Anderson
3/22/18	Phillips Curtis	2105 N Tinsley
3/28/18	Sustaita, Luis	622 W Locust
4/12/18	Stillman, Debra	317 Bastrop
4/30/18	Findley,Archie	3 Stoneybrook
5/1/18	Griggs, Pearl	901 W Miller
5/1/18	Edger, John	901 Robinhood
5/3/18	Willams, Vetta	421 W Cedar
5/10/18	Saldivar, JM	140 Dallas Dr
5/11/18	Farris, Carlon	310 N Morgan
5/15/18	Kelley, William J.	1012 Western Ave
5/15/08	Martin, Sharon	920 E Magnolia
5/29/18	Johnson, Welsley	101 Julie K Lane
6/12/18	Branch, Loretta	713 W Live Oak
6/21/18	Diguette, Gail A	521 Catalpa
7/2/18	Absolute Fitness	513 N Downing
7/11/18	Yates, Denise	36 Erick Dr
7/11/18	Silbas, Careeie	524 Catalpa
7/13/18	Lambright, Eula	1000 Nottingham
7/13/18	Buenger III, Elo A	405 E Magnolia

7/17/18	Rochelle, Maria	212 Richmond
7/17/18	Hedges, Douglass	908 N Chenango
7/31/18	Hicks, Yalana	608 W Cedar
8/6/18	Gallardo Jason	1328 Sagbrush
8/22/18	White, Deborah	6 Richland Cir
8/22/18	Bailey, Clinton	712 Manor Dr
8/22/18	Ripple, Raymond	804 Cincinnati
8/22/18	McLendon, Shan R	500 S downing
8/22/18	Sanders, Curtis	720 E Peach
8/23/18	Ramirez, Victor	324 E WILKINS
8/30/18		1525 Shanks
8/31/18		610 Shady Lane
9/5/18	Tison, Henry	412 S Arcola
9/5/18		202 Siver Saddle
9/6/18	Schaeffer, Larry	115 N Walker
9/6/18	Owens , Shirley	444 E Myrtle
9/6/18	Kelley, William J.	1012 Western Ave
9/7/18	Owens , Shirley	444 E Myrtle
9/7/18	Jacobsen, Melissia	720 Milton
9/7/18	Ransier, Chris	2 Colony Dr
9/10/18	Powell, Lancey	5 Palm Pl
9/11/18	Zarate, Arturo B	132 Trailride
9/11/18	Cooper, Jordyn	7 Lazybrook Ln
9/17/18	Green, Jimmie Lou	705 Shady Lane
9/20/18	Lampe, Tara	1225 Walcik Ln
9/20/18	Dornan, Daymon	5 S Kaysie
9/20/18	Flores, Ezekiel	740 S Remington
9/25/18	Luna, Carlos	2800 E Remington
10/1/18	Delagarza, Gilbert	727 S Morgen
10/3/18	Wriser, Karen	1257 Checy Chase
10/3/18	Smith, Patricia	2310 E Mulberry #24
10/3/18	Hooker, Brad	2853 E Remington
10/5/18	Hernandez, Dennie	6 Jasmine Ct
10/10/18	Kendall, Angela	1116 Enchanted Oaks

Issue
Customer call missed trash from Monday
Customer set trash in Alley way
Customer call HT was not service
Customer cart Block by Vehicle
Customer called in that the whole street was not service e
Customer call about no service and tag
Customer called about HT not being service
Customer call in missed trash
Customer called and left voice mail wanted to know his service days
Customer called in that they made a mistake and put trash in the recycle cart and for us to do a courtesy pick
Cable to low
Customer called in that she would like to be removed from the handicap list
Customer called in about us not serving his personal cart
Customer called in a missed trash. We service everyone else's but him
Isabella said that she called in yesterday about being missed and trash is still set out.
Customer called to say her trash was missed. She admitted that she took trash out at 7:45am
Customer stated that we did not service her cart and tagged it.
Per driver bush in recycle cart (Tag)
Customer called that trash was missed
Customer construction debris was not service
clord is doing some remodeling siding on garage and setting it out on the street and asking for quote for debris rem
Customer reported that HT was missed
Pam called in that this customer has call mutable time about getting missed.
Customer calling for missed stop they put trash out on Tinesly not Robinhood
Customer called in a missed stop
Mrs. Saldivar called about HT being missed the (whole street)
Customer called in on missed HT
Customer was missed yesterday
Customer had over this limit and gave quote. Customer declined the quote
Customer called about heavy trash(Brush) not being service
Customer called about a big pile of brush on an empty lot
Customer called in about her construction debris. Offer the option to pay.
Customer called in about not being service
Customer called in for us to put them on the list to service sheetrock in bags and 2x4
Customer asking to speak with supervisor
Recycle cart full of trash and ask for us to service
Customer called in about us not serving his 2 personal green cans

Customer has fencing debris out
Customer called in about us missing one side of the street
Customer called in that he received a letter from the city about his big pile and that it need to be removed so he is needing a
Customer call in about his lumber not being service
Customer called in that the whole cul-de-sac was missed
Customer called about a tag on brush pile
Customer asking that we go back and service more brush
Customer upset that we left a tag and that we only service 2yd he wants us to service more since his property if 5 acre
Customer mad that we only took some of her brush pile
City code enforcing got with customer to call us bout lumber he has set out
service 2yd limit and tagged the rest. Driver said it going to take over a month to service 2yd per service day until it a
Driver tagged customer in case they called in about construction debris
Customer recycle was missed and wondering why.
Per driver service 2yd and tagged the rest
Customer is up set that we only service 2yd while he pays for 23.61 for 4 HT service and 4 recycle and 8 trash
service why should he pay \$200.00 to get his HT pickup
Customer ask to can expedite total change. We broke wheels off after we service it.
Mrs. Kelley Called to say thank you so very mush to the driver that service her house. She is 88 years old and blind
out of one eye and today the driver service her and returned her cart and as he was bringing the cart he also pick
up my new paper and brought it to me as well. The sew paper would of gotten wet and he did not have to do this
but he was sweet a caring and thought they we should know of his good deed.
Customer called back to say thank you for getting the exchange quickly
Called in to say his pile was tagged
Said that he was tagged for over the limit
Neighbor called in that this customer is contaminating recycle with dirt. They saw neighbor do this.
Customer called in about the tag over the limit
Customer not service due to block by vehicle
Customer call in missed trash
Customer call in stating that the recycle was not service and his neighbor as well
Customer called in miss stop but also ask what day it was I told her Thursday and she said sorry she thought is was Friday
Called in about being tagged over the limit. And paying for a service that he is not getting
Called in about being tagged and that we have so many restrictions
Customer called a missed stop
Customer called asking for us to dumped personal can since he did not know that we only service WC carts.
Customer call in that he has brush out just wanted to make sure we service them
Customer called about red tag
Customer called in wondering why his personal can was not service
Customer called in that he received a tagged on his HT (OVER THE LIMIT)

Resolution
Sent driver back to service customer
Communicated to customer not to set trash in Alley way going forward
Radio driver -per driver bush need to be move for service. Called customer to let them know customer is moving brush and calling us after for service
Driver tag carts
Sent driver back to double check street. Per driver only service 2 customers
Communicated to customer about construction debris in cart and over loaded
Driver went back to service
Driver went back to service
Called customer back and no answer so left voicemail with his services days
Radio driver to go ahead and do a courtesy pickup just this one time
Notify the city of issue
Removed customer from list
Explained to customer that we only serving WC carts going forward and he has the option to pay for an extra cart service if needed. Customer will be looking into this option
Sent driver back to service trash
Driver was sent back to service missed trash
Explained to customer to please have trash out by 7am going forward . Send driver back
Explained that the cart was right up agents mailbox and for safety concerns cart did not get service customer stated that that was stupid and hung up.
Notify the city of issue
Deriver went back and per driver he already service can the first time but dumped cart again
Explained to customer that we don't service construction debris and gave option for an extra charged for this debris removal.
Quoted customer and waiting on his approval for service
Operations is sending driver back to service brush pile
Supervisor is meeting with driver and sending them back to make sure customer get service.
Driver was made aware of trash placement going forward.
Notify operation to send driver back to service customer. Per operation sending driver back next day to service. Late in the afternoon and driver was already gone for the day
Per driver he did not make it to this street as of yet.
Per driver customer had over the limit. Explained to customer the e2yd limit. Customer stated that the pile will stay their until it all pick up.
Sent driver back after route was completed to service missed stop
we will service the limit until its all pick up .
Operation is sending driver by tomorrow to service what was missed
Explained that we don't service empty lots and gave customer code enforcement number
Customer did not want top pay for this extra service.
Per driver customer needs to upgrade service since they always have trash on the ground when they are there to service can.
Explained to customer that we don't service construction debris and afford to quote. Customer said no that she is getting with her husband and he will get with the city
Email operation to call customer
We did a courtesy pickup since customer calling the city about an extra cart.
Explain to customer that we don't service personal cans only the green cart that we provided

Explained about construction debris and that we can quote for service customer will be calling us back.
Told customer that we service one side and come back on to service the other side. With the new truck we only service one side at a time.
Email operations to go by and give a quote for extra services.
Told customer that we do not service construction debris with his regular service but we could give him a quote. Customer said that he will take care of it himself
Notified customer that they where 3 vehicle in cul-de-sac that was blocking driver to get in to service customers. Customer stated that they will be moving some vehicle
We let him know that he had over the limit and that we only service 2yd per service weekly
Explained that we only service 2yd per service week. Per customer just leave it there and service 2yd until is all gone
Explained that we only service 2yd and if he wanted we can quote him to service the rest. He stated that he will be calling the city about this .
Explained the guideline
Operations went out to give quote
Driver tag big pile
Tagged customer
Per driver he dose not recall if it was out or not but going back to service before he comes to the yard
Tagged customer over the limit
he had out at once it will be \$200. Customer had over 10yds and we already service 2yd this week. There was a tag as well. Jaime meet with Pam with the city about this
operations will work on getting it exchanged tomorrow
Letting operation know so they can get with the driver to let him know what a good job he is doing when it comes to taking care of his customer.
Completed
Customer had out old fencing. Told customer the guideline.
ined the 2yd limit and gave him the option getting a quote. Customer said just service 2yd a week until it
Per Jaime have driver check recycle cart to see if there is none recycle in cart and if there is have driver tag cart so customer will know going forward.
t customer know about the 2yd limit and lost connection or hung up before letting them know of the option
Notice to the city
Sending driver back tomorrow to service mossed trash
Driver went back and only 1 cart had recycle. Driver service cart
Wrong day
Went over the limit and the options for getting all service customer was still upset with us only serving 2yd
Explained that the guide line are that we will service unto 2yd per service day
Sent driver back to service customer
Ask for customer to call city hall an request an extra cart for going forward. Asking driver to go a head and service this one time
Driver services this area
Explained over the 2yd limit customer said okay
Told customer that we will only service WC carts going forward
ld customer we only service 2yd per service day. Customer stated that he will leave it out until it is all pick

Resolution Date
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1/4/2018
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CITY OF ANGLETON TRASH COMPLAINTS

Date	Name	Address	Issue	Resolution	Resolution Date
1/8/19	Warren, James	820 Northridge	Jennifer called in that her uncle passed away and they are trying to clean out the house. Wanted to know if there was something we can do to help	Per Jaime lets make sure we help them with their debris	1/8/2021
1/8/19	Smith Robert	613 W Live Oak	Customer call about have trash not service yet	Per operations driver has not made it by as of yet will be later today	1/8/2019
1/9/19	Fitzgerald, Julie	5 Pine Pl	Customer was tagged for blocked alle car	Tagged customer on reason not service e	1/8/2019
1/9/19	Charles in Hector	1 Myrtle Court	Customer had over the limit and was tagged	Explained over the limit and was tagged	1/9/2019
1/9/19	Meyer, Mary	200 E Palm	Tagged customer only service 2yds	Customer was tag with reason for tagged	1/9/2019
1/11/19	Fabin, Moreno	6 S Kaylie	Customer calling why we did not service full brush and left a tag	Explained the 2yd limit and what he can do about us servicing the rest	1/11/2019
1/11/19	Brassport Small Busine	2613 S Front St	Customer called miss stop	Driver went back and ran was empty	1/11/2019
1/16/19	Hobbs, Evelyn	847 S Valderia	Customer call about tag	When speaking with customer they had out construction debris. Explained the guidelines and option to get a service customer will be calling back	1/16/2019
1/25/19	Jansinsky Robert	1027 Wimblerly	Customer called in miss stop (Recycle)	Driver was sent back same day to service	1/25/2019
1/28/19	Geerdes, Danna	917 Canyon	Customer was missed and asking for a refund	Explained to customer that we will send driver back to service missed stop	1/29/2019
1/28/19	Neeton, Jay	608 Manor	Customer wanted to know why trash was missed	Per driver not aware on missing stop going back to check tomorrow	1/29/2019
1/29/19	Lowery, Jack E	204 E Kiber	Customer call about recycle service	Sending driver back by to make sure customer is service	1/30/2019
1/30/19	Baker, C R	613 Milton	Customer call about only some of their green waste getting service	Told customer that we only will service 2yd per service week	1/30/2019
2/13/19	Oxshier, Barbara	908 Heritage Oaks	Called in to confirm that today is their HT days	Confirm with customer and explained that we will only service 2yd limit	2/13/2019
2/26/19	Wingard, Fred	39 Teanan Trail	Customer called in to confirmed that work order was enter to service their HT	Work order was enter and schedule for removal today	2/26/2019
2/26/19	Howell, William	1103 Meadow Lane	Customer called in to get a work order made for ht removal	Asked customer what he had out and told me that he has out lumber/construction. Informed customer that we do not service construction debris with out a charge. He stated that he will call us back	2/26/2019
3/7/19	Martin, Cain	1213 Sagebrush	Customer call about us not serving a bagster	Explained that we do not service bagster our equipment are not equip to service this type of bags and that it will be over the 2yd limit as well	3/7/2019
3/7/19	Ward, Barbara	624 Northridge	Removal called in about HT not being service	Per driver they haven't service street yet will be there later on today if not tomorrow	3/7/2019
3/14/19	Edison, Carina	N Spruce	Customer was tagged over the limit	Explained the 2yd limit per service week	3/14/2019
3/20/19	Micham-Coan, Vicki	904 S Bell	Customer called in that we haven't service HT going on 2 weeks	Per supervisor driver is going by clean them up	3/20/2019
3/21/19	Barrow, Charles	630 E Merlie	Customer stated that we service 2yd last week but we did not service any this week	Per driver he did service 2 more yd this week. Supervisor send driver back to service 2 more yd	2/21/2019
3/29/19	Martin Charlatte	1244 San Felipe	Miss Martin called in a missed stop	Driver going back to service customer	2/29/19
4/3/19	Alston, Vance	22 Kaylie	Customer call in a missed stop and if we don't service he will calling the city	Per Supervisor driver is heading that way to service customer 7	4/3/2019
4/8/19	Arendse, Arian	2028 S Front St	Customer in need a recycle cart they only have blue cart	Explained to customer that we do not provide for debris	4/10/2019
4/10/19	Gonzalez, Abigail	253 Austin St	Customer out a tree down	Gave customer options for a quote customer will be calling back	4/10/2019
4/12/19	Parish, Dana	108 Lassen St	Customer call in about getting a few doors service	Will work order for a courtesy back of 2 doors	4/12/2019
4/12/19	Espinola, Martha	13 Grace St	Customer called in being tagged over the limits and about leaving tag on the brush pile not on their door	I explain that we tag the brush pile and about the 2yd limits need to give her option to quote but she said that it will stay out there until it is all gone	4/12/2019
4/19/19	Espinola, Martha	13 Grace St	Per Driver they service 2yd and tag again	We continue to service the 2yd limit until it's all gone	4/19/2019
4/25/19	Crash, Garrett	1801 N Island	Customer call about the restriction on heavy trash	Explained the guidelines	4/25/2019
4/25/19	Eccodey, Larry	343 Cemetery Rd	Called to fine out their recycle day service	Told customer Wednesday	4/25/2019
4/26/19	Burns, Robert E	806 E Cedar	Customer called in about not getting their construction debris service	Explained to customer that we don't service this type of debris with out an extra charge and tried to explain other option but she requested to speak to a supervisor before I was able to finish she hurt so I was not able to get the number for supervisor	4/26/2019
5/3/19	Luna, Ruben	1412 S Bluebonnet	Customer call in about not serving his bags	Explained to customer that we will service bags of leaves on wed as we run the bulk route	5/3/2019
5/7/19	Beerra, Rudy	1362 Fair Dr	Customer called in about remove the truck he set out trash has service the other side of street	Per driver he already service customer side but will go back in a while to service customer	5/7/2019
5/8/19	Walker, Judith	21 Paris Dr	Customer is asking to please service his HT trash because he is having his family over this coming weekend customer dose have a little over the limit	Per supervisor please enter work order so the driver knows to a head and service all tomorrow	5/8/2019
5/8/19	Parish, Elizabeth	20 Churkswagon Ct	Customer request quote to service trash pile	Supervisor is going by to quote trash pile	5/8/2019
5/15/19	Perry, Carol	1120 N Anotta	Customer called in about construction debris that not been service	Explained reason why and gave customer options of paying for the extra service or they can dispose it himself by taking to the landfill and saving the landfill. Customer hung up on me	5/15/2019
5/16/19	Luna, Ruben	1412 S Bluebonnet	Customer calling in about being miss again	Jaime spoke with customer and send driver by to take care of customer also meeting driver to see why customer a being missed	5/16/2019
5/17/19	Ward, Aaron	1165 South Hampton	Customer called in that his HT trash is not being service	Customer has sheetrock and carpet-construction debris. Explained the guideline when it come to HT and what can be done for us to service	5/17/2019
5/22/19	Oxshier, Barbara	908 Heritage Oaks	Customer call to see if today was her HT	Explained that we start servicing HT trash on Tuesday and completed on Thursday, if for some reason it is not service by Thursday please call and let us know	5/22/2019
5/22/19	Ware Auto Repair	N Velasco	Customer called in a miss stop	Driver will be servicing by to service missed stop tomorrow	5/23/2019
5/22/19	Beheld, J A E	732 Northridge	Customer call in that his trash has not been service today	Asked customer to give more time since it is early in the day. Operation is still getting with driver to make sure customer gets service today	5/22/2019
5/23/19	Salazar, Claudia	909 Plantation Dr	Customer needs a quote for debris removal	Operation will be going by to take a look and get quote	5/23/2019
5/23/19	Howell, Tammy Terry	1320 Gifford Ln	Customer wants to know what all we will be on her HT day	Explained that we will service up to 2yd and no construction debris or demo materials. However we can for an extra charge	5/23/2019
5/29/19	Ben, Frank H	1513 Cedar	Customer called in upset because there was a tag set on his cart and the cart was moved from where he place it	tag was because the cart was set out right by the mailbox. Driver got out to move cart over so he can service it and to show where customer can set the cart going forward	5/29/2019
5/30/19	Schoonover, James	1013 Robinhood	Customer called in missed HT	Customer was ask how they had their HT set out. They said in personal cans. Explained that we don't service personal cans. If customer will bag it will be service during their bulk days. Customer got upset and said now I have to bag it myself	5/30/2019
5/30/19	Lewis, Christie	1109 Robinhood Lan	Customer called in about HT not being service	After asking question the customer stated that the brush is over 8 ft long and over the limit. Ask customer to out it down and driver will service after 2yd limit on their next service day	5/30/2019
6/5/19	Blanchard, Robert	1236 Sagebrush	Customer called in missed HT	Per driver customer has over the limit he did service the 2yd limit and customer has about another 4yd left. Explained the 2yd limit and next week driver will service the limit again	6/5/2019
6/10/19	Alex, Tamara	1220 Paloma	Customer called in for a quote on an old piano	Explained operation for a quote	6/10/2019
6/12/19	Gilgus, Pearl	901 W Miller	Customer called in a miss stop (Hardtop customer)	Supervisor sending driver by to take cans of customer	6/12/2019
6/12/19	Lampo, Tara	1225 Wicks Ln	Customer called in that we service everyone else HT but not his. All he has out is a little brush and bed frame	Driver is going back to make sure customer gets service. Driver stated he might of over looked it does not remember seeing this out when he service street	6/12/2019
6/14/19	Star, Robert	1205 E Ramona	Customer called in about a bagster he has out for service	Explained that we don't service bagster	6/14/2019
6/14/19	Cava Properties France	2921 S Wilston	Calling about having a HT in the next hour or so	Per driver has not made it by maybe in the next hour or so. Asked customer to allow more time	6/14/2019
6/20/19	Hall, Patricia	6931 W Wright St	Customer called ET on brush removal	Explained that they are schedule for service this week	6/20/2019
6/24/19	Van, Roberto	157 Bascom	Customer called in the his car was service but not his neighbor that was next to his	Driver is going back to service today	6/24/2019
6/26/19	Garcia, Maria	121 N Columbia	Customer stated that the city left a door hanger (Tag) to call WC	Explained the tag was because they had over the limit and we will only service 2yd per service week. And give him service option dispose the remaining debris	6/26/2019
6/27/19	Baker, Luther	404 Leonard	Customer called in a missed stop	Operations sending driver back to service	6/28/2019
7/2/19	Shafer, Larry	115 N Walker	Mr. Larry called in about his brush	Per operations customer has about 12yd out and we will only service the 2yd limit until its all gone	7/2/2019
7/2/19	Michael Blitany	2609 S Front St	Called asking about HT. Customer has out siding, wood and plywood	Explained that this type of debris removal is not included with his trash services. Did give them option for removal	7/2/2019
7/3/19	Patterson, Dennis Flynn	1108 Pecan	Customer called in about HT	Customer has construction debris let customer know that we don't service this type of material and gave options	7/3/2019
7/5/19	Hinojosa, Minnie	304 Bern St	Customer call in that she set out HT on Wednesday night	Explained per driver he already service this area and for customer to set out HT by Monday night or Tuesday before 7am their HT will be service next week	7/5/2019
7/5/19	Hinojosa, Minnie	304 Bern St	Customer called back saying that I am wrong and that I did not want to help her out	I assure her that I enter a work order for her HT to be service by next week	7/5/2019
7/22/19	Fields, Todd	404 S Farrer	Resident has HT in the back of his home	Explained to customer that we service HT in front of their home and that we don't go behind homes to service any trash. Customer hung up on me	7/22/2019
7/24/19	Billingsley, William A	621 S Arcos	Customer call in about getting a Quote for debris removal	Sent to operations for quote	7/24/2019
8/7/19	Lowery, Jack E	204 E Kiber	Customer call about heavy trash put out	Asked customer to please allow more time as truck is still out completing route	8/7/2019
8/27/19	Herrin, Jeanette	3 Sumblybrook	Resident call in missed stop	Per Driver call has not made it yet will be there in the next hour or so	8/27/2019
8/28/19	Dunne, J. Vijal	612 Rosewood	CHI PICKING about a 800 gal	Explained that we will service it as bulk on Wednesday	8/28/2019
8/29/19	Gomez, Sylvia	1205 S Front	Customer asking about a letter that the city left about having over the limit last week	Explained that we will service 2yd limit per service day customer state that wait and see if we service the rest this week will call us back for a quote	8/29/2019
8/30/19	Boise, Rose	862 Rose	Customer called in asking if grass needed to be contain in bags	Told customer that yes and it will be service on Wednesday as bulk. Customer reply that he will out out and start babbato to be service	8/30/2019
9/6/19	Thomas, Joshua	305 W Plum	Customer call in about benches they took down	Explained that we do not service construction debris and that we can give him a quote for this type of service. Customer be calling back if he needs a quote	9/6/2019
9/6/19	Hawkins, Greg	144 Bascom	Customer call about green waste and that she spoke with the driver but driver has not made a back yet	Driver was sent back to service customer. He went to dump out and had not made it back yet	9/6/2019
9/8/19	Cadra, John	313 Larrin	Customer called in about broken glass in that driver say and want to make sure we get with the driver	Supervisor meeting with driver	9/8/2019
9/11/19	Sturbeck, John	114 La Lita	Customer call about some chairs that he is putting out for service	Explained that this will be service on Wednesday as bulk	9/11/2019
9/16/19	Reinos, Sandra	412 W Millberry	Customer call that she was missed	Sending someone by to recover tomorrow	9/17/2019
9/23/19	Bernard, Patricia	1013 Southern Oaks	Customer called to verify if he has items that he has just cut and chain	Confirmed that both of his bulk service day	9/23/2019
10/7/19	Snyder, Stefan	Randh House Rd	Customer called that he was missed last week and wanted to make sure they are not missed again	Enter work order to make sure customer is service	10/7/2019
10/9/19	Amelia, Esther	1208 Merlina	Customer called about a bag on his debris	Explained that the tag was for construction debris and give options to get it service customer might call back if they same to city	10/9/2019
10/10/19	Acuna, Rose Marie	800 E Orange	Customer call that they missed putting their trash out on time	Got with operation they will be doing a courtesy pickup	10/10/2019
10/21/19	Sifford, Jeff	6 Laybrook	Customer call that the whole street was missed	Send driver back and only service 1 cart that was out	10/21/2019
11/4/19	Choi	1284 Laurel Loop	Customer call in missed stop	Customer is needing Blue and Green cart	11/6/2019
11/6/19	Boone, Bobby	217 Saff	Customer called in miss HT	Per Operations customer HT will be service by tomorrow	11/7/2019
11/7/19	Garcia, Arlan	813 E Plum	Customer called in and said that they put out their trash late	Explained to customer that they need to have their trash out by 7am	11/7/2019
11/17/19	Soto, Homero	804 Cemetery	Customer put trash late	Explained to customer that they need to have their trash out by 7am	11/17/2019
11/20/19	Alvarez, Libeth	1845 Shanks Rd	CCI about about a mattress they put out for service	Explained that this will be service on Wednesday for bulk service. Customer said that they will call back if not service	11/20/2019
11/20/19	Milligan, Beatrice	624 W Live Oak	Customer called in that they did not service all of their HT	Explained that we only service 2yd per service week. Gave customer option they will call back or let it set out there until its all pickup	11/20/2019

CITY OF ANGLETON TRASH COMPLAINTS

Date	Name	Address
1/5/20	Garcia, Jorge L.	828 Smogan
1/6/20	Woodard, Shani	321 Richmond
1/10/20	Duke, John	420 E Myrtle
1/12/20	Salinas, Eloy	330 W Peach
2/3/20	Johnson, Wesley	Julie K Lane
2/4/20	Hofman, Betty	1305 Heather
2/6/20	Wilson, Jeffery	172 Houston Ave
2/6/20	Wallace, David	257 Austin St
2/11/20	Tennison, Linda	916 N Chenango
2/19/20	Le, Chanh	1440 Bluebonnet
2/25/20	Woodley, Kathleen	1 Crossing Ct
2/26/20	Gerrard, Diane	601 E Murry
2/27/20	Carleton, S V	712 Browning
3/2/20	Heavenridge, RJ	813 n Higgins
3/2/20	Franks, Greg	3 Palm PL
3/3/20	Vargas, David	1198 E Henderson Rd
3/4/20	Garrett, Carolyn	729 Manor Dr
3/4/20	Lisa, Kivi	415 N Pecan
3/5/20	Hernandez, Jose	1320 N Rock Island
3/5/20	Hernandez, Jose	1320 N Rock Island
3/5/20	Saavedra, Miguel	216 Iden
3/9/20	Jablecki, Larry	910 S Walker
3/10/20	Jablecki, Larry	910 S Walker
3/11/20	Wagner, Ricky	212 Lostracco
3/11/20	Jablecki, Larry	910 S Walker
3/12/20	Pena, Miguel	1016 Vine
3/16/20	Gomes, Janet	1000 San Felipe Rd
3/17/20	Mickinght,Graid	824 S Morgan
3/20/20	Hernandez, Jose	1320 N Rock Island
3/23/20	Orand, Dick	2 Erik Dr
3/23/20	Barker, Jason	124 Knight
3/26/20	Bailon, Belinda G	600 E Lorraine
3/27/20	Knight, Earl Jr	609 N Valderas
4/3/20	Avitua, Matilde	641 E Lorraine
4/8/20	Hamlet , Kacey	4 Lazybrook Ln
4/14/20	Bromonsky, Tommy	1008 Enchanted Oaks
4/16/20	Gordon, Kimberly	46 Alexander Ct
4/20/20		701 W Ash
4/20/20		701 W Ash

4/21/20	Eggert, Dwight	421 Dwyer
4/21/20	Bell, Jon E	813 Plantation Dr
4/21/20	Woods, John	1204 San Felipe Rd
4/22/20	Martinez ,Melanie	312 Richmond
4/22/20	Martinez ,Melanie	312 Richmond
4/22/20	William, Brook R	105 Finch
4/23/20	Feank, Greg	3 Palm Pl
4/27/20	Smith, Carolyn	700 Heritage Oaks
4/30/20	Cunningham, Bill	1009 Wimberley
5/5/20	Smith, Steve	728 Milton St
5/6/20	Millington, Amanda	724 Northridge
5/6/20	Luna, Carlos	2800 E Remington
5/6/20	Henson, Buck & Shanelle	505 Gardenia
5/11/20	McCracken, JD	1131 Christy Dr
5/11/20	Yates, Denise	36 Erik Dr
5/11/20	Marchant, Stella	808 W Live Oaks
5/12/20	Troulliet, Gregoria	2310 E Mulberry
5/13/20	Garcia, Henry	1229 Caldwell
5/14/20		4 Dallas Ct
5/15/20	Armstrong, Cayla	1100 Morningside
5/15/20	Dunkin, Frank	7 Colony Drive
5/19/20	Davis, Johnny	1429 S Front
5/22/20	Villalone, Marissa	1637 Alena Apt A
5/26/20	Bermea, Katherine	4 Stonybrook
5/28/20	McKnight, Craig	824 S Morgan
6/5/20	Fambrough, Billy	2321 S Front st
6/8/20	Salinas, Nohemi	164 Dallas Dr
6/8/20	Kohutek, William	1205 Heather
6/9/20	Pena, Antonio	145 Houston Ave
6/9/20	Adkin, Kathy	308 Hickman Lane
6/10/20	McDaniel, W K	800 Cannan
6/11/20	Ferguson, Steve	705 Cotharn
6/11/20	Lambright, Eula	1000 Nottingham

6/16/20	Darryl, Cox	300 E Myrtle
6/16/20	Peltier, Brain	1108 Rosewood
6/16/20	Collard, Brett	59 Alexander Ct
6/19/20	Cox, Donnie	201 E Wilkins
6/23/20	Goatley, Marilyn	8 Piney Way
6/23/20	Hernandez, Dorthy	600 S Hancock
6/24/20	Greer, Gregg	612 Prairie Lane
6/25/20	Greer, Gregg	612 Prairie Lane
6/26/20	Edmonson, Jennie	1013 Meadow Lane
2/26/20	Chuong, Tw-Van	208 Bert St
2/29/20	Beaudion, Donterica	441 E Cedar
7/1/20	Greer, Gregg	612 Prairie Lane
7/1/20	Broberg, Jack	102 Meadowlark
7/1/20	Ofarrell, Nathan	616 E Lorraine
7/1/20	Mcham-Coats, Vicki	904 S Belle
7/2/20	Skes, Phil	1013 Wimberley
7/2/20	Moreno, Mario	721 E Peach
7/2/20	Robertson, Ashton	624 S Hancock
7/2/20	Cazes, Charles	713 Browning St
7/8/20	Munoz, Arthur	741 N Rock Island
7/9/20	Fisher, Kenneth	1000 Western Ave
7/10/20	Munoz, Arthur	2005 Rock Island
7/10/20	Bynum, Dana	521 Sims
7/13/20	Gross, Gregory, Michael	1245 Laurel Loop
7/13/20	Villanueva, Jesse	1008 E Wilkins
7/14/20	Weatherly, Donna	8 Ranch House
7/16/20	Peltier, Brain	1108 Rosewood
7/21/20	Fields, Todd	404 S Farrer
7/22/20	Senkyrik, Stacey	1425 Northview Dr
7/23/20	Kirkpatrick, Alana	1104 Nottingham
7/23/20	Kirkpatrick, Alana	1104 Nottingham
7/27/20	Martinez , Mario	112 Deborah Dr
7/27/20	Norris III , Thomas J.	912 W Mulberry
8/5/20	Bynum, Dana	521 Sims
8/6/20	Vellanueva, Bill	824 Akers
8/7/20	Barbara, Olin	705 Southside Dr
8/11/20		781 Rosewood Lane
8/12/20	Saldivar, J M	140 Dallas Dr
8/13/20		1351 Gifford Dr
8/14/20	Carr, Robert	305 Heritage

8/18/20	Hunter, Phillip	2 Lazybrook
8/20/19	Salinas, Eloy	330 W Peach
8/24/20	Hays, Tasha	5 Mustang Ct
8/24/20	Polansky, David	800 N Higgins
8/26/20	Cannon, Jerry	2212 S Velasco
8/31/20	Pillips, Brandy	3 Wagon Lane Loop
9/7/20	Lerma, Mathra	100 Bald Prairie Dr
9/9/20	Tennison, RL	713 E Akers
9/16/20	Reyna, Alfredo	1200 Gifford Rd
9/18/20	Wingo, Rachel	1201 E Ramona
9/18/20	Barrow , Lynette	1201 Ramona
9/21/20	Hacker, Heath	612 Cannan
9/24/20	Orise, Bessie	1025 Chevy Chase
9/29/20	Bryson, Leslie	103 Peach
10/5/20	Windemaker, Kimberly	301 Linden
10/6/20	Cone, Linda	320 Ranch House Rd
10/7/20	Green, Jose E	313 La Laja
10/8/20	Gouldeaul, Ray	913 Nottingham
10/8/20	Villarreal, Rose	520 Mismosa
10/8/20	Cazes, Charles	713 Browning St
10/9/20	Sims Jose	20 N Kaysie
10/12/20	Sims Jose	20 N Kaysie
10/13/20	Savage, Brandon	9 Sarita Dr
10/15/20	Donnell. Gregory	13 Havrvest
10/15/20	Barrow , Lynette	1306 Wayne Dr
10/16/20	Atwell, Jennifer	716 E Lorraine
10/20/20	Zapalac, Albert	1712 Shanks RD
10/20/20	Cates, Rebecca	51 Ranch House
10/21/20	Collins, Lucinda	1044 Vine
10/27/20	Cooper, Dianne	2 Rose Ct
10/27/20	Cooper, Dianne	2 Rose Ct
11/3/20	Vontress, William R	2 Palm Pl
11/4/20	Nosaka, Dan	549 S Downing
11/4/20	Brown, Donald	220 N Walker
11/6/20	Arrisola, Lloyd	317 Rice Ave
11/10/20	Heavenridge, RJ	813 Higgins
11/16/20	Barker, CR	613 Milton St
11/17/20	Kyle, Bob	220 Trailride
11/17/20	Phihoda, Henry	1017 Morningside
11/23/20	Soria, George	616 E Peach
11/24/20	Luna, Elsa	1316 Molina Ct
11/24/20	Burleson, Robert	18 Wagon Lane
11/25/20	Blissing, Chris	809 Plantation Dr

Issue
Customer called in missed recycle
Customer call in for service days
Customer called in that he is a handicap and got missed
Customer cut down a tree
Customer recycle was missed
Customer called in to get detail on the new heavy trash service
Customer call in asking about his schedule for HT
Customer call in about HT he is remodeling his kitchen
Customer calling that helper is setting carts blocking his driveway
Call in that they have a plie of plywood and lumber for service
Called in find out their HT week
Customer call in asking why her HT was not service yesterday
Miss Carleton called to inquire about her HT days
Customer call in that they cut back a grape Myrtle and they have not service yet
Customer asking about their HT days
Customer called in that we haven't service their street
Mr. Gary calling asking about HT days
Customer called in missed stop
Customer called in about not servicing all of their HT
Customer called back asking for a quote
Customer called in that he was missed but that he set out his trash late
Customer called about getting a quote for brush removal
Customer called about not all their HT trash not getting service and that he combine his with his neighbors
Mr. Larry called back and he will be taking care of big brush pile himself
Customer left message recycle was not service
Customer call in asking for service days on their HT
Customer called asking about their heavy trash schedule
Customer called back upset that we only service 4yd and that that is not enough and the he will not be paying he will just have us service 4yd until it is all pick up and hung up the phone
Per city please add customer to the handicap list
Customer called in about HT service he set it out on a vacant lot at the end of the street and other resident also do the same
Customer has out constructions debris
CCI asking about their schedule for HT
Customer call in missed stop everyone else was service but her
Customer called in. Their recycle has not been service yet
Customer said they have brush out and asking for their HT schedule
Customer called in about not getting service HT
Customer call in on missed recycle
manda called back stating that it was the kids that put trash in the recycle been and for to service it because it had m

Customer asking for a quote to service construction debris
Customer ask about the guidelines on HT. They are cleaning out their Garage among other things
Customer left message about HT
Customer call in that their road been under construction for a good while but been completed and that they are setting HT out and driver can come down for service
Kyle with the city called in that they are still working on this street but they need the brush pile to be service so they can continue with their work
Customer called that to ask about guidelines when it come to HT and that we have not service as of yet
Customer call to say thank you to the driver. The driver did such a great job. Driver got off a couple of time to collect the loosed debris to make other pile to service
Mr. Smith called about missed brush
Customer called in about construction debris
Customer that they are cleaning out her mother home and wounding how to go about setting out for service
Customer call in to say we did not service their brush last week
Customer called in to ask what zone they are in.
Customer call in about HT and was not aware of the changes in HT
Customer called in asking when their Ht will be service
Customer called in to get their brush service
Stella asked about the schedule for HT
Customer called about tagging her cart that it was over loaded
Customer call that their HT is still out no service
Customer called in asking about their ht days
Ian Pattin called in about the construction debris that's not being service
Customer called in to get the schedule for HT
CCI asking about their schedule for HT
Customer called about HT
Customer said that a small tornado that hit her area this past weekend and has a tree that went down
Customer called about getting an extra cart
ner stated that he was told that they can put their HT trash on the other side of road way since the city made the ditch
Customer call in that they had a lot of family over and they will have extra trash that dose not fit in the cart asking for a quote to get all service
Billie called to ask when his HT is service
called to ask about brush pick up days
Customer called in ask for the schedule of HT
Customer called in a miss stop
Customer call to state that he is very impressed with our service and how we take care of our customer. However he was missed this one time
Called to ask about HT days

Customer said that they were missed and also one day last week
Customer asking about his HT schedule
Customer called in a miss stop
Customer tore down a shed and asking about getting a roll off box and options to it service
New resident need carts
Customer called in about the cart being knocked over
Customer requesting quote for debris removal
Customer called back and said great they are out of town traveling and will get back with us next week
Customer call in that they still have brush out from last week and want it service
Customer called about Ht days. She dose not understand
er just moved in and carts are full asking if we can please go by and service so they can have room on their next ser
Customer call in and paid for debris removal
Customer stated that they have green waste to be service and asking for service days
CCI asking about their schedule for HT
Customer called asking on how to dispose a refrigerator
Customer called in about his recycle being missed
CCI asking about their schedule for HT
Called to ask about HT days
Costumer called in and ask if we will be running normal on 7/3
Customer called in to confirmed that we will be running zone 1 this week
Customer called in about service. Still not service
Customer called in that their HT has not been service
Customer call in to confirmed that they are on zone 2
CCI to get info on HT ZONE
Customer call in thinking that he was missed today
Customer requesting quote for debris removal
Customer call in to make sure they had the day right for HT service
Customer called in about a pile of construction debris that is setting in a vacant house the pile is behind the house
Customer called in about his HT not being service
Customer has out constructions debris and was told that we service this type of debris asked to speak to a supervisor
Ask for a quote
Customer called in a missed stop
Customer called to ask if we will service a sink for HT that all they will have out
Customer called in- Said that when we service their HT that we broke the culvert
Customer call in saying that we are not service a baby pool that they set out
Customer called in asking for the schedule for HT
Customer called about a Basketball Goal
Customer call to get info on HT
New customer and we have ridiculous stipulation that they have more trash than what the cart will hold
Customer set out trash late around 9am ask if we can go back to service

CCI asking for schedule HT
asked about HT days
Customer asking if we can go and service their area before the storm hits
Called in to ask if we were on schedule today
Asking to conformed if their HT is on zone 2
led stating that a tree fell down and they cut it up and set out by the curb asking for a quote and that it over the 4yd li
Called about adding an extra cart service
Customer called in that they started to put cart out for service on Rock Island and was missed
Customer call in to get their cart exchanged (Broken)
Customer called miss HT and that this was not the first time they have been missed
Customer called in that their HT was missed and other on her street
Customer called in missed stop
Customer said that we missed their trash last week and wanted to make sure they are not missed again
Customer call in missed stop on their HT
Customer call in missed trash
Customer called in to make sure we service the wood flooring
Customer requested service days for Havey Trash
Customer called missed stop Recycle
Customer cut a tree down and we did not service all that was set out
Customer called in that we did not service all that she set out for heavy trash
Customer called in about miss HT
Customer Called back about HT
Customer called in on missed stop Trash We service everyone else but theirs
Customer called about HT not being service
Customer call in that we missed his HT
Customer ask if we will service a basketball goal for Ht
Customer alled in a missed stop
Customer call that they saw the driver place a large tree lim that fell on their property it over 10feet long
Customer called in about a part of a tree that fell in their yard. Asking how to get reed of it
Customer called in about not getting service trash cart
Customer called back to see if we can service today. She said that she dose not have any more room and that she is calling the city to get an extra cart
Customer call in a missed stop
Customer called in asking if we will service sidding
Customer called in about HT days
Customer called in that the lid is broken on his trash cart
Customer called in on missed HT
Customer called about Ht DAYS
Customer asking when can he set out HT for service. He thought it was every Thursday
Customer call in miss stop
Customer calling about Thanksgiving schedule
Customer call in that the driver is setting cart in the driveway block his truck after serving it.
Customer called in missed stop
Customer calling about option to get his HT service he has a lot

Resolution
Sending driver back by to service e
Told Customer that he is on the Northside so he gets service Tue/Fri trash and Wed recycle
Sending driver back by to service customer
Explained that we will only service the 4yd limit
Sending driver back by to service recycle
Explained that his HT days are now the 1st and 3rd zone of the month with a 4yd limit
I let him know that it's the 1st and 3rd zone of the month with a 4yd limit know per service
I explained that we don't service construction debris without a charge customer got upset and said that he was not paying
Supervisor meeting with driver to make sure they set cart back and out of the driveway
Explained to customer that we don't service construction debris with a charge for this type of debris or they can dispose of it them self
Told customer that their HT falls on the 1st and 3rd zone of the month
Explained to customer to please allowed more time and that we start on tue at one end of zone to and by thur complete to the other end she said thanks I understand now.
Let her know that her HT is on 1st and 3rd zone
Notify her that her service fall on the 1st and 3rd zone and that her debris will be service next week . Also the 4yd limit
Told customer it falls on the 1st and 3rd zone of the month
Ask customer to please allowed more time and if they don't get service to please call us back
informed customer that their HT services falls on the 1st and 3rd zone of the month
Per Supervisor send driver to day to recover missed stop
Explained that we will only service the 4yd limit and that his service falls on the 1st and 3rd zone of the month
Sending to operations for quote
Explained that trash need to be out by 7am and that we will try to go back and service
Send to operation for site visit and get a quote
Called and left message per operations customer has about 200yd of brush set out
Explained to customer that we will only service 4yd limit
Supervisor is sending driver back to service missed stop
Told customer their HT days falls on the 1st and 3rd zone of the month
Told customer that they fall on the 2nd and 4th zone of the month
Customer been added to the list
Explained that we will only service 4yd and that brush need to be place in front of home.
Gave customer options for us to service this type of debris and also the landfill number in case they would want to dispose it themselves
They fall on 2nd and 4th zone of the month
Send driver back and per driver it was not out on time.
Asked customer to allowed more time and if it is not service after today please call back
I told them 2nd and 4th zone of the month
I explained that their HT schedule is on 1st and 3rd zone of the month
Customer recycle cart had trash in it and that was the reason for none service
Per operations they will service carts on her next trash service day as a courtesy

Sent to operation for quote
Explained the guideline and also gave option on renting a box if they have a lot she will be calling back
Called customer back and left a message to please call us back if HT not service after Thursday
Notify operation that per customer they are now able to send a brick down their road
William is send the driver by to help out and get this service so the city can continue with their work
Explained the guidelines and to please allowed more time since we have two more days left for the route to be completed she also ask for the landfill number since they had more then the limit
Letting operation know to get with the driver to let him know that he is doing a great job!
Explained that he is schedule to be service this week. Customer had his zone mixed up
Explained to customer that there will be a extra charge for the removal of this type of debris. Customer will think about it and calls us back
Told customer that they are in 1st & 3rd zone and that we will only service up to 4yd per service
Explained to customer that they are in 1st & 3rd week so they are on schedule for this week
Informed that they are in the 1st and 3rd zone of the month
Explained the zoning to customer
Told customer that it on schedule for next week
Customer did not know about the changes so explained that their HT will be service on the 1st and 3rd zone of every month
Told her that they fall on the 2nd and 4th zone of every month
Explained to customer that the cart can't be over load that the lid need to be shut for service. Customer going to off load the cart and ask for us to please go back and service. Supervisor is sending driver by to service cart.
Explained to customer to please allowed more time we still had until tomorrow to complete route
Informed that it falls on the 1st & 3rd zone of the month
Explained to customer that we don't service construction debris and ask if they need a quote. Per customer they will dispose of it them self
Informed customer that it is on the 1st and 3rd zone of every month
Informed customer 2nd & 4th zone
customer has over the limit and is not willing to pay for the extra service
Explained the limit and gave the option to quote the rest she said the she will think about it and explore her options
Explained that he needed to call the city to get set up for extra carts service and gave him the number to call
Per operation this is correct the city ask for us to service the other side due to customer don't have a way to set HT in front. They are sending the driver by to service
Per operation they will do a courtesy pick on their bulk day no need to quote
I told him that it falls on 1st and 3rd zone of the month
told him that it falls on 1st and 3rd zone every month and a 4yd limit
Let them know that it falls on the 1st and 3rd zone
Driver going back to service tomorrow told customer it will be service within 24 hr
Per supervisor driver is going back to take care of this
Informed her that it on the 1st & 3rd zone of every month with a 4yd limit per service

Sending driver back to service and supervisor will be meeting with driver
Told him 1st and 3rd zone of every month with 4yd limit
Customer cart was block by vehicle customer asking to please go back to service. Per driver they will swing by tomorrow and service cart if not block
Gave customer rates on roll off and other options
Enter work order for delivery
Explained that it was due to the storm and that driver reported cart being knocked over by strong winds
Sent to operation for quote
Waiting for customer to call back for service
Supervisor is sending driver by to service bush. Left message with customer
Explained the zone and they will put out their debris on the e 2nd zone for service
Told customer that we do our best to send a driver by to service as a courtesy
Operation sending driver by to service debris should be able to service today if not tomorrow morning
Explained that they are on the 1st and 3rd zone of every month
1st and 3rd zone and explained the 4yd limit and guidelines
Told customer that the Freon need to be remove by a certified technician and it will service on Wednesday as bulk.
Send to operation and they will send a driver by as soon as the can to recover recycle
Informed customer customer 2nd and 4th zone and the guidelines for service
told customer that they are on Zone 2 and 4 of every month
Told customer yes we will be running normal this day
Confirmed with customer yes we will be running zone 1 this week
Aske customer to please allowed more time and if he is not service to call us back
Asked customer to please allowed more time that we start on Tuesday and run until Thursday . Customer stated that that is unacceptable that it need to be service today. Per operation they have not made by as of yet but working their way to this area.
Confirmed with customer that they are in zone 2 and 4
Told customer 2nd & 4th zone of every month
Got with operation that they are almost there. Called customer back and was told that they just been service and said thank you for checking.
Send to operations
Informed him that its 1st and 3rd zone
Told customer to contact code enforcement that we can go behind a house to service
Customer has contraction debris out gave customer the option to get a quote. They will think about it
Explained that we don't with out an extra charge
Per Jaime he spoke with customer and gave him a quote. Customer going to talk with his wife and get back with us
Operation is sending driver back by to service
Told customer if that all they will have out we will do a courtesy pick up on their next service day. Did explained if they have more construction debris out we will not service without a charge
Jaime will be going by to do a site visit.
Tried to explained to customer that they are 2nd and 4th ZONE that this will get service the following week but customer got upset and hung up
Explained that it falls on the 2nd and 4th zone
Operation getting with driver to go back and service
Informed her that is on the 1st and 3rd zone of every month
Gave them the option to pay for an extra cart and gave the them city number
Told customer that we will try and to please set trash out by 7am going forward

Informed customer 1st and 3rd zone
Informed customer -2nd & 4th zone of every month
Explained that we service their area last week and this week we working on zone 2 we wont be able to send the driver back until next week
Told customer yes we are running normal today
Conformed with customer 2nd & 4th zone
Sending to operations for quote
Gave customer city info to call and request an extra cart service
Operation will notify the driver to service cart on Rock Island going forward
Enter work order for swap out
Operation is sending driver by to service HT
Driver will be going by tomorrow morning to service customers
Customer has over the limit and we will service 4yd until it all service
Made operation aware of missed stop and they are getting with driver
Supervisor is sending driver by to service
Driver will be going by tomorrow morning to take care of customer
Explained to customer that we don't service construction debris with out an extra charge
Informed customer 1st and 3rd zone
Operations sending driver back to service
Explained that we will only service 4yd per service zone. Gave customer options he requested the landfill number
Explained that we will only service up to 4yd and we can give the a quote to service the rest. She said it should not matter how much they set out we needed to service all. She is calling the city and hung up
Send to operations
Told customer that it is schedule to be service today
Sending driver back
Driver will try and go back today if not first thing in the morning
Driver went by and there was not HT. All he saw was a little loose trash on the ground. Driver will pick it up.
Explained that we will and we will get with operations to get this service on their HT service week
Driver went back and per driver it was not out but will service cart
Explained that the driver has call this in that he removed the lim from the road and we are sending someone by today to remove it
Explained the guide lines and their zones for service
Explained to customer that the cart was over loaded. Gave them the option to get an extra cart
Driver will be going back by to do a courtesy service
Per operations driver has not made it to this area as of yet
Explained that we will service with a charge for this (construction debris)
Explained that they fall on zone 2 and 4
Enter work order for the cart to be replace
Customer has over the limit. Tried to explained the 4yd limit but customer dose not care about that. She wants us to service all that is out. That's what she is paying for this.
Told customer that they fall on 1st and 3rd zone of every month
Explained that his HT fall on 1st and 3rd zone of every month
Driver went back and the cart was empty
Explained that we are of for thanksgiving and will be a day behind so Thursday will be recover on Friday and Friday will be recover on Saturday
Supervisor will be meeting with the driver to make sure he not setting cart in driveway
Driver will be going back by tomorrow morning to service missed stop
Gave him the option on a quote and if they have a lot renting a roll off

Resolution Date
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11/25/2020

CITY OF ANGLETON TRASH COMPLAINTS

Date	Name	Address
1/3/21	Morgan, David	308 Trailride
1/6/21	Espey, Lisa	5 Sarita Dr
1/15/21	Shaeffer, Larry	115 N Walker
1/18/21	Griffin, Brian	108 W Lariat Lane
1/18/21	Salinas, Eloy	330 W peach
1/18/21	Dail, Gloria	51 Wagon Lane
1/28/21	Haynes, Bryon	303 E Cedar
1/28/21	Haynes, Bryon	303 E Cedar
1/29/21	McGowan, JD	408 s Arcola
2/3/21	Lowery, Kevin	1021 Meadow Lane
2/4/21	Tims, Glenda F	320 Bert St
2/5/21	Myers, Scott	108 Knight
2/8/21	Rouse, Mick	217 Hospital Dr
2/8/21	Lopez, Abelare	125 Pacific
2/10/21	Sufficool, CRA	1421 S Bluebonnet
2/19/21	Chipman, Neal	4 Grace St
2/22/21	Mcdermott, Kevin	1212 Glenview
3/1/21	Herrington, Sk	58 Artic
3/5/21		11 Alexander
3/9/21	Sides, Curtis	1312 Hospital Dr
3/11/21		S. Parrish
3/11/21	Watson, Rita	921 Crossing Rd
3/11/21	Lowery Jack E	204 E Kiber

Issue
Customer requested extra cart
Customer need a quote their house caught fire and the yare cleaning it out
Customer stated that we service customer across form him nut not his. HT
Customer called in miss HT
Customer called in claiming that driver knock over cart and did not service left trash on ground
Customer need the schedule for HT
Customer called asking why we are not serving his HT in the alley way
Customer wanted to talk to manager about this
Customer called I miss recycle they set it ought on Wednesday night
Customer called in missed stop
Customer called in miss stop
Requesting an extra cart
Customer set out fencing debris
Customer Called in asking when their Ht day are
Customer call in asking why we did not service the extra bags they had out. (NEW Customer)
Customer called about HT service. Customer redoing his deck
Customer call in not to service his HT because he is waiting for the insurance adjuster to take a look at it.
Customer call in missed stop due the construction that going on
Per city customer calling that we did not service HT
Customer call in asking why we did not service the extra bags they set out when we service the cart
Per city service all that is out for HT and charge the city for service .
Customer call in on ne service
Customer called in on miss HT

Resolution
Gave customer city number so they can call to get this set up with the city sent to operations for quote
Driver service onsite at the time he will be back to service the other side Driver will be swinging by tomorrow to service brush
Per supervisor the cart was already knocked over before we service the street. 3rd eye video shows this Told customer 1st and 3rd zone
Explained to customer that we don't service in the alley way it will have to be place in front of his house for service e
Per Jaime sending William out there to talk with customer and show him where they can set out HT for service going forward
Explained to customer that their recycle service day is Wednesday not Thursday Driver will be going by tomorrow morning to service e
Sent driver back and per driver customer did not have their cart out on time Informed customer to call the city to get this set up with them
Told customer that we don't service construction debris Informed customer 2nd & 4th week of the month
Explained that we will only service the cart on their trash days and the bags will be service on HT/Bulk
Explained to customer that this will fall under construction debris and gave him the option to pay for removal
Explained to customer that we are not in his area until next week for HT . Customer said great. Per operations they are sending a real load with helper to service customer
Customer has out over 10 yds of construction debris. Will service this weekend per city request and charge the city for service
Explained to customer that we will only service what in the cart and the bags will be service on their bulk day
Customer has over ten yd of brush and some construction debris will service and charge the city Cart was over loaded. Per operation will go back to service cart customer will of load cart for service
Per operations we will be serving this address tomorrow

Resolution Date
1/3/2021
1/6/2021
1/15/2021
1/19/2021
1/18/2021
1/18/2021
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BULK WASTE & HOUSEHOLD ITEMS

Refrigerators • Freezers • Air Conditioners
(Needs certification of Freon reclamation & tagged by certified personnel)
Stove • Water Tanks • Dryers • Appliances
Water Heaters • Furniture • Bicycles

BRUSH/HEAVY TRASH WASTE

Logs/Stumps *(Under 18" diameter & 5" length)*
Shrub/Brush Trimmings

NON-ACCEPTABLE

Animal Carcass
Auto Parts - Batteries, Tires
Chemicals - Pool, Paint, Fertilizer, Pesticides, Gas, Oil, Etc.
Construction Waste - Concrete, Cross Ties, Flooring Material, Plywood, Drywall, Roofing Material, Etc.
Landscaping Waste - Dirt, Mulch, Rock
Medical Waste - Sharp Containers

	Wed Zone 1 Bulk		Tue/Thu Zone 1 Brush		Wed Zone 2 Bulk		Tue/Thu Zone 2 Brush
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ACCEPTABLE ITEMS FOR BULK WASTE & HOUSEHOLD

Refrigerators, freezers, air conditioners (Note: all must have certification of Freon reclamation – Tag by certified personel), stoves, water tanks, washers and dryers, other white goods, appliances, water heaters, couches, furniture, bicycles, & similar items that might be found in or around your home. (4 bulky yards limit per service – per house/unit.)

ACCEPTABLE BRUSH/HEAVY TRASH WASTE

Tree shrub & brush trimmings not exceeding more than five feet (5') in length or fifty (50) pounds in weight & eighteen inches in diameter. 4 yards limit per house/unit per service day.

Note: All items must be in front of residence or side of residence within 5 feet from roadway/curb, 4 feet away from any stationary object & not under any overhanging objects like trees and/or Power lines. Any items on vacant lots will not be serviced.

NONE ACCEPTABLE FOR DISPOSAL

Concrete, dirt/mulch, bricks, batteries, cross ties, rock, tires, auto parts and logs & stumps over 18 inches in diameter. Household hazardous waste, including waste, including, but not limited to, pool chlorine & other chemicals, fertilizer, pesticides, paint, animal carcass, oil or other petroleum products & medical sharps & waste. Contractor/construction waste, remodeling, including, but not limited to, lumber, plywood, drywall, carpeting and other flooring material, tile & roofing material.

BRUSH/HEAVY TRASH PICK UP

(If your trash is picked up on Tues and Fri you are Zone 1)
ZONE 1 - NORTH OF WILKINS – 1ST & 3RD WEEK.
TUESDAY, WEDNESDAY, THURSDAY.

(If your trash is picked up on Mon and Thur you are Zone 2 including Wilkins)
ZONE 2 – FROM WILKINS – SOUTH – 2ND & 4TH WEEK.
TUESDAY, WEDNESDAY, & THURSDAY.

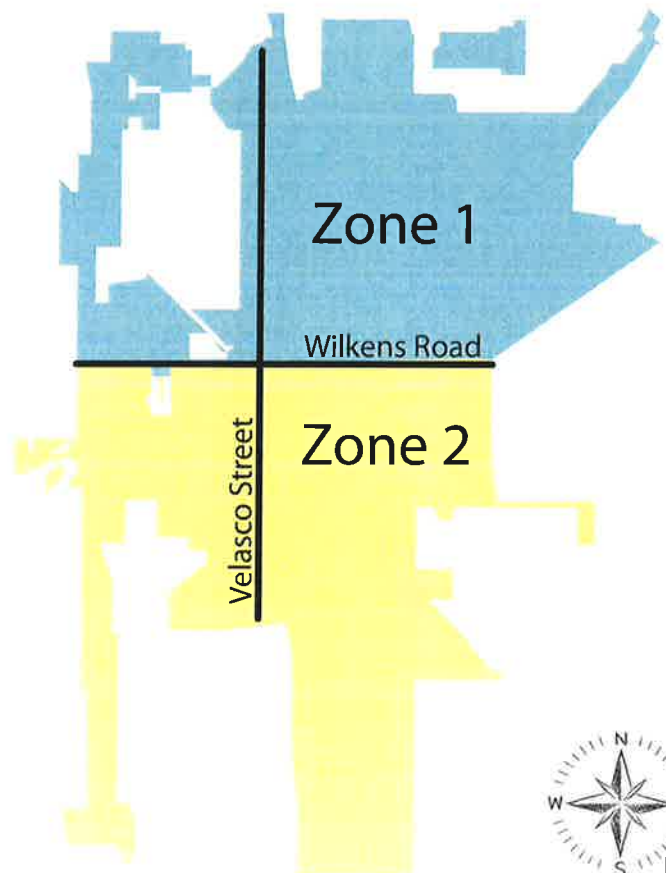
All items must follow guide lines and be out by 6:30 am of the day of your assigned weekly pick up.

RESIDENTIAL RECYCLING

Recycle Days for all Angleton is every Wednesday. Green bins need to be put out by 6:30 a.m. Green bins are ONLY for recycling. Do not over fill the bin, do not put stuff on top of lid. If there is something on top of bin or lid is open Waste Connections will not pick up.

REGULAR RESIDENTIAL GARBAGE

Trash must be in Blue bin ONLY put out by 6:30 a.m. on your assigned garbage days. DO NOT put garbage on top of lid - **DO NOT** over stuff. **If lid is open is open or garbage on top of lid, or other trash bins other than the blue bin Waste Connections will not pick up.**



(Yard Formula)

In FEET: measure the **Length** and times it by **Width** and times it by **Depth** and then you will **divide it by 27** and you will get your yards measurement.

Expel: **9 feet in length X 4 feet in width X 3 feet in depth / by 27= 4 yards**

Below is an example of a 4yd dumpster



Yardage examples

Over 4yd Examples



Over 4yd Examples



Yardage examples

Over 4yd Examples



4 cubic yards example



4 cubic yards example





AGENDA ITEM SUMMARY FORM

MEETING DATE: March 23, 2021

PREPARED BY: Lindsay Koskiniemi

AGENDA CONTENT: Presentation on Utility Cabinets in Residential Front Yards

AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: \$0 **FUNDS REQUESTED:** \$0

FUND: NA

EXECUTIVE SUMMARY:

Over the past several months, City staff members have received complaints from residential developers, property owners, and other community stakeholders concerning the appearance of above-ground utility cabinets in residential front yards. In addition to aesthetics, other complaints about the utility boxes include the imposition of the space consumed by clusters of several different utility box types as well as the difficulty to maintain the yard space in proximity to the boxes. Developer feedback beyond the undesirable appearance of the boxes is the cost incurred, as lots with concentrations of utility boxes or large utility cabinets, are unlikely to sell for their potential price point.

The City has facilitated three separate discussions with Texas New Mexico Power concerning the negative feedback from the community regarding the placement of above-ground utility boxes in front yards, however, representatives from TNMP are unwilling to place transformers in the back of residential properties without an access alley behind the properties. Currently, there are five developments in progress that will provide housing for thousands of Angletonians. None of the developments in progress have access alleys on their plans, and the added cost of redoing plans, plan review, and the impact to the project timeline are impractical.

This presentation has been prepared to illustrate the difference in appearance when utility boxes are located in the front yard of residential lots versus the back yard. City staff intends to present a proposed ordinance restricting the location of above-ground utility boxes to the Planning and Zoning Commission for consideration on May 6, 2021 and present City Council with the P&Z Commission's recommendation at the regular City Council meeting on May 25, 2021.

RECOMMENDATION:

Staff will present recommendation to City Council on May 25, 2021 after the May 6, 2021 Planning and Zoning Commission meeting.

No action of city council is necessary at this time.

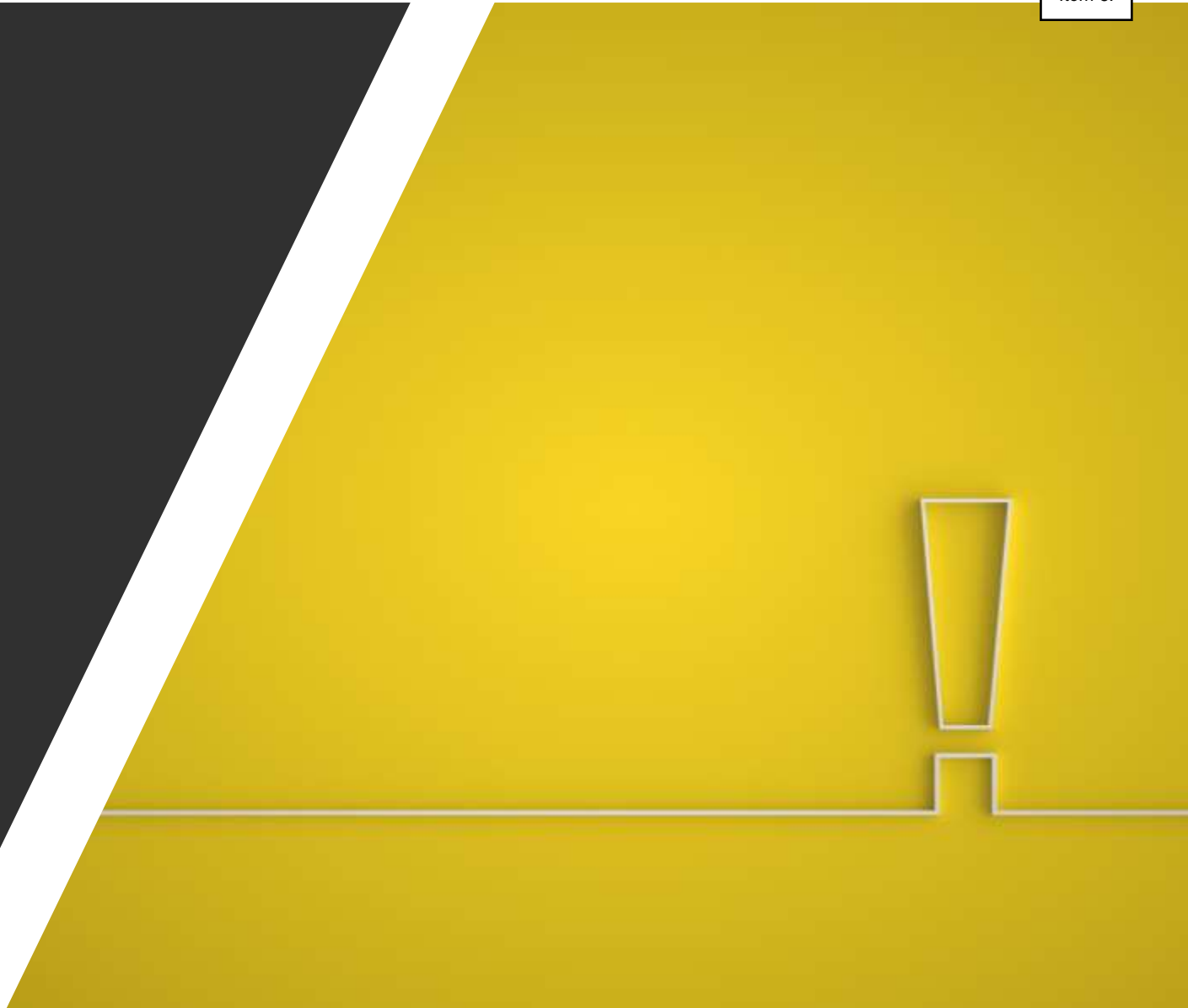


Above-Ground Utilities in Residential Neighborhoods

A Distinct Difference Aesthetically

The Issue:

- City of Angleton staff members have received numerous complains from residents, developers, builders, and appointed officials that the above-ground utilities placed in front yards of single-family home neighborhoods is unsightly, presents safety hazards, adversely affects the potential value of residential property, and is not a cost-effective alternative to placement of above-ground utilities in back yards.



Types of Utilities Found in Front Yards

- Above-ground utilities found in front yards include Texas New Mexico Power transformers, Comcast cable utility cabinets, and AT&T Communications utilities.
- Often, these utility structures are large and unsightly to property owners. Utility structures also succumb to leaning awkwardly. In relation to lot size, these AGU's take up a considerable amount of front yard space.
- Many residential front yards have more than one type of above-ground utility.
- Mowing around multiple AGU's is cumbersome, because a mower doesn't fit between boxes and other clustered utility structures.
- Below ground utilities include water and wastewater, are placed in the City of Angleton rights-of-way, and are part of the City's utility infrastructure system.

What do these AGU's look like, and just how large are they?



TNMP cabinet – typically placed every second or third lot (often between lots) measures 31” x 33” (not including base).



Item 6.

Clustered AGU's between front yards,
From left to right:
TNMP cabinet, AT&T towers, and cable

AT&T tower measures
approximately 26" in height from the
ground.



Clustered AGU's

- Difficult to mow in between.
- Not uniformly placed.
- When one begins leaning, it is obvious.
- Takes up a lot of space, especially on a smaller lot.
- Developers have reported they are unable to sell lots with AGU's for potential price point.

Leaning AGU's



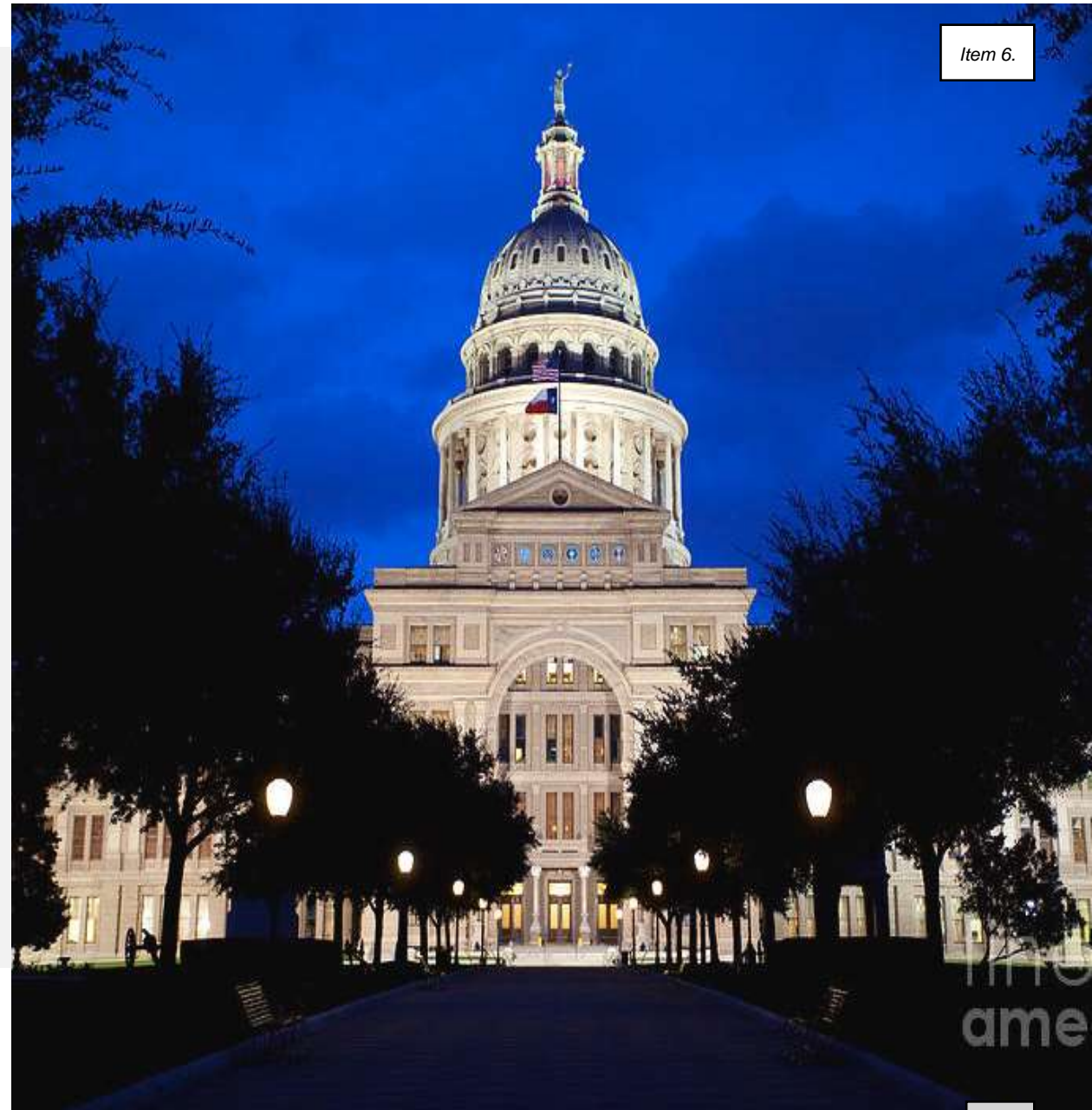
- Utility companies seldomly respond to homeowner requests to correct leaning AGU structures, according to property owners.



Although some property owners have employed creative strategies to reduce the intrusive appearance of AGU's, options are limited, and it should not be the burden of the homeowner to fund concealment of obstructive structures.

City's Action to Assist Concerned Stakeholders

- Coordinated teleconference between TNMP and City staff and representatives on December 9, 2020.
- Facilitated follow up teleconference on March 3, 2021 between City of Angleton staff, developers in Angleton, State Representative Cody Vasut, and TNMP.
- Had meeting between City of Angleton administrative staff and TNMP executive staff on March 11, 2021





Unsafe for staff to access utilities in backyards



Convenient location/more accessible from roadway for AGU's in front



Faster power restoration response times



TNMP stated no power transformers will go in backyards of new developments.

Response from TNMP

Proximity of AGU's and BGU's

- Above ground utilities are in close proximity to the City's water and wastewater utilities – not ideal situation when a repair is necessary.
- The below GIS image shows approximate location of water (blue line) and sewer (red line) of the most recent Rosewood Development.

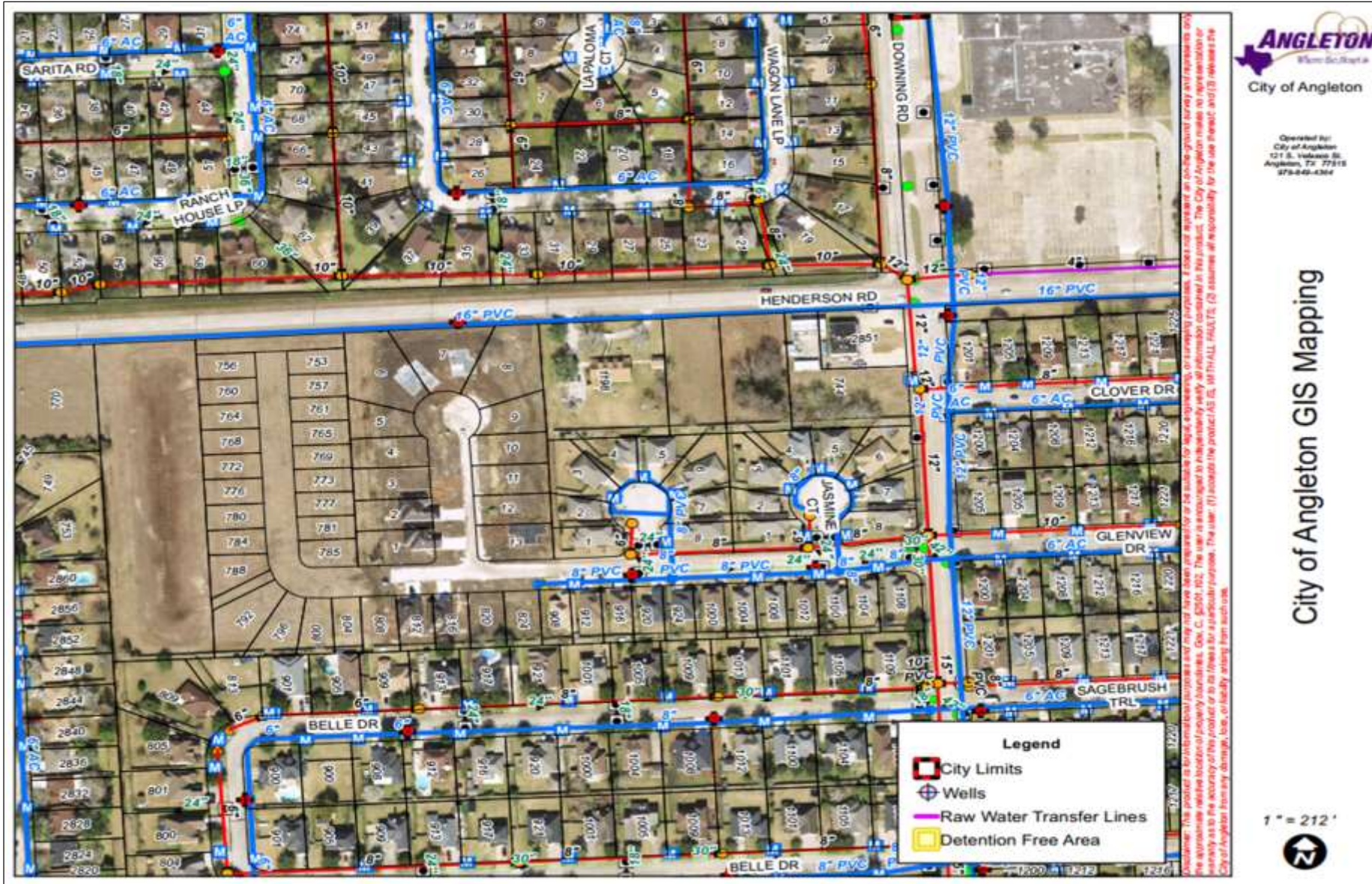
Cable utility

TNMP cabinet



City Water

(Underground utility map on next slide)



Rosewood Development – Underground Utilities Along Front Yards



Green Trails Development (Austin Street) – AGU's and W/WW Locations

**Utility cabinets
are placed
approximately
every third lot.**





Austin Street W/WW Line Locations



Heritage Park, Section 2 – AGU's in Backyards (Bluebonnet Lane)

- New development not yet built-out.
- AGU's located in backyards.



What Does the LDC Say About Above Ground Utilities?

Sec. 23-16. - Easements.



A. *General.* The subdivider shall dedicate utility easements as follows:

1. Utility easements shall be provided in all developments, as stipulated in this section, the ACM, and where required by any utility provider.
2. All utilities shall be located underground in a utility easement or within a right-of-way.
3. Any utility required to be placed above ground due to the nature or scale of the utility or the technology involved, such as primary electrical service, shall:
 - a. Be placed on a steel pole or another material with comparable strength and durability; and
 - b. Be approved by the city engineer and the affected utility provider.

(Ord. No. 1-12-2018, § 1(Exh. A), 12-11-2018)

ANY QUESTIONS?