



January 5, 2018

Mayor and Council  
City of Oak Ridge North  
C/o Vicky Rudy  
27424 Robinson Road  
Oak Ridge North, Texas 77385

Dear Mayor and Council,

I am writing this letter to express our apology for the increase in service issues. We recognize the recent service change has been confusing for some of the residents. We have prepared an action plan that will address the concerns and give the resident a stable service level expectation.

Concern:

Consistent Service Standard.

Resolution:

We will mail out a scope of service guideline letter to make sure we touch each resident, and highlight the Holiday Schedule for the upcoming year.

We are moving one of our premiere drivers into your community. He will be the driver for Trash and Recycling, the BULK service will continue to be provided by the team that provides bulk collection to many of our community's in the service area.

At the end of each day our driver will be required to call into our dispatch team and confirm no streets have been missed in the City of Oak Ridge North. The program is called Planned Versus Actual (PVA) we can see if the driver has meet all the requirements of your community, if not we will correct any service issues.

WM will retrain each team member of the use of GREEN TAGS (Education Tag's) left by our team to let a resident know why we left the Trash and Recycling or BULK materials.

WM will retrain each team member on the PINK TAGS and how they work, these tags are for TRASH DAYS only. And make sure they understand they are to pick up those BAGS.

(1-Tag = 1-Bag)

Thank you for your consideration to our action plan and the services Waste Management has provided to your community for over 20 + years. Please feel free to contact me with any additional items or comments at 713-202-1334 or [twoodson@wm.com](mailto:twoodson@wm.com)

Regards,

Mrs. Terry R. Woodson  
Public Sector Solutions Manager  
Waste Management of Texas, Inc.