



Sustainability in Action

May 22, 2023

Current Resident
Address
Forney, Texas 75126

Dear Resident & Republic Services Customer:

Republic Services of Dallas is honored to partner with your community to provide solid waste and recycling service. As the Travis Ranch/Clements Ranch/Trinity Crossing/Lakeside at Heath neighborhoods have been built out, we have tried to keep pace with the growth by adding routes and resources to your service. Unfortunately, the growth has reached beyond our resources, and we have been unable to finish routes on Wednesdays. This has caused a great inconvenience to either you personally or your neighbors. You deserve to receive the on-schedule service - at the levels you expect - as our customer.

The solid waste contract with your MUD's Board of Directors allows us to modify routes. We have communicated the changes to the Board, and we will implement the following changes as of **July 10, 2023**:

- The four neighborhood communities are currently divided into four (4) sections for bulk and bundled brush service. We will be using these sections to divide and spread-out trash service over four (4) days each week, on either Monday, Tuesday, Thursday, or Friday.
- Trash service will continue to be 1x/week for each resident, cart-contents only.
- Bulk & Recycle service will be combined on Wednesdays. The communities will be divided in half, with the north and west sections being serviced on "A Weeks" and the east and south sections being serviced on "B Weeks".
 - A Week will start on Wednesday, July 12 (indicated in light grey on calendar).
 - B Week will start on Wednesday, July 19 (indicated in aqua blue on calendar).
 - These two initial weeks begin Every Other Week service you will receive for Bulk & Bundled Brush and Recycle service.
- On each Bulk & Bundled Brush week, you may put out **up to 4 cubic yards** of these items. (Previously, you could place 8 cubic yards out 1x/month. This new plan simply divides the quantity allowed, giving you an additional day per month to dispose of bulk.)
- With the previous schedule, the 5th week of the month was a "dead" week for bulk. By changing service to Every Other Week, you will gain at least one more bulk item service day per year.
- The only holidays we will observe each year will be: New Year's Day, Fourth of July, Thanksgiving Day, and Christmas Day. If your service falls on one of these holidays, we will push service forward by one day and collect on Saturdays if needed.

Please find the maps and calendar included in this mailing. Should you have any questions, please call Tiffany Delgado at (972) 338-2523 or email Leigh Ferguson at lferguson@republicservices.com. We look forward to being able to provide the efficient and timely service you deserve with these changes.

Kind Regards,

A handwritten signature in blue ink that reads "Leigh Ferguson".

Leigh Ferguson
Manager, Municipal Sales