



Wednesday, June 04, 2014

### Trashaway-Republic Contract Performance: No Adults in Room

**REQUEST FOR PUBLIC INFORMATION**

ALL REQUESTS MUST BE IN WRITING AND DIRECTED TO THE CITY CLERK, 72 W. Colloco, Se  
Phone: 325-657-4405 // Fax: 325-657-4653 // alicia.ramirez@sanangelotexas.us

(Please type or print)

Requestor name: Ryan Hobbs

Telephone and/or Fax number: 512-619-9422

Mailing Address: P.O. Box 17126

City, State, Zip: Austin, Texas 78760-7126

List information as specifically as possible, including name, dates and case numbers, separate sheet to this form if necessary:  
**See attached letter dated May 22, 2014**

(Check one)  a. I request copies (charged per OAG guidelines)  
 b. I request only to view at City Hall  
 c. Other (please explain in detail)

Requestor signature:  Date/Time: 05/22/2014

**AVAILABILITY OF PUBLIC INFORMATION**

Date/time request received: \_\_\_\_\_

Department: \_\_\_\_\_

The information requested is: (Immediately available) (in use) (in storage)  
 (otherwise unavailable for immediate inspection) (not available in the request)

### PIR for Trashaway-Republic Complaints from jepysdad

One has to wonder what the city did between 2004 and 2014 to monitor Trashaway-Republic's compliance with its City of San Angelo contract. The public learned there was no authorization for special charges Trashaway-Republic charged commercial clients. In addition the city conducted no billing audits to ensure Trashaway complied with contract terms regarding allowable charges.

Add another omission to the list, the required reporting of complaints to City officials by Trashaway-Republic. The contract language states:

#### 2.1.5 COMPLAINTS

Contractor agrees to respond within a reasonable time to any complaint from the City or any citizen regarding services. Contractor shall maintain a written log of the source, date and nature of such complaint, the resolution thereof, and **shall provide to City a written report of such complaints at least twice annually.**

Texas Disposal Systems, Trashaway-Republic's competitor, sought access to the complaint lists for the last five years.

On May 22, TDS submitted an open records request to the City of San Angelo asking for copies of the Contractor reports required under section 2.1.5 of the contract. The City responded with the attached letter, which states the **City does not possess the records** and that the **documents are not in existence at this time.**

This is the department our current water chief ran for eight of the last ten years? No billing audits, no complaint logs (as required by contract), what else did the City not do. I find it amazing how the city abdicated its responsibilities to Trashaway-Republic. It's as if there were no adults in the room, just good 'ole boys.

*(The letters referred to above are embedded in the [Slideshare document](#) at the top of this post.)*

by PEU Report/State of the Division at 6:04 PM 0 comments 

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