

# TDS and the City of Kyle: Steadfast Support for a Dynamic Community

"Over the decades, TDS has become part of the fabric of our community."

Jerry Hendrix | Assistant City Manager, City of Kyle



## SUPPORTING A GROWING CITY

The City of Kyle is a remarkable community - one that's growing and thriving. Kyle is the fifth-fastest growing city in Texas and part of the population boom happening between Austin and San Antonio. Kyle is also located in Hays County, the fastest-growing U.S. county with a population of more than 100,000.

Texas Disposal Systems provides waste processing services for the city. Over time, the relationship between TDS and the City of Kyle has grown and expanded. In addition to providing waste processing and recycling services for both residential and commercial customers, TDS has committed to providing a strong partnership that prioritizes civic involvement and community development.

## SERVICE AT SCALE

TDS is the exclusive provider of waste processing services for the City of Kyle. According to Kyle Assistant City Manager Jerry Hendrix, TDS has seamlessly provided services to support the City's exponential growth since 1997. "TDS is the only solid waste provider the City of Kyle has ever had," Hendrix said. "They go back to when we were a community of less than 5,000 people and now we're pushing 60,000 and have even more businesses and amenities. TDS has been our partner through all of that."

TDS offers Kyle residents weekly waste pickup and biweekly recycling and composting services. TDS also provides commercial waste processing and recycling. "We've allowed TDS to be our sole provider because we know they're going to provide quality service and value," Hendrix said.



## SUPPORTING CIVIC ENDEAVORS

As Kyle continues to attract new residents, city leaders are focused on providing amenities that enhance the standard of living. The Kyle City Council called upon TDS as a partner to support them in building first-class parks and community areas. TDS was a leader in the initiative to build Heroes Memorial Park, the cornerstone of the City's Brick and Mortar District. TDS committed a combined total of \$1.5 million in cash and in-kind donations to develop this public space and make it accessible for residents and visitors. In addition, TDS continues to support the development of other signature community spaces, including Mary Kyle Hartson Park in downtown Kyle.



## PROVIDING PRACTICAL SOLUTIONS

TDS strengthens the City of Kyle by providing proactive solutions. Tools like the TDS Waste Wizard app reduce call volume and waste pickup information requests to city offices, saving time and resources for city staff. Waste Wizard includes pickup schedules, provides guidance on acceptable recycling/composting, and includes seasonal updates such as holiday greenery pickups. These resources distinguish TDS from other providers, according to city leadership. "When we do our community survey every year, TDS is always at the top of our list of best services," Hendrix said.



## TRUSTED PARTNERSHIP

The City is "at a point where we can be selective as to what kind of businesses we're going to work with and incentivize," Hendrix said. "We want to be the first-class gold standard." The City Council voted unanimously to exclusively work with TDS as their provider for all waste services. "TDS is a service that touches every resident and every business in Kyle several times a month," Hendrix said. "It's important they do their job and do it well, and that's what they deliver."