

# TDS and the City of Giddings: Providing Hometown Hospitality Service in the City of Giddings

“The City of Giddings is a small town and we're person-to-person. When you want personal service, Texas Disposal Systems is your company.”

Joel Lopez | Mayor, City of Giddings



## HOMETOWN HOSPITALITY

The City of Giddings is a small but thriving rural community, located just an hour East of Austin. In Giddings, the people and the city leadership continue to embrace the concepts of hospitality, hard work and hometown values, even as the surrounding area grows and evolves.

Texas Disposal Systems (TDS) provides both residential and commercial waste processing services for the City of Giddings, including both waste and recycling services. TDS also provides site services for the City and its community events. As the exclusive waste services provider for the community, TDS has also built a strong program of community connection and support.



## LONG-TERM, SUSTAINABLE SOLUTIONS

The City previously managed their own waste processing and was able to completely outsource those efforts to TDS. According to Giddings Mayor Joel Lopez, partnering with TDS was appealing because the company provided long-term, sustainable solutions and allowed them to maximize the partnership. “What really sold us is that we knew we would have a long-term landfill available for our Community. And, with the recycling, we knew TDS was utilizing everything to the best of their ability. We knew they could give back not just to us but also to the environment. That's very appealing, not just to Giddings but to any city.”



City leaders also cited both the professionalism and the friendly dependability of the TDS team, noting that TDS' cultural values align with the values of the community. “Back in 2012, we were looking for a different solid waste company to fulfill our needs better,” said Spencer Schneider, City Manager of City of Giddings. “TDS stood out to us in one word: professionalism. What they said they were going to do for us, they backed it up.”

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## ENHANCING QUALITY OF LIFE

The Giddings City Council continues to seek opportunities to enhance quality of life for the community, including providing new resources and amenities that appeal to families.

When the City chose to revitalize its Veterans Park with the addition of a splash pad, their leaders knew they could depend on TDS to help bring the project to fruition. TDS provided more than \$150,000 in contributions and in-kind support to create a one-of-a-kind space for the community to enjoy. For civic events like the annual Freedom Fest, TDS provides site services like roll-off dumpsters, portable restrooms and hygiene stations so people can comfortably enjoy and participate in the celebrations.

## COMPREHENSIVE DEPENDABLE SERVICE

City leaders appreciate that they have a reliable point of contact at TDS. "TDS is a partner that's here for us when we need them," said Kenny Ray, Director of Public Services for City of Giddings. "They've always delivered the equipment and picked it up at the time they say they will and when we need them to." TDS provides daily waste logistics and resources for school districts, restaurants, builders and other community partners, as well as proactive solutions to make life easier for residents, including a Waste Wizard app for monitoring pickup days, additional bulky item pickups, and robust customer service and support.

Where other vendors might not follow through appropriately, TDS was equipped and prepared to provide comprehensive, timely service. "We had so many problems with other companies not fulfilling their commitments," Lopez said. "Then TDS came on board. From the get-go, when we would call to ask for help, they were there. We were just so impressed with their quickness and doing things the right way."

## TRUSTED PARTNERSHIP

Hospitality is a central value to the community of Giddings, making people feel welcomed, supported and at home. TDS embodies those values in its commitment to the community and its diligence in providing high-value services. That's why the City of Giddings chose to extend its contract with TDS, committing to partnership for another 15 years.

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