



Community Communications Protocol **Martinez II Operations Facility**

Thank you for being a valued neighbor of the San Antonio River Authority's (SARA) Martinez II Wastewater Treatment Plant. The plant is located at 1720 FM 1516 in Converse, Texas, and is owned and operated by SARA. A composting facility is also located on the property, which is operated and maintained by Garden-Ville.

We understand the Martinez II operations facility is located near your home and property, which is why being a good neighbor is important to both SARA and Garden-Ville. At the facility, we aim to be transparent in our operational practices and receptive to any community questions or concerns.

We are providing this Community Communications Protocol to offer community members direct communication with SARA and Garden-Ville staff and to ensure all inquiries are received and addressed in a timely manner.

For operational inquiries or observations of the Martinez II operations facility, please call the first representative listed under the appropriate entity of the contact list provided. Multiple representatives are provided, because we understand the importance of ensuring that you can reach someone to speak with if you have a question or observation. The intent is for you to contact and speak with the first representative listed; however, in case the first representative is unavailable to take your call, please continue numerically through the list of representatives as necessary.

When you report an operational concern, a representative will ask to visit your property to observe what you are experiencing and gather information related to your concern. Details of your observation and the information gathered during the property visit will be recorded and reviewed. Community members are also invited to visit and tour the facility to ask questions and learn more about both SARA and Garden-Ville operations.

This process is important so SARA and Garden-Ville are notified of any community concerns and can work to find specific operational solutions to address those concerns.

If you have any questions about the Community Communications Protocol for the Martinez II operations facility, please contact SARA Intergovernmental Relations Coordinator, Chelsea Giles at cgiles@sara-tx.org or by calling SARA's toll free line at (866) 345-7272.



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For Garden-Ville operational inquiries or observations, please contact:

1. Jeni Aleman, Garden-Ville Site Manager
210-669-8689
jaleman@texasdisposal.com
2. Chris Margraves, Texas Disposal Systems San Antonio Organics Operations Manager
210-861-0100
cmargraves@texasdisposal.com
3. Mark Cummings, Texas Disposal Systems Organics Manager
512-289-3045
mcummings@texasdisposal.com
4. Paul Gregory, Texas Disposal Systems Director of Recycling
512-653-2061
pgregory@texasdisposal.com

For SARA Utilities operational inquiries or observations, please contact:

1. Daniel Flores, SARA Operations Superintendent
Office 210-302-4219 | Cell 210-844-9498
danielf@sara-tx.org
2. John Gomez, SARA Utilities Manager
Office 210-302-4204 | Cell 210-287-0606
jgomez@sara-tx.org
3. John Chisholm, SARA Director of Operations
Office 210-302-3607 | Cell 210-268-9652
jchisholm@sara-tx.org
4. Chelsea Giles, SARA Intergovernmental Relations Coordinator
Office 210-302-3228
cgiles@sara-tx.org