



P.O. Box 2139 • Bunnell, FL 32110 • Phone 386-586-0800 • Fax 386-586-0816

The performance improvement plan discussed this morning is as follows:

Acquire (3) additional rear-loaders in the City of Palm Coast. We have two rear-loaders expected to arrive on Wednesday April 24. A third rear-loader is expected to arrive by the end of the week April 26. These trucks will help the team with maintenance of existing units and provide collection trucks for our supervisors to service any routes that get a delayed start or fall behind throughout the day. Having these extra trucks will help with the continued growth of the City of Palm Coast & Flagler County. Since November of 2018 thru April 2019 we have added 2,632 residents.

Hire additional drivers for the division. We have set a goal of hiring enough positions to cover all routes, vacations, call-out's and the driver down time due to the initial training at the time of hire. We have two Drivers that are hired and scheduled for their final weeks of training. We are currently interviewing for 10-12 additional drivers / helpers. Our Regional HR manager will be in Palm Coast every week until we are completely staffed. Waste Pro has a job fair set up with a local staffing company on April 27th and plan to have one monthly to help with hiring of additional drivers and helpers.

Effective April 22, Route Supervisor duties will have been re-vamped. We will have separate supervisors responsible for The City of Palm Coast & Flagler County areas. Each Supervisor will have a designated area and crew they oversee. Supervisors are responsible for coaching our drivers, doing route observations and coordinating completion of all routes and complaints in the field. Waste Pro will continue to focus on the safety of our employee along with the residents of Flagler County & the City of Palm Coast while providing service.

We intend to maintain a laser focus on customer complaints. Complaints are monitored daily and serviced with satisfaction as per the terms of the contract. Our Division Manager (Shea) will start making weekly visits on Fridays, to begin Friday April 26 with the City of Palm Coast (Cynthia) to discuss progress and any outstanding issues needing to be resolved. Together with the help of the City of Palm Coast & Flagler County we would like to keep the resident's informed of the rules and guide lines of service. The City of Palm Coast is sending out information in the next month on behalf of Waste Pro regarding yard waste pick up to help better inform residence of the guidelines. We would also like to focus on recycle by the end of this year and all the changes that have taken effect in our environment.

Waste Pro has hired additional office staff to handle the influx of incoming calls and to help with TracEz and any complaints that are entered in the system. We will personally follow up with each entry in the system for the City of Palm Coast & Flagler County. Again, we ask for the support from Flagler County & The City of Palm Coast while entering information correctly in the database that we share. Names, Phone numbers and proper communication with what the issues are.

Regional support will be provided to the Palm Coast Division in the upcoming weeks. Help will be provided to monitor routes in the field and any issues, providing additional management of truck maintenance and the hiring of employees.

Regional Maintenance Manager – Todd Juniper – April 22 and 23.

Regional HR Manager – Destinee Williams – April 17 and every Wednesday until fully staffed.

Corporate Operations Manager – Jimmy Cinelli April 23 and 23.

I will be meeting with Ron Pecora, Senior Vice President of Waste Pro and Misty Schneider, Regional Marketing Manager on Thursday April 25 to discuss relationship building with Palm Coast and Flagler County moving forward as well as future media opportunities.

Please contact me if you have any questions.

Brian Wintjen

Regional Vice President

Waste Pro NE Florida

5/26/2021