

From: [Brian Wintjen](#)
To: [Matthew Morton](#)
Cc: [Cynthia Schweers](#); [Heather Badger](#)
Subject: Service delays
Date: Thursday, April 1, 2021 7:38:22 PM

Hello Matthew and Cynthia,

Thank you for speaking with me today. I apologize to you and the City of Palm Coast for the service delays in the past weeks. As I said, we have run into an issue regarding hiring helpers as well as obtaining temporary helpers from various agencies we currently use. We have been typically short 4- 6 helpers daily causing the delays. I believe this is a problem that will be corrected within a couple of weeks. However, the plan is to catch up this Saturday and stay caught up beginning next week.

For Saturday, we will run our crews out of Palm Coast and collect all stops not completed on Friday. I have confirmation from our Daytona Division and Putnam County Division additional crews to assure completion. For next week,

- I have confirmed (2) additional Driver / helper crews out of other Waste Pro Divisions for the entire week next week.
- We have contacted (3) additional temporary providers, and are in the process of signing them up at this time. The temporary providers are in Jacksonville and St Augustine.
- We have increased pay for all of our Drivers and helpers here in Palm Coast as of last week to help retain our current employees as well as increase the starting rate for new candidates.
- We are holding a job fair next week and have listed help wanted positions with other firms we were not utilizing. We are going to advertise for help on a local radio station.

We will continue to hire additional drivers to allow for resignations or terminations going forward.

As I stated on the phone, the service issues are not deep rooted with being short on trucks or drivers. I intend to fill the helper open positions as quickly as possible but will send Driver Helper Crews to Palm Coast from other Divisions until that has been accomplished. Please don't hesitate to share any questions or concerns with heather or myself. We have provided valued service in Palm Coast since that time in early 2019 and I don't plan to go back there.

Brian Wintjen
RVP – Waste Pro USA