



# Agenda Report

2725 Judge Fran Jamieson  
Way  
Viera, FL 32940

## New Business - Miscellaneous

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J.1.

5/6/2021

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### **Subject:**

Financial Incentive for Constituent Reporting of Waste Management Missed Pickups, District 2

### **Fiscal Impact:**

The total fiscal impact is unknowable as it relates to the number of valid complaints to be received, in the future, due to missed Waste Management pickups. Funds related to this agenda item will be associated with Fund #4110 and Account #361100.

### **Dept/Office:**

District 2

### **Requested Action:**

Authorize staff to create and implement a program, with formalized procedures, incentivizing reporting of future solid waste collection issues and delays with payments to parties reporting legitimate complaints. Direct staff to verify, claim, and withhold the maximum justifiable liquidated damage value allowable under the County's contract with Waste Management until further direction from the BoCC. Lastly, authorize the Chair to execute all documents necessary to effectuate these directives.

### **Summary Explanation and Background:**

As it has done in the past, Brevard County put out to competitive bid a seven-year garbage collection contract. Bids received were substantially higher than those received the last time the contract went out to bid. The lowest bidder, Waste Management, was negotiated down from their formal bid but the cost, nevertheless and unavoidably, increased substantially, on a percentage basis, from existing rates.

Given that the County had no viable less expensive alternative and trash would otherwise go uncollected, Waste Management was awarded the contract. As bids went through the same competitive process as the last time the contract went out to bid, Waste Management has no obligation to justify their rate increase. Despite the high percentage increase, they were the least expensive option for the County.

While I would very much like to see the County perform a feasibility study of bringing solid waste collection in-house and I absolutely support allocating funding to accomplish this, we must address immediate and pressing issues. That said, I wish to reiterate my proposal and ongoing support for using a portion of the ARPA relief funds, directly or otherwise, to effectuate a feasibility study to bring waste collection in-house so that we will not remain reliant upon an outside entity to perform trash collection. As we have seen, service levels have been unacceptable more than once, hence the need to revisit this agenda item a second time.

As if facing admittedly unavoidable increased service fees were not bad enough, over the course of the ongoing pandemic, numerous complaints have been received, and continue to be received, regarding missed

trash pickups on the part of Waste Management.

This proposal was initially brought to the attention of the BoCC on 10/1/2020 and an essentially identical motion failed by one vote. Given that complaints are still ongoing as of 4/27/2021, it is appropriate to revisit this item. Please see attached dozens of pages of recent complaints which represent some but not all complaints received in the past several weeks alone.

When this was last addressed, by the BoCC, only one individual (Kristina Jackson of Cocoa, FL) made use of public comment to defend Waste Management. Waste Management reps were apologetic and not remotely as defensive of themselves as Ms. Jackson was of them. Appropriately, WM offered "a sincere apology" for difficulties associated with service failures both to the County as well as to residents. Ms. Jackson's defense of Waste Management was so extreme, bizarre, and replete with specious arguments that another commissioner inquired whether "she had a relationship with Waste Management." (My educated guess is that Ms. Jackson used the agenda item as a pretext to attack me for having had the audacity to do precisely what I was elected to do by proposing that we hold WM to their contractual obligations. Evidencing this, during her comment on this item, Ms. Jackson complained about an unrelated action I took to better ensure that constituents receive the full benefit of a then proposed contract into which Brevard County was considering entering by baselessly suggesting there existed personal animus in both that situation and with respect to WM, something even WM flatly denied.)

Staff shall verify, claim, and withhold the maximum justifiable liquidated damage value allowable under the County's contract with Waste Management until further direction from the BoCC.

Monitoring performance by Waste Management can be time consuming and costly. Residents who do not receive service as required by the contract between Brevard County and Waste Management, Inc. dated June 1, 2020, may provide valuable information regarding service failures and save Brevard County time and money by providing details and possible evidence. These details may save travel time and expenses otherwise incurred in the verification of the incident. Accordingly, a program is proposed to incentivize reports of all future service failures by Waste Management through payments to complaining parties with the goal of ensuring all problems are reported and addressed and promised service levels are reached by Waste Management. Individuals filing valid complaints, called legitimate complaints in the contract with Waste Management, would be paid \$20.

Given the ongoing health-related local state of emergency, complaints directed to the County will only be accepted by telephone or through an electronic form on the County's website. Due to validation requirements, phone complaints must be directed to the County's Solid Waste Management Department and will not be accepted by any other County department. Under the contract with Waste Management, complaints may also be made to Waste Management. No incentive payment will be made for those complaints.

If deemed legally permissible by the County Attorney's Office, staff will implement an additional \$5 payment to be paid for each such valid complaint correctly and completely reported using the County's online reporting system which reduces staff burden and substantially frees staff from having to stop what they are doing to field calls regarding missed pickups. To qualify for the additional \$5 payment, complainants must correctly and completely fill all applicable fields on the online reporting system.

Payments will only be made to the owner of the property paying the special assessment. Payments would be capped or limited to the amount of the annual special assessment for solid waste collection charged to the parcel associated with the complaint; regardless of whether a tenant or landowner has made complaints, the total amount paid by Brevard County shall not exceed the amount of the annual special assessment for the impacted parcel. All complaints will go through a verification process and payments will only be made after the complaint has been deemed a legitimate complaint pursuant to the contract terms.

As the foregoing proposal relates only to future complaints filed with the County's Solid Waste Department, in the interest of equity, staff will investigate whether it is permissible to pay service payers, individually or collectively, for reports received since July 31, 2020 and prior to the date this motion passes. If this is permissible, staff is instructed to take all steps necessary and the Chair is authorized to execute all documents necessary to accomplish this direction. If a payment could be provided to either individual complainants or all rate payers, in the interest of fairness, preference shall go toward individual complainants unless the administrative cost(s) of paying individual complainants exceeds the payment amount(s) otherwise to be provided to them. The same limitations and exclusions shall apply to prior complaints as they shall with future complaints.

### **Clerk to the Board Instructions:**



Kimberly Powell, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001  
Fax: (321) 264-6972  
Kimberly.Powell@brevardclerk.us

May 7, 2021

**M E M O R A N D U M**

**TO:** Commissioner Bryan Lober, District 2

**RE:** Item J.1., Financial Incentive for Constituent Reporting of Waste Management Missed Pickups

The Board of County Commissioners, in regular session on May 6, 2021, discussed the authorization for staff to create and implement a program, with formalized procedures, incentivizing reporting of future solid waste collection issues and delays with payment to parties reporting legitimate complaints, but took no action.

Your continued cooperation is greatly appreciated.

Sincerely yours,

BOARD OF COUNTY COMMISSIONERS  
RACHEL M. SADOFF, CLERK

Kimberly Powell, Clerk to the Board

/ns

**cc:** Commissioner Pritchett  
Commissioner Smith  
Commissioner Zonka  
Commissioner Tobia

# **Brevard County Board of County Commissioners**

*2725 Judge Fran Jamieson Way  
Viera, FL 32940*



## **Minutes**

**Thursday, October 1, 2020**

**5:00 PM**

**Zoning**

**Commission Chambers**

County Charter and provisions of general laws of the State of Florida to adopt ordinances that are effective in both the unincorporated area and the municipalities. She is asking for the Board because it was a partner in one preserve agreement and co-applicant; they both required the same changes to the Comprehensive Plan, the cap and densities; the City went a step further and represented to the local residents that they were making a clerical change to match the zoning to the PUD but what they did, and has shown intent by the packet, they gave the developer the right to a hotel; now, instead of the 1365 units is now being pushed to that unit and a hotel; and this is going to adversely affect a preserve which was funded with about \$5 million of State funds and the County was a partner and a co-applicant on the two preserve agreements. She is asking if the Board will take action to help protect it either by an ordinance or by lobbying to the Federal government to deny the current development plan that has not been agreed to and violates their own specifications that they specified and agreed earlier.

Chair Lober stated he may ask Attorney Bentley sometime between now and the next Commission meeting what the Board is entitled to do on that end; and he would like to do a little more recon before he comments on it.

**J.1. Financial Incentive for Constituent Reporting of Waste Management Missed Pickups, District 2**

Kristina Jackson stated this Item is incentivizing people to look for fault and make complaints; if someone made one complaint a month and this lasts the seven years of the contract, they could make \$2,100 from the County just for making complaints about a company; she asked if there was a limit to the number of times an address can complain; if someone complained twice a month, they would make \$50, or \$4,200 in seven years; that is good money for someone, but how is a complaint validated. She continued by saying people forget to put out their trash, many do; she asked can that be validated or can someone forget and then make some money off of it; she thinks if this is done, notices should be sent out to everyone on the route; she only knows about this because she has a subscription to a newspaper; when she was 18 years old, single, and pregnant, she could not afford it; people without a newspaper subscription will not know about that program, if it is approved; and when her 16 year old heard about this, he said to get an accurate account of what is occurring, pay people to do a survey and the good and the bad will be heard and they would get paid for it, instead of paying for complaints. She continued to say there is a reason people do not pay for complaints; people want a complaint to be valid and time spent making the complaint, as it took her time to come to the meeting and planning a speech; if she was getting paid for it, she might be there more often; she asked where is the \$50 supposed to go that the company is getting paid for; it says Waste Management is giving the County \$50 for each complaint; and the public did not know about this until this was brought up. She added people are being told that the County is bleeding money, public record prices went up extensively, and she asked does the County not need all that money, and how can it afford to give half of it to the people when it needs money; it is said to help pay for the time staff spends doing this but that is the job of staffers; they take calls about complaints and inquiries, and that is the nature of the job; she asked if the complaints help the trash service, and asked what are the complaints, and what good does the \$50 do; and she asked if the County is wanting to bleed the company dry or is it upset with the company. She asked what other company is going to want to offer a bid after this; she assumes the \$50 for each for each complaint was in good faith and doubts they thought it would publicized; the County will pay people money to complain; if it were her company, she would be outraged; her mom pays \$30 per year more in Wichita, Kansas for one day per week service and has to take items to the dump; and with Covid 19, people are forgiving companies for longer wait times and she is asking the Board to say no to this proposal to pay for the complaints, especially in a pandemic.

Commissioner Tobia thanked Ms. Jackson for coming and asked why she was so passionate

about this and if she had a relationship with Waste Management.

Ms. Jackson replied no, she is just so frustrated with the idea; it seemed like a personal vendetta against a company; and that has been known to happen with maybe Health First, a business owner that was representing other businesses, who did an email, and there was a personal vendetta.

Chair Lober interrupted and stated he thinks she has answered Commissioner Tobia's question; he stated he will address a couple of things that came up; he does believe that the County does need all the money that it is entitled to by way of damages and by encouraging and incentivizing folks to make valid complains and more likely receiving more complaints that otherwise may not have received; as far as making \$4,200, if folks not only did not believe everything they read, or believe sporadically depending on the author, everything they read, but the proposal had it capped at their cost of service; and he asked Euripedes Rodriguez, Solid Waste Management Director, what the average cost of service for an individual over the course of a year, or seven years, so the Board could look at the numbers.

Mr. Rodriguez replied the current contract that ended yesterday, was around \$135 for a year. Chair Lober remarked if that is capped at the cost of service, the \$4,200 is impossible; and he asked Mr. Rodriguez if that was correct.

Mr. Rodriguez replied if it was capped, yes sir.

Chair Lober stated the cap was proposed in the actual Agenda Item, and asked if that was correct.

Mr. Rodriguez replied yes sir.

Chair Lober stated then that is a fallacy as well; and with respect to the validation of the complaint, for everyone's benefit who simply assumes that they know the entirety of something based on a short article, he asked Mr. Rodriguez if he would mind giving a little background on how his department goes about validating complaints.

Mr. Rodriguez replied there are two sources of complaints; one is through the internet, which has increased recently due to the publicity, calls coming in, emails coming in, complaints the Commissioners forward to him, and calls directly to the Waste Management website; every month they get together and compare notes; the complaints can be anything from oil spills all the way down to missed pickups; and all of them have different days in which they can be cured, some can be cured, some of them just for occurring, are automatically susceptible to liquidated damages. He added in the case of missed pickups, they get 20 complaints that are at no cost to Waste Management; 20 out of 100,000 homes that are served every month; percentage-wise that is extremely low; and then he looks at whether Waste Management was informed that there was an issue, as they have to have proof of that and that they responded to the County, and after that a determination is made on whether it is susceptible to liquidated damages or not.

Chair Lober inquired if that was something his department is capable of doing.

Mr. Rodriguez replied that is what they currently do.

Chair Lober asked if there was an issue, to his understanding, with his department's ability to validate complaints.

Mr. Rodriguez replied no, it is just a matter of volume, not a matter of process; and the process would be the same.

Chair Lober asked Mr. Rodriguez if he was aware of there being any talk of a vendetta between Waste Management and himself; and stated he would ask the next speaker the same thing.

Mr. Rodriguez replied not to his knowledge.

Chair Lober asked the next speaker, Dina Reider-Hicks, to come up and stated he had a couple questions before she started; and he asked if there was a vendetta that he did not know about.

Dina Reider-Hicks, Public Affairs Manager with Waste Management, replied no, we do not.

Chair Lober stated he thought they had been cordial and pleasant with one another; and asked if she believed the County is able to validate complaints submitted to the County.

Ms. Hicks replied as Mr. Rodriguez suggested, there is a good process in place; they review for what is considered a legitimate complaint, and per the contract, anything is considered a legitimate complaint unless appropriate disposition is furnished; and they discuss all of those items and make sure that for any of those items, that we have appropriately provided a disposition for the resolution of that complaint.

Ms. Hicks thanked the Board for the opportunity to speak; she thanked the Board for its support, as there has been a long, solid relationship with Brevard County, and there have been ups and downs; this summer was one of the down periods, as Covid-19 presented a unique set of challenges for all people, every day; she asked to please accept a sincere apology for any difficulties that may have been experienced by County offices and for any inconvenience to the residents; they do understand, as the drivers, managers, dispatchers, and herself, all live here too; and they want to return to the exemplary service that people deserve and have come to expect from Waste Management. She went on to say there is no one who wants our service to be exemplary more than those who work for Waste Management in Brevard County; she is pleased to report that there has been considerable improvement throughout September and she is confident people will see service to continue to head back on track in the coming weeks; today is the start of the new franchise agreement with Brevard County and she thanked the County again for selecting Waste Management as the service provider; today brings with it new and additional trucks to service Brevard, as was discussed last November; new high-capacity grapple clam trucks have been added to service large yard waste piles in the area; today also brings additional personnel that have come from servicing another area within the County; and these are all Brevard County residents and are quite familiar with the area. She added these added resources mean adding more service routes within Brevard County to serve the expanding population; in the past several weeks, they have hired additional personnel and have promoted from within and recently name a few new route managers for residential services; these new employees, along with the existing employees who are segueing into new roles within the County, will help get service back on track in short order; she is confident improvement will be seen in the coming weeks; and as trying as it has been, they thank the County sincerely for its patience and support and for the continued confidence and trust it puts in Waste Management.

Chair Lober stated he will add that his concerns over the past with respect to Waste Management, none of them have involved Ms. Hicks; he thinks she is great asset to the



company, and has been stellar to work with; he has no complaints with being able to reach her, or with respect to any of the issues that he has brought to her attention, not being resolved correctly; he thinks everything has been dealt with well and timely when he has brought it to her attention; he does not want anyone to mistake this Agenda Item as any sort of slight to Ms. Hicks, as it is not; and he wants to add, with respect to what is proposed, in an ideal world the goals are totally compatible and he has discussed this as well, but for everyone's benefit, he does not want to see any liquidated damages because he would love to see all the pickups go perfectly. He continued by saying in an ideal world, this would be voted on, it would pass, and the County does not look to enforce anything because every pickup is addressed as scheduled and there are no issues; that is what he really hopes to see; he thinks this helps to better ensure public confidence and he understands things happen, some may be tied to Covid-19, but he thinks now that it has more resources, now is the time to look at this fresh; he thinks that the folks that live here that do have Waste Management service, will gain a degree of confidence knowing that there is a mechanism in place, should there be any service issues in the future; but he hopes there are not any. He added he does not wish Waste Management poorly as he loves capitalism; he understands Waste Management is publicly traded and hopes its stock price goes through the roof; the better Waste Management does, does not harm the County or residents; and he just wants to see everyone benefit from this, especially the folks that are scheduled to have pickups from Waste Management.

Commissioner Tobia asked if there were any videos extolling the virtues of Waste Management or did she not make one this time.

Ms. Hicks replied not this time.

Barbara Gorin stated she was shocked when she saw the price of the cost of the service go up so much; there is so much new development in the County and she knows this is not the format for it but there are so many new homes that are going up right across the street from her in Viera; for it to go up that much with the new homes going in, it just blew her mind; it took her by surprise and with Covid-19, she did not get to come in and voice her opinion or have time to organize any of her people that came in the last time this was up for bid; and she stated there would be an increase in cost through the seven years, just like the last contract. She added it does not seem fair that seniors have to pay that much more to have their garbage picked up, as it cuts deep; nothing more is given for the money, and she would not expect the service to go down; with all the new businesses and homes, she does not know where their money is going that the rates would go up 39 percent; she did say that the service has been really good in Heritage Isle as they have only had one issue a few weeks ago where there was no pick-up one day, but it was picked up the next day; and she would not complain about that, but if it happened regularly, she would put her two-cents in to let the County know she was unhappy. She just wanted to get that off of her chest.

Chair Lober stated he would encourage her to add her two-cents, should that be the case; but hopefully, as Ms. Hicks mentioned, with the additional resources they are bringing in, he hopes that is not the case; and he asked Mr. Rodriguez, for everyone's benefit, if he could reiterate the cap with respect to increasing costs throughout the duration of the contract.

Mr. Rodriguez stated the contract has a Consumer Price Index (CPI) increase on it that is capped at three percent; and the cap means that if the inflation is one percent, they cannot ask for a three percent increase, all they can do is ask for a one percent increase.

Chair Lober remarked it is the lower of CPI or three percent, then.

Mr. Rodriguez replied yes sir.

Chair Lober stated he is happy to reiterate what is on the Agenda Item but he thinks everyone knows what it says; and he is open to a motion to approve it or discuss it.

Commissioner Pritchett stated she had a couple of struggles with it; the County is already fining them, which she thinks is a good thing; she thinks that will incentivize people to call that are not currently calling in; her struggle is when they miss a pick-up, it is costing them like \$1.30 and the County is giving them \$20 which is an extensive amount of money to pay people for that; and most of the complaints have been in District 1, but they are going down. She thinks in September there were seven complaints in her office and there were four this time; she stated her office receives one or two a week regardless; she is starting to see improvement; the new contract begins October 1, so she thinks a discussion in about a month might have been more appropriate; and she does not know that is getting fixed now. She went on to say if the Board does this and it has got to be validated with all the new ones, all of these people that are contacting the County will spend more staff time and have to add staff to do this; she does not know if there is not going to be an argument with what is validated and what is not, and how long that will take, then send a check; she does not know if it is fair if somebody misses five or six times to not be paying for any garbage service the rest of the year; and she does not have a problem with the \$50 fine because of what the Board is trying to get in place. She continued to say that kind of shares the love with the whole community later when it tries to get more waste management; if it is really this bad, then maybe it should go out for bid again; if they cannot fulfill it, she is concerned that another company wanting to place a bid with the County, knowing that it promotes the fee base; and she just has some concerns and would like to hear what the rest of the Board thinks.

Commissioner Isnardi stated she does not have a problem; obviously there is a system in place to pay a fine for missed pick-ups, but she does not like the idea of incentivizing complaints, only because she thinks it is telling people that if they miss a pick-up, you can report it and the County will pay you, and it just does not feel right; she thinks the County should be aggressive as it can if people are missing their pick-ups and make sure that it recovers those fines; Waste Management needs to be held accountable, but if that is the case, then take the numbers at the end of the year and reduce rates for everyone or give back a piece of those fines instead of the County keeping the money; but ultimately, it is the customer that was affected. She does not want to be in the business of incentivizing complaints.

Commissioner Tobia inquired of Mr. Rodriguez if he thinks there would be a need to add staff to verify complaints; and asked how long it takes to validate a complaint.

Mr. Rodriguez replied if the complaints received continued at the current level, they would not have to add staff; if they were to get additional complaints, yes, he would have to consider that option; and as far as validating, they validate any complaint.

Commissioner Tobia asked if there were more and he needed additional staff, there would also be additional revenue, correct, because that would be additional \$50 fines if 20 or 25 went to the person registering it, the other 20 or 25 that it would not otherwise have, would then come to his department.

Mr. Rodriguez replied yes, one goes along with the other.

Commissioner Tobia stated while there may need to be more staff, it may be covered; and he asked Mr. Rodriguez if that was fair to say.

Mr. Rodriguez replied yes sir.

Commissioner Tobia stated he did not know if Chair Lober has the votes on this one; he thinks that incentivizing behavior is something that government does all the time; the Board needs to tell the Sheriff to stop offering rewards for people that give crime tips to turn in people that have done bad things in this community; he does not think this is all that radical of a proposal; and he thinks Waste Management and the Board want the exact same thing, less misses and less complaints. He added if that is the goal, then whether the County offers \$20, \$50, or \$1.33, if there are none there, then there is no reason to complain; and he stated he will join Chair Lober on this and make the motion, but he does not know that he has a third on this one.

Commissioner Smith stated he did not have a third with him; the County has a brand new contract with these folks, and history with them; there are remedies in place in the contract if they fail to do their job; he does not feel that it needs to invent new ways; if it gets to the point where it really gets bad, then it could revisit the issue; but he does not think this is the time.

Chair Lober stated Commissioner Tobia mentioned the fact that revenue increases will offset any additional costs the County may have by way of staff; the reason this was introduced was because right around the time that residents were facing a 39 percent increase in their collection costs, which was unavoidable, it was a slap in the face to say pay almost 40 percent more and have missed pick-ups; he understands the concern about incentivizing folks insofar as it might encourage them to file complaints that are not valid, but staff would quickly see who those folks are that are filing those complaints and give complaints from those sources their due amount of warranted attention; using the liquidated damages to reduce the pick-up costs for everyone is much better than doing nothing with it; and he thinks it is better than building the reserves at this point in time in that particular department but, as Commissioner Isnardi pointed out, ultimately the ones that are affected most directly are the customers. He went on to say the folks that do not have their trash picked up on a particular day are the ones that have to smell the rotting food until it gets picked up; if someone ends up with seven or more missed pick-ups, that essentially comps the cost of their collection for the year, as they should have had those days with proper service; he has no qualms incentivizing people to report behavior that goes toward the contractual remedies, not looking to invent or add to the remedies, with respect to Waste Management; he is seeking to put the County in a better position whereby it can enforce those remedies that are available to the maximum extent possible; and it is the same thing with speed limits, a person will not speed if they know there are cops around the corner. He added he is not saying that Waste Management would intentionally not pick up trash, but he thinks anything the Board does to incentivize service that gets closer to perfect service, the better; he is happy that Waste Management has moved resources from the other contract on the south end of the County and kept those people on board without letting them go as he thinks that is to their benefit and to the County's benefit; he hopes that the County does not need something; but he still worries about the folks who are now paying more, should they continue to have issues with respect to their service pick-up.

Commissioner Tobia made a motion to approve the financial incentive for constituents' reporting of Waste Management missed pick-ups.

Chair Lober seconded the motion and Called the Question.

Commissioner Pritchett stated she hopes Waste Management continues to do better; her office is on the phone with them several times a week and she appreciates the hard work; in 2014, the County collected \$222,000 worth of fines, in 2018, \$24,950, in 2019, \$15,450, and this year it is at \$13,700; so the County does collect fines from Waste Management when they do not

pick-up; she is not sure about the other Commissioners, but she gets calls from the ones that are missed; and she wants to encourage them to continue to get the improvements done during the new contract.

Chair Lober stated he hopes things go well; the end goal is to have good, consistent service; and he hopes today's vote will not make a difference because the service will be at the level there would not be any liquidated damages to worry about.

The Board denied creating and implementing a financial incentive program for constituent reporting of Waste Management missed pickups.

**Result:** DENIED

**Mover:** John Tobia

**Second:** Bryan Lober

**Ayes:** Lober, and Tobia

**Nay:** Pritchett, Smith, and Isnardi

## **L. BOARD REPORTS**

### **L.4. Bryan Lober, Commissioner District 2, Chair, Re: Report**

Chair Lober stated the member of the Board each wear a number of hats in life and he is an attorney, a mediator, an avid shooter and a diver; wearing the other hats, he has been, and remains, involved in a number of different legal and civic organizations and groups; to his knowledge, this Board has never rejected any Commissioner's request to obtain an Attorney General Opinion (AGO); he would like to ask for approval to request an AGO to confirm that one or more of his planned activities will not conflict with his service as a County Commissioner; and he has already drafted the request and, as such, he does not think it would take more than a couple hours of the County Attorney's staff time.

The Board granted permission for the County Attorney to use up to two hours of staff time to request an AGO for Chair Bryan Andrew Lober, for his involvement in different legal and civic organizations and groups confirming that one or more planned activities of his will not conflict with his service as a County Commissioner.

Upon consensus of the Board, the meeting adjourned at 6:29 p.m.

ATTEST:

\_\_\_\_\_  
SCOTT ELLIS, CLERK

\_\_\_\_\_  
BRYAN ANDREW LOBER, CHAIR

BOARD OF COUNTY COMMISSIONERS

BREVARD COUNTY, FLORIDA

**Result:** APPROVED

**Mover:** Rita Pritchett

**Second:** Bryan Lober

**Ayes:** Pritchett, Lober, Tobia, Smith, and Isnardi

## **Yard Waste Not Picked Up For A Week**

Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Fri 4/16/2021 2:29 PM

To: Reider-Hicks, Dina <dreider@wm.com>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>;  
Clarke, Kamilah <kclarke3@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>

Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Dear WM Team,

Here's another one for you. Happy Friday.

Mr. Warren Barnett, 101 Tequesta Harbor Rive, Merritt Island 32952; 321-[REDACTED] Yard Waste in  
several bins has not been picked up for over a week.

- Rocket A. Weiler

## **Fw: Repeated Missed recycling pickups from Waste Management**

Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Mon 4/12/2021 9:41 AM

To: Reider-Hicks, Dina <dreider@wm.com>

Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Good morning, Dina,

Please see the below complaint from a constituent. Also, today I got a call from Mr. Alan Zollner at 838 Woodbine Dr, MI. He claims WM has missed yard waste pick up 3 times in the last month. He complains that since changing collection day from Monday to Friday there has been many repeated missed pickups in South Merritt Island.

Thank you,

Kika Golan

Aide to County Commissioner, District 2

Merritt Island Service Complex

2575 North Courtenay Parkway Suite 200

Merritt Island, Florida 32953

Ph: (321) 454-6601

E-Mail: [Kika.Golan@BrevardFL.gov](mailto:Kika.Golan@BrevardFL.gov)



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**From:** Leslie <lbecker32@yahoo.com>

**Sent:** Saturday, April 10, 2021 2:01 PM

**To:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** Repeated Missed recycling pickups from Waste Management

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I'm writing to express my complete dissatisfaction with Waste Management and their change of recycling/yard waste from Monday to Friday, which, unbeknownst to many customers, began a month ago. Since this change our recycling lack of pick up is happening consistently every two weeks. I have called them and reported it and have confirmation numbers from 2 of the 3 calls. I was unaware that I needed the confirmation numbers when I started calling but have been obtaining them recently Conf #100426 was 3/27 and conf #163494 was from today. I'm reaching my limits on this and am about to discontinue even participating in recycling and just putting it all in the trash. When the pickup was on Monday we rarely had any missed dates.

I would suggest that this be looked at when considering their charge increases in the future. Please feel free to contact me via email or regular mail at:

Leslie Becker  
3898 S. Tropical Trail  
Merritt Island, FL. 32952

Thank you. Leslie Becker

Sent from my iPad

## Constituent Complaint: Recycling Pickup Requested

Weiler, Regina <Regina.Weiler@brevardfl.gov>

Fri 4/9/2021 3:53 PM

To: Reider-Hicks, Dina <dreider@wm.com>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>; Clarke, Kamilah <kclarke3@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>

Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Dear Ms. Reider-Hicks et. Al.,

Mr. Kurt Beckman of 250 Birch Avenue Merritt Island 32953 requested a recycling pickup earlier this morning, and has not gotten his bin cleared yet. Could you please make sure to send a truck out to take care of this before the end of the day? Thank you.



**Miss Rocket A. Weiler**

### ***District 2 Legislative Aide to Commissioner Lober***

Merritt Island Service Complex

2575 North Courtenay Parkway Suite 200

Merritt Island, FL 32953

321-454-6601

[Regina.weiler@brevardfl.gov](mailto:Regina.weiler@brevardfl.gov)



## Fw: Reoccurring Waste Management Issues

Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Mon 4/12/2021 12:40 PM

To: Reider-Hicks, Dina <dreider@wm.com>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>; Clarke, Kamilah <kclarke3@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>  
Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

We have another complaint in the same vein as the one I sent earlier. Sorry to inundate you with these, but can you send some trucks out to take care of this neighborhood?

- Rocket A. Weiler

---

**From:** Gina Carpenter <carpentergm01@yahoo.com>

**Sent:** Monday, April 12, 2021 12:36 PM

**To:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** Reoccurring Waste Management Issues

---

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Dear Mr. Lober,

We are residents of River Grove on the Trail located on South Merritt Island. This year, the entire neighborhood of approximately 130 homes have continually experienced missed refuse pick ups from Waste Management. We have reached out to Amanda Rose several times to report the individual missed pick up infractions. She has been very helpful in recording these occurrences. At this time, we feel the issue requires escalation to address and rectify an ongoing problem.

For instance this past week, Monday's scheduled trash pick up was delayed until Tuesday. Thursday's scheduled trash pick up was delayed until Friday.

I did place a call to Waste Managements call center in Phoenix to advise them of the trash not being picked up on the scheduled day of Thursday.

Now, Friday's scheduled yard waste pick up remains on the curb along with Monday's scheduled trash pick up.

What we are trying to convey is that garbage refuse sitting on the street seven days a week waiting to be collected is extremely unsightly and with yesterdays storms, yard debris has been scattered along the roads only to be washed into the storm drains presenting another problem altogether.

We understand that a monthly review with Waste Management takes place and any assistance you could provide would be greatly appreciated.

Thank you in advance,

Terry Collins  
Gina Carpenter

**Fw: Recycling + 6 days without pickup at 4425 Crooked Mile Road.**

Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Thu 4/15/2021 9:24 AM

To: Reider-Hicks, Dina <dreider@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>; Clarke, Kamilah <kclarke3@wm.com>

Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

📎 1 attachments (4 MB)

IMG\_20210414\_195204.jpg;

Good morning, team,

This (below) is the gentleman that met with Commissioner Lober last Monday. Please advise.

Thank you,

Kika Golan

Aide to County Commissioner, District 2

Merritt Island Service Complex

2575 North Courtenay Parkway Suite 200

Merritt Island, Florida 32953

Ph: (321) 454-6601

E-Mail: [Kika.Golan@BrevardFL.gov](mailto:Kika.Golan@BrevardFL.gov)

---

**From:** Steve Hall <steve.hall@efsmart.com>

**Sent:** Wednesday, April 14, 2021 7:57 PM

**To:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>; Susan Hall <susan@hall-la.com>; Mike McDonald <mikat@cfl.rr.com>; Richard Fernandez <rfnewline@yahoo.com>

**Subject:** Recycling + 6 days without pickup at 4425 Crooked Mile Road.

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Cc'd to my wife and neighbors after I made a personal visit to the commissioner's office, 2 emails, and 2 phone calls.

Steve Hall | 321- [REDACTED]

**Re: Recycling + 6 days without pickup at 4425 Crooked Mile Road.**

Steve Hall <steve.hall@efsmart.com>

Thu 4/15/2021 10:23 AM


To: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Kika,

Thanks for responding. The recycling has been picked up this morning.

BTW, here's the response I get when I click on your link:

 County logo

---

**The application you are trying to access is temporarily unavailable due to scheduled maintenance. Please try back again later.**

On Thu, Apr 15, 2021 at 9:51 AM Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)> wrote:  
Good morning, Mr. Hall,

Thank you for informing us. Waste Management was supposed to pick up your recycling on Monday, we apologize for the inconvenience to you and your neighbors. We have contacted WM again on your behalf. In the meantime, please fill out a complaint form for the County Solid Waste Management Dept. at <http://sites.brevardcounty.us/sct#/>. They have a system for tracking missed pickups, getting pickups accomplished, and potentially holding back a portion of payment from Waste Management for the missed pickups.

Brevard County Solidwaste Comment Tracking

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[sites.brevardcounty.us](http://sites.brevardcounty.us)

Thank you,

Kika Golan  
Aide to County Commissioner, District 2  
Merritt Island Service Complex  
2575 North Courtenay Parkway Suite 200  
Merritt Island, Florida 32953  
Ph: (321) 454-6601  
E-Mail: [Kika.Golan@BrevardFL.gov](mailto:Kika.Golan@BrevardFL.gov)

---

**From:** Steve Hall <[steve.hall@efsmart.com](mailto:steve.hall@efsmart.com)>


**Sent:** Wednesday, April 14, 2021 7:57 PM

**To:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>; Susan Hall <[susan@hall-la.com](mailto:susan@hall-la.com)>; Mike McDonald <[mikat@cfl.rr.com](mailto:mikat@cfl.rr.com)>; Richard Fernandez <[rfnewline@yahoo.com](mailto:rfnewline@yahoo.com)>

**Subject:** Recycling + 6 days without pickup at 4425 Crooked Mile Road.

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Cc'd to my wife and neighbors after I made a personal visit to the commissioner's office, 2 emails, and 2 phone calls.

Steve Hall | 

[efsmart.com](http://efsmart.com) | Put my DNA to work: My genes have over 100 years of creative experience. | Call or Text: 321-536-5379  
Experienced writer, designer, and art director.

## RE: Constituent Complaint: Yard Waste Pickup

Pruitt, Kelvin <kpruitt4@wm.com>

Wed 4/7/2021 8:39 AM

To: Reider-Hicks, Dina <dreider@wm.com>; Weiler, Regina <Regina.Weiler@brevardfl.gov>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>; Clarke, Kamilah <kclarke3@wm.com>  
Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Good morning,

Pick up scheduled and will be recovered today 4/7/2021.

Thank you,

### Kelvin Pruitt

Residential Route Manager  
Waste Management of Cocoa  
[kpruitt4@wm.com](mailto:kpruitt4@wm.com)

T: 321.615.9936

C: 321.243.5715

F: 321-632-3078

3303 Lake Dr

Cocoa, FL 32926



**From:** Reider-Hicks, Dina <dreider@wm.com>

**Sent:** Tuesday, April 6, 2021 6:14 PM

**To:** Weiler, Regina <Regina.Weiler@brevardfl.gov>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>; Clarke, Kamilah <kclarke3@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>

**Cc:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** RE: Constituent Complaint: Yard Waste Pickup

Okay, thank you, Rocket! We will schedule and take care of this for Ms. Lober. Kelvin, could you please schedule clam for 8105 S. Tropical Trail? Thank you!

**From:** Weiler, Regina <Regina.Weiler@brevardfl.gov>

**Sent:** Tuesday, April 6, 2021 6:09 PM

**To:** Reider-Hicks, Dina <dreider@wm.com>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>; Clarke, Kamilah <kclarke3@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>

**Cc:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** Re: Constituent Complaint: Yard Waste Pickup

I believe she said it was a pile of yard waste.

Sent from a mobile phone, please excuse any errors.

---

**From:** Reider-Hicks, Dina <[dreider@wm.com](mailto:dreider@wm.com)>

**Sent:** Tuesday, April 6, 2021 5:17:12 PM

**To:** Weiler, Regina <[Regina.Weiler@brevardfl.gov](mailto:Regina.Weiler@brevardfl.gov)>; Duddie, Pete <[pduddie@wm.com](mailto:pduddie@wm.com)>; Latimore, Charles <[clatimo2@wm.com](mailto:clatimo2@wm.com)>; Clarke, Kamilah <[kclarke3@wm.com](mailto:kclarke3@wm.com)>; Pruitt, Kelvin <[kpruitt4@wm.com](mailto:kpruitt4@wm.com)>

**Cc:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>

**Subject:** RE: Constituent Complaint: Yard Waste Pickup

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Hi Rocket,

Yes, we will be happy to take care of this. Did Ms. Lober happen to mention if it's a clam pile or containerized yard waste? Kelvin, YW at 8105 S. Tropical Trail.

Thank you!

Best,

Dina

**DINA REIDER-HICKS**

Public Affairs Manager

Waste Management Inc. of Florida

[dreider@wm.com](mailto:dreider@wm.com)

T: 321.409.6604  
C: 321.537.4273  
7382 Talona Drive  
West Melbourne, FL 32904



**From:** Weiler, Regina <[Regina.Weiler@brevardfl.gov](mailto:Regina.Weiler@brevardfl.gov)>  
**Sent:** Tuesday, April 6, 2021 4:24 PM  
**To:** Reider-Hicks, Dina <[dreider@wm.com](mailto:dreider@wm.com)>; Duddie, Pete <[pduddie@wm.com](mailto:pduddie@wm.com)>; Latimore, Charles <[clatimo2@wm.com](mailto:clatimo2@wm.com)>; Clarke, Kamilah <[kclarke3@wm.com](mailto:kclarke3@wm.com)>; Pruitt, Kelvin <[kpruitt4@wm.com](mailto:kpruitt4@wm.com)>  
**Cc:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>  
**Subject:** Constituent Complaint: Yard Waste Pickup

Dear Ms. Reider-Hicks et al.,

Can you please send someone to pick up the yard trash at 8105 South Tropical Trail for a Ms. Sandra Lober? Her contact is 321-██████████ if you need to call her. Thank you.



**Miss Rocket A. Weiler**

**District 2 Legislative Aide to Commissioner Lober**

Merritt Island Service Complex  
2575 North Courtenay Parkway Suite 200  
Merritt Island, FL 32953  
321-454-6601  
[Regina.weiler@brevardfl.gov](mailto:Regina.weiler@brevardfl.gov)

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**Recycling is a good thing. Please recycle any printed emails.**



**Re: Glass on the streets of Snug Harbor**

Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Thu 4/15/2021 9:19 AM

To: mikemasondm72@gmail.com <mikemasondm72@gmail.com>

Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Good morning, Mr. Mason,

Thank you for writing Commissioner Lober and informed us about that issue. We have contacted Waste Management and made them aware of this, and have asked them to investigate and fix the problem.

Cordially,

Kika Golan

Aide to County Commissioner, District 2

Merritt Island Service Complex

2575 North Courtenay Parkway Suite 200

Merritt Island, Florida 32953

Ph: (321) 454-6601

E-Mail: [Kika.Golan@BrevardFL.gov](mailto:Kika.Golan@BrevardFL.gov)



---

**From:** mikemasondm72@gmail.com <mikemasondm72@gmail.com>

**Sent:** Thursday, April 15, 2021 8:02 AM

**To:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** Glass on the streets of Snug Harbor

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Commissioner Lober, my name is Michael Mason. I have lived at 1754 Bayshore Drive in Cocoa Beach since 1998. For the the last 2 weeks the waste management truck picking up yard waste has littered our streets with glass. Here is an example of what happened yesterday. Last week I called the solid waste mgt dept and logged a complaint. Waste mgt did sent out a street sweeper on Tuesday . Are we going to have a street sweeper every week? Wast mgt needs to send a different trash truck to pick up yard waste. I guess with a price increase for trash removal we get glass on our street. I'll be calling your office and waste mgt dept this morning. Look forward to hearing from your office. Regards Mike  
By the way our neighbors can't walk their dogs.





Sent from my iPhone

**RE: From Commissioner Lober, Solid Waste Management Complaint**

Reider-Hicks, Dina <dreider@wm.com>

Fri 4/23/2021 11:54 AM

To: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Cc: Duddie, Pete <pduddie@wm.com>

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Good morning, Rocket,

Yes, we will get this taken care of. We do have the removal of the 2<sup>nd</sup> cart scheduled for Tuesday, but I have reached out to operations to expedite this for Mr. Myers. I have also asked our operations team to contact Mr. Myers to apologize for the confusion. District Manager Pete Duddie is copied on this email and he will ensure this is taken care of for Mr. Myers.

Please accept our apologies for Mr. Myers, and we will have this addressed for him.

Thank you!

Best,

Dina

**DINA REIDER-HICKS**

**Public Affairs Manager**

Waste Management Inc. of Florida

dreider@wm.com

T: 321.409.6604

C: 321.537.4273

7382 Talona Drive

West Melbourne, FL 32904



**From:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Sent:** Friday, April 23, 2021 11:26 AM

**To:** Reider-Hicks, Dina <dreider@wm.com>

**Cc:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** [EXTERNAL] FW: Solid Waste Management Complaint

Ms. Reider-Hicks,

Can you possibly assist us with this complaint?



**Miss Rocket A. Weiler**

**District 2 Legislative Aide to Commissioner Lober**

Merritt Island Service Complex  
2575 North Courtenay Parkway Suite 200  
Merritt Island, FL 32953  
321-454-6601  
[Regina.weiler@brevardfl.gov](mailto:Regina.weiler@brevardfl.gov)

**From:** Commissioner, D2  
**Sent:** Friday, April 23, 2021 10:38 AM  
**To:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>  
**Subject:** Fw: Tax collector office, Solid Waste Manadment

[Commission reject plan to reward customers for complaining about trash service \(googleusercontent.com\)](#)

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**From:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>  
**Sent:** Friday, April 23, 2021 10:34 AM  
**To:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>  
**Subject:** Fw: Solid Waste Manadment

Team:

Let's get Dina on this and let's also see if we can dig up the recent board report I gave recommending we use some of the stimulus funds to perform a feasibility study to bring collection in-house. SCGTV puts all their videos on YouTube and we can copy the video at the pertinent time stamp. We can also find the meeting from last year where I proposed sharing liquidated damages with constituents who report service failures and send a link to that queued up at the correct time.

Thanks,

Bryan

---

**From:** John M <[sierra2651@gmail.com](mailto:sierra2651@gmail.com)>  
**Sent:** Friday, April 23, 2021 12:33 AM  
**To:** Commissioner, D2 <[D2.Commissioner@brevardfl.gov](mailto:D2.Commissioner@brevardfl.gov)>  
**Subject:** Solid Waste Manadment

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Mr Commissioner

I have had some issues with the above listed office.

The county solid waste department has a contract with an outfit called "Waste Management". This contractor has LITTLE idea what customer service is. We are forced to pay waste pickup each year, part of the property tax bill. I have NEVER seen a document stating I am only allowed one can of household waste each visit. They are supposed to do pick up of household trash Monday,

Thursday. The reason I called them in the first place is the lid from my furnished by you can, came up missing a week ago this past Monday. I suspect the machine emptying the can grabbed it and took it to the dump. This was Monday, on Thursday the next pick up day the operator did not empty the lidless can. We called asking why and noting the lid disappeared last visit. The person on the phone said for us to leave the can by the road and they would send someone out to get the garbage and fix our trash can.

They did not empty the can before, as in Friday, Saturday or Sunday, or on the scheduled day, Monday. Two days later someone dropped a NEW trash can!! NO ONE stated we must move the trash to the new can, but I did put the overflow in the new can and out by the road, now two cans of trash, and the operator emptied the can with the least waste, leaving the other. When I called Waste Management, the girl said they only pick up one can per visit. I was promised they would send a



truck to get this trash, IF THEY HAVE ROOM!!! It is currently 1213 AM Friday, and we have been driving around the DAMN trash cans for over a week now as we come and go. What can we do as citizens to get a waste collection company that wants/needs a future?

Thanks for listening

John E. Myers

857 Indianola Drive

Merritt Island, FL 32953

321/



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## FW: Waste Management Issue

Commissioner, D3 <d3.commissioner@brevardfl.gov>

Fri 4/9/2021 1:21 PM

To: Rodriguez, Euripides <Euripides.Rodriguez@brevardfl.gov>

Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Good afternoon Euripides,

Please see below. Mr. Street would like assistance regarding Waste Management pickup.

Sincerely,



**Katelynne Prasad**

*Constituent Affairs Director*

*County Commissioner John Tobia, District 3*

PH: (321) 633-2075 \* Fax: (321) 633-2196

2539 Palm Bay Road NE, Suite 4

Palm Bay, FL 32905

**From:** Timothy Street <tim.street1@gmail.com>

**Sent:** Friday, April 9, 2021 8:30 AM

**To:** Tobia, John <John.Tobia@brevardfl.gov>

**Subject:** Waste Management Issue

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Hi John,

As you sit on the Commission (but sadly you're not my Commissioner), I yet wanted to reach out about an awful Waste Management experience I've had. They didn't pick up my trash on Monday. I called and they said they'd be right back around before 7pm to get it. They never came. Tuesday morning I called and one again, they said by 7p they'd get there. About 530pm I was getting nervous that it was still there so I called and the office was conveniently closed at 5pm.

The next morning (Wednesday) I called and they 'promised' that today, indeed, it would be picked up because they 'red flagged' it with the dispatcher. I called once again at about 1p that day because it hadn't been picked up.

Realize at this point, i've had garbage gathering since the previous Thursday (their last pickup) and now here we are on Wednesday and after being promised yet again it would be picked up, NOTHING. It's still there. OK I guess I'll await the standard Thursday pickup.

Thursday (yesterday) arrives and I come home appalled to see my trash barrels STILL FULL sitting at the end of my driveway. I don't know if this is some kind of sick, unsanitary joke that's being played but I am beyond angry at this point.

I'm not sure what recourse I have against WM falling through on their agreements but I do know we pay to get our trash removed and I don't think we should be paying if the services are going to be withheld like this.

For reference my address is:

5665 S Tropical Tr  
Merritt Island FL 32952

Please let me know what you recommend.

Thanks,  
Tim

## Waste Management

Timothy Street <tim.street1@gmail.com>

Fri 4/9/2021 8:29 AM

To: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Hi Brian,

As you're my Commissioner, I just wanted to reach out about an awful Waste Management experience I've had. They didn't pick up my trash on Monday. I called and they said they'd be right back around before 7pm to get it. They never came. Tuesday morning I called and one again, they said by 7p they'd get there. About 530pm I was getting nervous that it was still there so I called and the office was conveniently closed at 5pm.

The next morning (Wednesday) I called and they 'promised' that today, indeed, it would be picked up because they 'red flagged' it with the dispatcher. I called once again at about 1p that day because it hadn't been picked up.

Realize at this point, i've had garbage gathering since the previous Thursday (their last pickup) and now here we are on Wednesday and after being promised yet again it would be picked up, NOTHING. It's still there. OK I guess I'll await the standard Thursday pickup.

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I'm not sure what recourse I have against WM falling through on their agreements but I do know we pay to get our trash removed and I don't think we should be paying if the services are going to be withheld like this.

For reference my address is:

5665 S Tropical Tr  
Merritt Island FL 32952

Please let me know what you recommend.

Thanks,  
Tim

## **Fw: dismal service from Waste Management**

Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Mon 4/26/2021 2:39 PM

To: Reider-Hicks, Dina <dreider@wm.com>; Duddie, Pete <pduddie@wm.com>; Latimore, Charles <clatimo2@wm.com>; Clarke, Kamilah <kclarke3@wm.com>; Pruitt, Kelvin <kpruitt4@wm.com>  
Cc: Commissioner, D2 <D2.Commissioner@brevardfl.gov>

Dear WM Team,

Please see the below complaint. Can you please make sure that Mr. Zoellner has received proper service this week? Thank you.

- Rocket A. Weiler

---

**From:** Alan Zoellner <arzoe@cfl.rr.com>

**Sent:** Monday, April 26, 2021 2:35 PM

**To:** Commissioner, D2 <D2.Commissioner@brevardfl.gov>

**Subject:** dismal service from Waste Mangement

**[EXTERNAL EMAIL]** DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Dear Commissioner Bryan Lober,

I contacted your office last month about sporadic service by Waste Management for our Friday yard waste collection. Sadly, service from Waste Management continues to decline since that time.

For the record, Waste Management failed to collect our yard waste this previous Friday, the second time in two weeks and the fourth time in three months.

- Why are taxpayers receiving such dismal service from Waste Management?
- Also, what can your office do about the declining service property owners are receiving on south Merritt Island to ensure that residents receive the services that they are paying for?

Thank you in advance for your reply.

Alan Zoellner

838 Woodbine Drive,

Merritt Island

(321) [REDACTED]