

Greetings!



IMPORTANT NEWS FOR TOWNSHIP RESIDENTS. Please read and save.

REPUBLIC UPDATE AND CONTACT INFORMATION



Victor Citro, Division Manager for Republic Services attended the trustee meeting on June 25th and spoke to the trustees and residents at length about the trash and recycling issues we've been having. The trustees really appreciate his participation and the time he spent answering everyone's questions. Below is a summary and his contact information.

All companies (not just Republic and not just waste companies) are having huge problems with regards to hiring licensed, qualified drivers with CDL licenses. It is a national problem. In spite of Republic currently offering a \$5000 signing bonus, excellent benefits and pay, the problem persists.

He also explained that we had a "perfect storm" of issues Memorial Day week with the holiday delay, three drivers quitting, a truck breakdown, etc.

In addition to the problems mentioned above, there are governmental regulations which prohibit drivers from working more than a certain number of hours and other rules that make sending out a driver, even when a mistake has been made, very difficult. It can cause a company or the driver to be cited and after so many citations, the driver is prohibited from driving until a citation drops off the record, which would only compound the problem and cause *more* delays.

Republic has a special system in place, not unlike AEP and other utilities which allows them to move teams of people around from other parts of the nation to fill in for weeks and months at a time, if needed. They have already done that here in Central Ohio. Great, right? Nope. While the rover teams are experienced on the equipment, procedures, etc., they have no knowledge of the local routes they have to run, thus the myriad of issues with missed streets, delays, etc. It's a gigantic Catch 22. They learn them, of course, but it takes time. Berkshire Township has many isolated areas and pockets, some with only a handful of houses on a route, and there are many roads where one side of the street is Berkshire and the other side is another municipality all together. You can imagine the learning curve.

One additional point he made was important: As we move forward, when there are missed pick-ups, please be aware that correcting trash pick-up will always be the priority if it comes to a choice. While both are important, the trash could become a health issue, and the recycling would not. We appreciate your understanding.

All that being stated, Mr. Citro was adamant that these

problems *will* be fixed. Many already have and he would like residents to contact him directly with their complaints because, as he said, he cannot fix something that he doesn't know is broken. He doesn't want customer service in a far off place promising something local and then it not happening.

Mr. Citro is very professional, very sincere, and totally invested in seeing this issue resolved for all residents. We welcome him as a contact *and* as a Berkshire Township resident.

Here is his contact info.

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