



January 6, 2023

Dan Millien, Environmental Services Director
City of Hollywood
Public Works Department
2600 Hollywood Blvd
Hollywood, FL 33020

Ref- City of Hollywood Failure to Perform Complaint

Mr. Millien,

On the date of December 22, 2022, I received an email dated December 21, 2022 of Collection of Liquidated Damages for Service concerning service concerns from October 2019 to January 2020. This letter arrived on the date set by the City of Hollywood for us to meet and discuss these concerns in person. In this meeting we were given a second letter dated December 22, 2022, of Failure to Meet Performance Standards pursuant to the Solid Waste Collection Services. I would like to express that WastePro is committed to follow and comply with all parts of the agreement.

We are confident that the history of discussions held with prior staff and adjustments made in operations such as investments in Routeware, more equipment and staff, etc. was agreed in lieu of fines. As we discussed there was no specific documents to these discussions, but we feel it is clear an agreement was made as we have not received any fines during or since this time. We have and will continue to search for any style of documentation via emails of these discussions to provide more proof.

Further, as we discussed fines are not mandatory and should only be used to stimulate performance in the contract. Currently many of our issues are related to the alleyway collection and inherent safety risks. In order to enforce service standards garbage and recycle should be moved to curb. This has been an ongoing discussion with the city and we ask to continue these discussions for some resolution.

Discussions continue with the assistance of Division Manager Eric Bergen over the use of Trac EZ and believe progress with the use of this tool is being made. We commit that all service-related complaints be addressed within 24 hours and other requests in timely fashion based on request.

Lastly as we have discussed we would like the opportunity to address the commission and explain challenges and commit to a level of service but need them to understand why they did not get other bidders.

At this time, we are requesting consideration to keep the letter on file but to help us waiving the fines because as you can see, we are providing the service to all customers despite all the obstacles we are facing every day following the law and regulations.

Thanks,

Kenny Skaggs
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