



June 8, 2018

Board of Berlin Township Trustees  
3271 Cheshire rd  
Delaware, Ohio 43015

Dear Board Members,

I am writing to offer my apology to the residents of Berlin Twp. as well as the trustees and Staff in your office. The service delays that have occurred over the weeks prior to and during the Memorial Day holiday were unexpected and disrupting to many of your community members.

The Managers and staff of the local Republic Services offices take great pride that we are the contractor chosen for the Township to remove the trash and recycling. There are no excuses for the problems your community have dealt but, we feel you deserve an explanation as well and knowledge of the reasons for the delays.

We have plenty of trucks to cover the routes as well as equipment, on site, to backup any equipment failures that occur. What we're faced with is lack of qualified applicants to fill positions left open by the normal attrition we experience in our industry. Our Mt. Vernon and Bellefontaine Offices have attempted to hire people over the last 5 months with very few applicants. The shortfall we have in replacing drivers/mechanics is the cause for most every service failure we're having.

To remedy this, we have decided to shift the routes to our Columbus Division. It is geographically closer to the Township and Columbus has a significantly larger pool of workers to draw from. We believe this move will resolve all future delays. Implementation is planned for June 18<sup>th</sup>. Residents should see no obvious changes except, collection times that occurred in the afternoon may not occur in the early morning.

I would also encourage residents to sign up for My Resource by logging into [www.republicservices.com](http://www.republicservices.com). This portal gives them the ability to pay a bill, order a cart, replace a cart, order a temporary container and much more. All communications go directly to the local dispatch office, bypassing the Customer Service Center. There should be no delay in the communication or the response to requests. This portal is accessible 24/7 and is available as a phone/tablet/computer ap.

Again, we regret the delay in collections your residents have experienced recently and are doing everything we can to remedy the situation.

Sincerely,

Vic Citro, Division Manager  
Republic Services