

BERLIN TOWNSHIP TRUSTEES

4:30 p.m.

Emergency Meeting

May 31,

16

HELD AT: Berlin Township House, 3271 Cheshire Rd., Delaware, OH

CALL TO ORDER: Ron Bullard Trustee Vice Chairman

PLEDGE OF ALLEGIANCE: The Pledge of Allegiance was led by Ron Bullard

ROLL CALL: Adam Fleischer Absent, Steve Flaherty, Ron Bullard and Claudia Smith, Fiscal Officer

ATTENDANCE: Pam LaCouse and Jim Roth from Republic Services

Emergency meeting was declared at 2:43 p.m. by Bullard for discussion with Republic Services. Bullard said it was called to discuss issues they had over the holiday weekend with trash not being picked up. He said the trustees had many emails and calls from residents that were upset that their trash had not been picked up on Friday and they were extremely displeased and distraught and they feel like they are being disrespected as information was not getting back to them. He said they have been trying to put a lid on it and he knows the trash was picked up today and they really appreciate it and he appreciates them coming but they want to hear what happened so they can explain it to the residents. He said he would like to have a special meeting next Monday night where we could invite the residents to talk about the trash pickup and let them vent. He said he thought they did a good job in the bidding process for the residents and getting it in place and he talked to Concord and Delaware Townships and everything was going good, But here there is a disconnect. Flaherty said this is not the first time that we have had issues as we had stuff on Hollenback Road that goes to the very first and second weeks were the trash was missed or they didn't come until three days later. In Harbor Point trash was picked up four days late. He said it is becoming a trend and no longer an isolated event. He said the HOA's in the area all had Rumpke before and so they are coming from that level of service and aren't seeing anywhere close to that. They are venting on us as in their eyes it was pushed down their throats and were made to switch from a service that they had gone through their own process to select and had chosen Rumpke for their service and in the years that they have had them they have not had any type of delay.

Jim said he was out Saturday and picked up trash from Berlin Station Road and just ran out of gas. He said he was going to go out again on Sunday but had cramped up so bad that he could barely walk. Pam said where they broke down was prior to that. Bullard said that a resident told him that a driver told her that he could only work so many hours because there were some CDL issues. Pam said she can speak to the drivers about that and in the trucking industry there is the hours of service requirement but it is their responsibility to make sure that they are adequately staffed and that they have the resources in place. She said they truly thought they were adequately staffed and planned for it but obviously they were not which is what they experienced in the later part of the week and then trying to go into recovery into the holiday weekend was just too much and no way to completely clean up. She said where they failed, was believing that the plan that they had in place as far as resources was adequate and it was not. She said with summer everyone's yard waste is higher, then you have the holiday so the volume will be higher so they have reached out for additional resources to assist them so they do not have a repeat at the end of this week. They have experienced some routing issues and believes those have been corrected. With these corrections she is not anticipating any delays this week and moving forward.

Flaherty said it appears that they took on more than they could handle and their transfer station is in Mt Vernon and now picking up more in southern Delaware County is more impactful on their trucks but when we went through the RFP process we expect someone that is qualified and expect that they would be able to handle it and have things figured out. He said we put this in place last fall and delayed it until April to get everything in line and he expected those to be worked out beforehand. Bullard said we also went through a phase getting the billing correct and couldn't get calls through. Flaherty asked if they were planning on putting in a transfer station closer. Pam said if they have a timing issue getting the loads turned around then they need to make sure they have the adequate resources in place as far as the quantity of trucks and drivers. Jim said they have been using the Delaware Transfer station also. Flaherty asked if a different day would work better and Pam said a Friday pickup should be the exact same quality of service as a Tuesday pickup and if someone is missed it should be a next day pickup. She said changing the service day is not what caused the problem they experienced last week.

