

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



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

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

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> 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

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

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 | 

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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

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>

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

[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

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



From: Weiler, Regina <Regina.Weiler@brevardfl.gov>
Sent: Tuesday, April 6, 2021 4:24 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: 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- [REDACTED] 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

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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



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 2nd 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

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

[Commission reject plan to reward customers for complaining about trash service \(googleusercontent.com\)](https://www.googleusercontent.com)

From: Commissioner, D2 <D2.Commissioner@brevardfl.gov>
Sent: Friday, April 23, 2021 10:34 AM
To: Commissioner, D2 <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>
Sent: Friday, April 23, 2021 12:33 AM
To: Commissioner, D2 <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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Recycling is a good thing. Please recycle any printed emails.

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.

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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]