

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: March 5, 2018

SUBJECT: **30 Day Notice Follow Up
Waste Pro Waste Hauling Permit**

PRESENTER: Marcus Jones, PE

ATTACHMENTS: No

SUMMARY OF REQUEST:

In response to numerous calls to County staff and the Board of Commissioners regarding noncompliant hauler service, the Board placed Waste Pro's permit to haul waste in Henderson County on a thirty day notice. During the following thirty days, staff has tracked Waste Pro customer calls, communicated with Waste Pro regarding each call, and followed up with the customers to verify corrective action from Waste Pro. Staff will present this information as of the morning of the meeting. In general, Waste Pro has made a sincere effort to address the customer concerns and dedicated resources to improve service. The number of calls has tracked downward showing improvement. However, we are still receiving customer calls as of the Wednesday prior to this meeting. Staff feels that zero calls is not an unrealistic expectation and experience this standard from the majority of the permitted haulers.

BOARD ACTION REQUESTED:

Extend notice of noncompliance for the Waste Pro's permit to haul waste in Henderson County for another thirty days and direct staff to report back to the Board during the April 2, 2018 Board meeting.

Suggested Motion:

I move that the Board extend notice of noncompliance for the Waste Pro's permit to haul waste in Henderson County for another thirty days and direct staff to report back to the Board during the April 2, 2018 Board meeting.