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FOR IMMEDIATE RELEASE

Waste Pro and Henderson County Working to Resolve Customer Service Issues

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Hendersonville, NC – February 12, 2018

Henderson County Engineering has been working closely with management staff of the local Waste Pro office since the February 5, 2018 Board of Commissioners meeting where the company's local hauling permit received a 30-day notice. Prior to the February meeting, customers made numerous complaints to County staff, citing missed pick-ups and recycling mixed in with trash.

On February 9, the company submitted an "operational enhancement plan" to Marcus Jones, Director of Engineering, detailing remedial actions for missed pick-ups, route completions, work orders, and response time to correct customer complaints. "Since the story aired on February 6 following the board meeting, the number of calls and emails from customers jumped up significantly. But complaints have decreased dramatically, as both our staff and the management team of the local Waste Pro office have worked around the clock to correct issues," says Jones. County staff is keeping a detailed diary of both past and incoming customer concerns. Communications with the local Waste Pro operations and division managers are happening every few hours throughout the workday.

The operational enhancement plan outlines route status updates, methods of daily communication between Waste Pro and county staff, keeping recyclables separate upon pick-up, and credit assessments for customers with multiple missed weeks of pick-up. Waste Pro staff has been responding to customer complaints and starting work orders within 24 hours of receipt. The Board of Commissioners will likely assess complaint volumes and responses by Waste Pro at their next meeting on March 5, 2018.

For questions or comments, please contact

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