



6/15/22

Dear Town of Windermere Residents,

At Waste Pro, safety and service to our communities are our number one priorities. Like all industries across the nation, we have not been immune to the nationwide driver shortage, labor pool drought, and supply chain delays. While CDL driver shortages existed before 2020 in part due to an aging workforce, the shortage was exacerbated by the pandemic. Demand for qualified drivers and helpers continues to outpace supply. We are currently undertaking many proactive measures to mitigate service delays and disruptions throughout the Windermere community. To mitigate service-related concerns, we have:

1. **Enhanced Recruitment Efforts:** Waste Pro is committed to continually increasing our recruitment efforts to recruit and hire qualified drivers and helpers. We have added a regionally-based recruiter, increased wages, implemented recruitment and retention bonuses, increased our participation in job fairs, and enhanced recruitment advertising. In addition to our recruitment efforts, we are actively working to train drivers through our Co-Heart program.
2. **Quarterly Wage Reviews:** Quarterly wage reviews are performed to ensure Waste Pro remains competitive in this industry. Pay rates, bonus structures and benefits are constantly assessed. We recently completed a review in October 2021 and we plan to perform the next review this summer.
3. **Regular Collection Crews:** As we continue to recruit, we will focus on retaining the same collection crews in Windermere. Maintaining a regular collection crew equates to more consistent service within the Town. Route familiarity simply equates to a better level of service.
4. **Co-Heart/Driver Training Center (DTC):** We recently celebrated a major milestone of 400 graduates from our Co-Heart Program. The program was created in 2015 to 'build an army of CDL drivers from within'. The Co-Heart program allows any interested Waste Pro employee an opportunity to receive one-on-one training to earn their commercial driver's license (CDL). Waste Pro is one of two solid waste companies in the state that works with the Florida Department of Transportation to offer such a program.
5. **Cross-Training Initiatives:** We're committed to providing our Waste Pros with opportunities to grow and further develop their career at Waste Pro. We offer training on all types of collection vehicles, monthly tool allowances for our technicians, as well as bonuses, and reimbursements through the ASE certification Reward Program.

Waste Pro greatly values its relationship with the Town of Windermere. We are confident that by working together, we will achieve the excellent level of service you trust and expect from our Waste Pros. Thank you for your patience during these challenging times. If you have any service related issues, please contact us at 407-774-0800.

Respectfully,

Waste Pro of Florida, Inc.