

# Business owner: Problems 'once or twice a month'

## WASTE PRO Continued from page 1

to Waste Pro Director of Governmental Affairs Loyd Childree, as well as several of Waste Pro's dissatisfied local customers.

Under Waste Pro's franchise contract with the commission, the company can increase rates each year, but must seek approval from the commission to do so. Additionally, any rate increase cannot be greater than the net change in the Consumer Price Index (CPI) for the South Region.

The county's current five-year contract with Waste Pro was approved in January 2020 after the previous one expired. At that time, the commission advertised for interested companies to collect commercial solid waste in the county, and Waste Pro was the only bidder.

Since that time, the commission has approved two requested rate increases, 1.6% for 2021 and 4.25% for 2022.

At the board's Jan 17 meeting, the board did not appear interested in granting Waste Pro's full request, but seemed open to consider making a "counter-offer."

The commission further discussed the request at its Jan. 24 workshop after receiving a breakdown of the impact the proposed rate increase would have on local businesses.

At Monday's meeting, County Administrator LaWanda Pemberton presented the board with a monthly breakdown of the 482 Taylor County customer calls to Waste Pro during 2022, specifically breaking out the 160 calls -- an average of roughly 12 per month -- made in regard to missed pickups, which she said was the most common complaint levied against Waste Pro.

According to the figures, the monthly complaints regarding missed pickups ranged from a low of one in April, June and August to a high of 57 in February. More recently, there were 18 calls in September, six calls in October, 26 in November and 19 in December.

She also noted another

common issue is customers being charged an additional fee for an over-filled container after a missed-up pickup.

Childree reiterated statements he made in previous discussions that any customer with an issue can call him directly to correct the problem, whether it was a missed pickup or a billing error.

Over the course of the various discussions, Childree has said Waste Pro's issues are the result of several factors, including high driver turnover due to an aggressive labor market, as well as supply chain problems making it difficult to get the necessary parts to make timely repairs to trucks.

"Miss LaWanda has been very good at letting me know when we miss things, and I believe she'll agree that once she does -- which she shouldn't have to do -- I'm on top of it," Childree said.

"He is," Pemberton said. "But, and we discussed this at the last board meeting, you know, obviously we want Waste Pro to run their own business and not escalate to the point where I have to track Loyd down and we have to have conversations."

"I said it's not an overnight fix in the last meeting -- and it's not, and it still won't be -- but just to kind of speak to that, we had parts issues last week on two different trucks that service this area," Childree said. "So, we got behind, but we worked through the weekend Saturday and Sunday getting caught up, so when things happen and we have the opportunity to fix them, we're more than willing and able to fix them."

"As you all know, the cost of doing business is just through the roof," he said. "That's not going to get any better anytime soon. We're not asking for anything more than trying to break even again. We're just trying to get to that happy medium where we're at least gaining back some of the losses that we've had due to inflation."

Commissioner Pam Feagle asked Childree if Waste Pro contacts the affected customers to warn

them of late pickups in situations such as the one he described from last week.

Childree said that Waste Pro has a system that allows them to contact customers in a specific area, but admitted that they don't use it to warn customers of late pickups.

"We don't do that, but we can do that," he said.

"You know, it's your business, but that might not be a bad idea," Feagle said.

"I can make sure that happens this week," Childree said.

Commissioner Michael Newman brought up the complaint numbers, asking Childree if the company would be open to the commission delaying a decision six to 12 months.

"The reason I asked that question is, you know, I still struggle and have a difficulty with asking for an increase when we have these kind of inconsistencies, because we're asking our business owners and commercial users to take on an additional cost for a service they feel like they haven't been getting and that they're not currently getting," Newman said.

"I haven't talked this over with the board, so I have no idea what other commissioners' position would be, but this this would give an opportunity to get some more information and see if we're making real progress."

"I appreciate your position and understand the rationale for it," Childree said. "You know, we're at your pleasure when it comes to the CPI increase or not."

However, he again asked the commission to consider the "extreme circumstances" of the past several years.

Commissioner Jim Moody said he had spoken with three of Waste Pro's customers, and two had said they would be willing to accept a smaller increase than what had been requested, but "they wanted the service that they pay for."

Childree reiterated that customers with issues could call him directly to correct them.

"I think you're in a situation where you would like to do better, but I'm

not convinced that you can do better, because you can't control some of the things that you've talked about, so that's my dilemma," Feagle said.

"I've told you before that we're going to do better, and I have to believe that we are doing better because the number of calls are decreasing," Childree said.

"We're putting the pieces in place that to your point earlier should already be in place, but we've never had these situations come up as frequently as they have," Childree said.

Newman again mentioned his proposal for an "evaluation period" of six to 12 months.

"You'll have time to work on these ... concerns, and then we can come back to a place and consciously make an effort to address that issue," Newman said.

"It seems to me like any kind of increase at this point is going to be passed along from the commercial users directly to the consumers, and if we were talking about a service that didn't have these kinds of concerns, perhaps it would not be as challenging a decision," Newman said. "But, that's not the situation."

Three Waste Pro commercial customers addressed the commission at the meeting, beginning with Mark and Tammy Ingle, owners of Nowhere Grille and Somewhere Grille.

"For almost three years, we've been dealing with Waste Pro's ability to service our location on Beach Road, especially during scallop season,"

Mark Ingle said.

"I'll give you a for instance," he said. "They missed our dumpster on a Tuesday. Didn't come Wednesday. They came Thursday evening and then showed up again on Friday morning and emptied that empty dumpster."

"But, I don't have a credit on my bill," Tammy Ingle said.

"This happens once or twice a month," Mark Ingle said.

Referring to the economic issues affecting his businesses and Waste Pro, Mark Ingle said, "Some of us have to tighten our belts up, you know, and muddle through it, and I think they should too until they get better at it."

Young Striping & Sealing owner Dale Young was next, noting that his business was in the City of Perry and therefore not included in the county's contract with Waste Pro.

"[Childree] was at the city council meeting two weeks ago, and they drilled him like you did," Young said.

"My trash didn't get picked up last week. In December, it didn't get picked up, yet I still get billed for it."

Third to speak was Jim Zurbrick of Steinhattee, who noted that he has used Waste Pro since the county first entered into a contract with them.

"There was a great time there where they picked up regularly," Zurbrick said. "There was never a problem for many years."

However, that has changed since COVID. He

noted that he pays his bill for Nature Coast Storage three months at a time, and when the commission approved one of the previous increases, Waste Pro charged him a late fee because the rate had gone up after he paid in advance.

"But, the thing is missing the garbage pickup," Zurbrick said. "I only have it picked up every two weeks."

"I understand all the issues," he said. "I've got a business. I've got like four businesses. It's tough, can't hire anybody, drivers rotate, get to stay at home and take unemployment. But, I like Michael's idea. Six months to a year might be a little long to feel them out."

"Maybe there's something you can do now, a partial to show some good faith and then put them on that probationary period," Zurbrick said.

"I like Commissioner Newman's idea that we maybe we try six months, and if there's improvement in six months, then we'll come back and reconsider an increase," Feagle said. "Right now, I just can't in good conscience go with an increase from the things I've heard tonight. They need to get their business in order."

Commission Chair Jamie English asked if anyone had a motion they wished to make.

Feagle made a motion to delay the decision for six months and see if Waste Pro's customer issues improve between now and then. Newman seconded, and the measure passed unanimously.

# A Shady Grove love story

## SHADY GROVE NEWS Continued from page 7

talking to a good looking blonde guy in a new Chevy Nova.

#4 - She was wearing her black bartender hat she got at Six Gun Territory and walked over to speak to her friend. The guy introduced her to Richard. She noticed he had a black cowboy hat in the backseat of his vehicle. Richard asked her out and she said "Sure, those of us that wear black hats have got to stick together." The date they met was May 9, 1973.

They married the next year, and it will soon be 49 years. She quoted Mark 10:9, "What therefore God hath joined together, let no man put asunder."

**Laverne (Red) McMullen** was on furlough from the Army and going back to camp by Greyhound bus. **Jean** was taking her brother to the bus station in Orlando. He was in the same unit with Red.

The brother introduced them, and they parted ways. Their unit was deployed to Germany.

Red was interested in knowing Jean better, and her brother wanted to learn how to play pool. Red was a very good pool player and agreed to teach him for Jean's address so he could write to her. They wrote each other for a year and a half.

When he returned to the states, they dated for awhile and have been married for 58 years. Red likes to say he won her in a pool game.

**Joe Heartfield** said as far as he can remember, he and **Teresa** knew each other their entire lives. They went to church together as children, then school.

They never dated during all their school years, but were good friends. He joined the Navy and, when his enlistment was

up, they met again and started dating. They fell in love and, soon after, they married. That was 56 years ago.

**Kim Pegg** and **Drew** met on the job. Kim was in high school and a trainee for the monorail at Disney. Drew was a trainer for monorail drivers, and although he wasn't scheduled to be Kim's trainer, he asked to switch places with a colleague so he could meet her.

They started dating and continued until she finished college. She said, "Disney is truly a magical place."

Although they didn't marry at Disney, they did have a wedding that included a horse-drawn carriage. She said "they keep God first in their marriage." They have been married for 31 years.

A young woman worked in Madison at Van H. Priest five and dime. She caught the eye of a young man looking for hair tonic. Some time went by before she turned 16 and they started dating before later marrying. Their love story has lasted more than 60 years.

One of their favorite songs is "I Found My Million Dollar Baby at a 5 and 10 Cent Store." You can listen to it on YouTube. You will have to guess who these Shady Grove lovebirds are because I have been sworn to secrecy.

**Jerry McLeod** was invited to a party at a clubhouse of an apartment complex in Atlanta.

The friend was talking to a girl he just met named **Elaine**, and when Jerry walked by, he introduced them. They later dated for three months and got married in the same club house. Jerry said he didn't give her a Valentine the first year because he thought it was for kids, however he always does now. They have been married 48 years.

## A Shady Grove Love Story which started in 1935

Winner of Lasting Love Contest printed in Madison County Carrier 1994

"MY LOVE STORY"

by Reattie Carter Morgan

I met my husband, Frank Morgan, when I was 14 years old. He and my brother-in-law came to my house looking for gators. When they left, he told my brother-in-law when he came back he wasn't going gator hunting, he was going gal hunting.

Well, we didn't see each other until a few months passed. Then one night at a prayer meeting we met (again) while they were preaching.

Back then, my family had to ride on a wagon pulled by mules. My aunt noticed him watching me. He and his friend went to the well outside to get a drink of water.

My aunt told me and my girlfriend the guys wanted to meet me and my friend. My aunt told us to go get a bucket of water.

When we got to the well, he asked me to go on a date with him. I said I would like to go on a date with him. He lived about seven miles from my home. He didn't have a car, so he drove his bike down the dirt road. We dated for two years and then got married.

After three years of marriage, I had my first child, which was a girl. That was the most precious thing in my life.

We've got nine children with eight only living. We were married for about 51 years when he took cancer and has been gone eight years.

That was the saddest part, being without him, and I surely miss him deeply, with all my loving heart.

Their first daughter is now 83 years old. Four of her children still live in Shady Grove.

## LEGALS

(Continued from page 10)

notice that on 03/17/2023 at 8:00 a.m. the following vehicle (s) may be sold by public sale at 1402 S Byron Butler Pkwy., Perry, Florida 32348 to satisfy the lien for the amount \$1,562.32 owed on this vehicle for any recovery, towing, or storage service charges and administrative fees allowed pursuant to Florida statute 713.78. 4T1BG12K5TU905190 1996 TOYT

**NOTICE OF PUBLIC SALE:**  
B & B Auto Repair & Towing gives notice that on 03/06/2023 at 8:00 a.m. the following vehicle (s) may be sold by public sale at 1402 S Byron Butler Pkwy., Perry, Florida 32348 to satisfy the lien for the amount \$435.50 owed on this vehicle for any recovery, towing, or storage service charges and administrative fees allowed pursuant to Florida statute 713.78. 5NPEU46F7H068965 2006 HYUN

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**IN THE CIRCUIT COURT, THIRD JUDICIAL CIRCUIT, IN AND FOR TAYLOR COUNTY, FLORIDA PROBATE DIVISION**  
**CASE #22-581CP**  
IN RE: The Estate of ALICE JOHNSON Decedent.  
**NOTICE TO CREDITORS**  
The administration of the estate of

ALICE JOHNSON, deceased, whose date of death was October 9th, 2021, File #22-581CP, is pending in the Circuit Court for Taylor County, Florida, Probate Division, the address of which is Post Office Box 620, Perry, Florida 32348. The names and addresses of the personal representative and the personal representative's attorney are set forth below.

All creditors of the decedent and other persons having claims or demands against decedent's estate on whom a copy of this notice is required to be served must file their claims with this court WITHIN THE LATER OF 3 MONTHS AFTER THE TIME OF THE FIRST PUBLICATION OF THIS NOTICE OR 30 DAYS AFTER THE DATE OF SERVICE OF A COPY OF THIS NOTICE ON THEM.

All other creditors of the decedent and other persons having claims or demands against decedent's estate must file their claims with this court WITHIN 3 MONTHS AFTER THE DATE OF THIS NOTICE.

ALL CLAIMS NOT FILED WITHIN THE TIME PERIODS SET FORTH IN SECTION 733.702 OF THE FLORIDA PROBATE CODE WILL BE FOREVER BARRED.

NOTWITHSTANDING THE TIME PERIODS SET FORTH ABOVE, ANY CLAIM FILED TWO (2) YEARS OR MORE AFTER THE DECEDENT'S DATE OF DEATH IS BARRED.  
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DATES OF PUBLICATION: February 10, 2023 and February 17, 2023

**IN THE CIRCUIT COURT, THIRD JUDICIAL CIRCUIT, IN AND FOR TAYLOR COUNTY, FLORIDA PROBATE DIVISION**

**CASE #22-660CP**  
IN RE: The Estate of HOWARD GLENN SIMONS Decedent.

**NOTICE TO CREDITORS**  
The administration of the estate of HOWARD GLENN SIMONS deceased, whose date of death was December 5th, 2021, File #22 660CP, is pending in the Circuit Court for Taylor County, Florida, Probate Division, the address of which is Post Office Box 620, Perry, Florida 32348. The names and addresses of the personal representative and the personal representative's attorney are set forth below.

All creditors of the decedent and other persons having claims or demands against decedent's estate on whom a copy of this notice is required to be served must file their claims with this court WITHIN THE LATER OF 3 MONTHS AFTER THE TIME OF THE FIRST PUBLICATION OF THIS NOTICE OR 30 DAYS AFTER THE DATE OF SERVICE OF A COPY OF THIS NOTICE ON THEM.

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NOTWITHSTANDING THE TIME PERIODS SET FORTH ABOVE, ANY CLAIM FILED TWO (2) YEARS OR MORE AFTER THE DECEDENT'S DATE OF DEATH IS BARRED.  
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