HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS
Tuesday, July 20, 2021
9:00 AM
600 S. Commerce Ave. Sebring, FL 33870
AGENDA

1 MEETING CALLED TO ORDER: Invitation to fill out "citizens not on the agenda" forms. Please silence all cell phones and devices.

2 INVOCATION

3 PLEDGE OF ALLEGIANCE

4 ANNOUNCEMENTS

The Highlands Soil & Water Conservation District will hold a meeting on Tuesday, July 20, 2021 at 3:00 p.m., in Conference room #3 of the Bert J. Harris, Jr. Agricultural Center, 4509 George Blvd., Sebring

The Local Mitigation Strategy Working Group will meet on Wednesday, July 21, 2021 at 8:00 a.m. in in Conference room #2 of the Bert J. Harris, Jr. Agricultural Center, 4509 George Blvd., Sebring

The Highlands County Board of County Commissioners (through its appointed negotiating team) and the Highlands County Professional EMS & Fire, IAFF 5147 will meet on Wednesday, July 21, 2021 at 10:00 a.m. in the Highlands County Fire Rescue Headquarters Training room, 4506 Kenilworth Blvd., Sebring

5 CONSTITUTIONAL OFFICERS – ANNOUNCEMENTS:

6 RECOGNITIONS, PRESENTATIONS AND PROCLAMATIONS:

6.A *Recognition of Ideas Driven by Employee Action (IDEA) Initiative recipients: Bob Keefe, Doug Nietubicz and Lori DeLoach*
Randy Vosburg, County Administrator
The fiscal impact is a savings to Cost Center 2558 of $1,980 annually, a savings to Cost Center 4101 of $2,700 annually and a one-time savings to Cost Center 2558 of $4,202.20.
IDEA_Initiative.2.2.pdf

7 PUBLIC COMMENT

8 CONSENT AGENDA

8.A *Request for approval of the Mental Health Consulting Services Agreement with Children's Home Society, renewing the partnership for mental health services.*

Sarah Beth Rogers, Children's Advocacy Center Manager
There is no Fiscal Impact.
CHS_ MH Agreement Renewal 2021.pdf

8.B *Request approval of the addition of Butler's Bluff Rd to the 2020/2021 Approved Resurfacing list.*

Jonathan Harrison, Road and Bridge Director
No additional fiscal impact to the Infrastructure Surtax (Fund 151). The resurfacing amount of $109,000 will be allocated from the previously approved Resurfacing Budget.
2020-2021 Resurfacing and Projects.xls

8.C *Settlement offer for SHIP home repair loan.*
Sherry G. Sutphen, County Attorney
Fiscal impact is negative $10,175.00.
SHIP Template - Settlement Offer letter_.pdf

8.D *Request approval of a resolution to establish a public hearing date of September 7, 2021 to consider closing a platted 40 foot unnamed Right of Way.*
Clinton Howerton, Jr., P.E., County Engineer
There is no fiscal impact.
Resolution 20-21 Roadway closure request.pdf

8.E *Interlocal Agreement between Highlands County, Florida and the City of Sebring for Removal of Emergency Disaster Debris*
Sherry G. Sutphen, County Attorney
No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.
Interlocal Emergency Debris-City of Sebring.pdf

8.F *Interlocal Agreement between Highlands County, Florida and the City of Avon Park for Removal of Emergency Disaster Debris*
Sherry G. Sutphen, County Attorney
No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.
Interlocal for Emergency Debris Removal AVON PARK.Final.pdf

8.G *Request approval to surplus and trade in the ECO-Senior Disc Polisher and associated supplies from the Sebring Public Library to the ELM-USA company.*
Vikki Brown, Highlands Library System Manager
There is no fiscal impact to the General Fund (005). The documented equipment has surpassed the estimated life of 5 years from the original purchase in 2008.
Quotation - New Disc Repair Machine.pdf
ACQUISITION-DISPOSITION_DVD_Polisher (1).pdf

8.H *Request for approval of Florida Network of Children's Advocacy Centers State Funding Allocation subcontract for state fiscal year 2021-2022,*
Sarah Beth Rogers, Children's Advocacy Center Manager.
The fiscal impact will be an increase to the general fund (005), cost center 3995, in the amount of $63,190.64.
Please_DocuSign_CAC23_Highlands_Contract_FY.pdf

8.I *Request appointment of Vicki Pontius as a regular voting member to the Recreation and Parks Advisory Committee (RPAC).*
Richard Fleeger, Parks and Facility Superintendent
No fiscal impact
Vicki Ponitus 06.10.2021.pdf

8.J *Request acceptance of Edward Byrne Memorial Justice Assistance Grant (JAG-C) grant for FY 21-22.*
Paul Blackman, Sheriff
There is no fiscal impact to Fund 005 (General) or the overall budget. The Sheriff's budget proposal for FY 21-22 includes this revenue and there is no match requirement.
Sheriff-JAGC-HIGH-2-3B-023 APPLICATION.pdf
Sheriff-JAGC-HIGH-2-3B-023 SIGNATURE PAGES.pdf

8.K *Consideration of State Funded Grant Supplemental Agreement No. 1 to the Small County Outreach Program Agreement between the Florida Department of Transportation (FDOT) and Highlands County for Financial Project No. 0436644-1-54-01 – Arbuckle Creek Road and Landfill Access Road and Accompanying Resolution Authorizing the Chairman of the Board to Execute Said Agreement.*
Clinton Howerton, Jr., P.E., County Engineer
There is no fiscal impact to Fund 151 (Local Gov't. Infrastructure Surtax0 or the overall budget. The funding for this project (16002) was included in the adopted budget and approved by the Board on September 20, 2016.
Arbuckle Creek Rd. Supplemental Agreement #1 7-8-21.pdf
Arbuckle Creed Resolution 2 Supplemental.pdf

8.L *Request approval of Budget Amendment 20-21-103 and Interlocal Agreements, pursuant to the Recreation & Parks Advisory Committee's (RPAC) recommendation for two Funding Requests from the Town of Lake Placid for $140,801.44 and the City of Avon Park for $33,960.*
Richard Fleeger, Parks & Facilities Superintendent
There is no fiscal impact to the Fund 151 (Infrastructure Surtax) or the overall budget as this Budget Amendment is transferring funds from account 56300 (Improvements Other Than) to Projects 20057 (Lk June Park Phase 2 Improvements) and 20058 (Donaldson Park Restroom Improvements), account 56300Z (Project Improvements), all within cost center 6101A (Recreation Dept. 151). The reimbursement will be for up to $140,801.44 for the Town of Lake Placid and $33,960 for the City of Avon Park.
20-21-103 RPAC Projs 20057_20058.pdf
Interlocal Agmnt Donaldson Park Restrooms.pdf
IA_RPAC_LP_LakeJunePark.pdf

8.M *Request approval of Budget Amendment 20-21-112 and Resolution to reimburse the Supervisor of Elections (SOE) for vehicle damage repairs.*
David Nitz, OMB Manager
The fiscal impact is an increase to Fund 005 (General) and the overall budget in the amount of $1,525.10 and is being appropriated in cost center 2442 (Supervisor of Elections), account 53001 (Operating Supplies – Elected Officials).
20-21-112 SOE Van Repairs (BA).pdf
20-21-112R SOE Van Repairs (Resolution).pdf

8.N *Request approval of Budget Amendment 20-21-113 and accompanying Resolution to appropriate funds in Projects 20059 and 20060 to complete the scope of the projects in the amounts of $3,560.00 and $5,000.00.*
Casey Hartt, Lead Tourism Consultant
The fiscal impact is an increase to Fund 152 (Tourist Development Trust) and the overall budget in the amount of $8,560 which is being appropriated in cost center 5305 (Tourist Dev Marketing and Promotions), account 53400Z (Proj. Contractual Services) in the amounts of $3,560 and $5,000, respectively.
20-21-113 TDC Projs 20059 Sebr Multisport Festival_20060 Heartland Triathlon 2021 (BA).pdf
20-21-113R TDC Projs 20059 Sebring Multisport Festival_20060 Heartland Triathlon 2021.pdf

8.O *Request approval for Budget Amendment 20-21-114 and associated Resolution to appropriate revenue from program income, to accomplish additional SHIP Program projects.*
Lucy Castillo, Housing Programs Coordinator
The Fiscal Impact is an increase to Fund 166 (SHIP) in the amount of $168,153.24. The distribution of funds will be as follows: $57,967.29, Account 54909Z (Project Down Payment Assistance), and $57,967.28 into Account 54910Z (Project Rehabilitation), $15,000.00 into Account 54935Z (Project Emg Home Repair), $20,000.00 into Account 54937Z (Project Foreclosure Int.), all under Cost Center 5367 (SHIP Program). and $17,218.67 into Cost Center 5366 SHIP Administration, Account 54900Z (Project Other Charges & Obligations)
20-21-114 Proj 19366 SHIP (BA).pdf
20-21-114R Proj 19366 SHIP.pdf

8.P *Request approval of the Temporary Right-of-Entry Agreement between Highlands County and CSX Transportation, Inc. for the construction of the Arbuckle Creek Road and CR-17A West roadway improvements.*
Jonathan Harrison, Road and Bridge Director
There is no Fiscal Impact to Fund 151 (Infrastructure Surtax) or the overall budget. The funding for the Agreement with CSX will come out of the CFS Road Resurfacing Allocation that was adopted in the FY 20/21 Adopted Budget.
CSX NPIF Arbuckle Creed CR 17A West.pdf
Avon Park CR 17A ROE Agr EJO 20210416.pdf

9 PUBLIC HEARING

9.A *Request to Vacate a Drainage and Utility Easement at 440 & 442 Tiger Street and 365 & 369 Wildcat Street, Lake Placid, FL 33852*
Clinton Howerton Jr., P.E., County Engineer
There is no fiscal impact.
Agenda Packet - 440 & 442 Tiger St; 365 & 369 Wildcat St.pdf

9.B *Request to approve a resolution for closing a portion of a Right of Way on Oak Beach Blvd.*
Clinton Howerton Jr., P.E., County Engineer
There is no fiscal Impact.

Resolution VACATION Oak Beach Blvd20-21-124.pdf

9.C *Public hearing to consider adoption of Large Scale Comprehensive Plan Future Land Use Amendment CPA-21-585LS, for approximately 95 acres, Low Density Residential (RL) to Medium Density Residential (RM)*
Sandra S. Vázquez, Planner I
There is no fiscal impact.
CPA-21-585LS Staff Report EMW.pdf
CPA-21-585LS Application EMW Associates.pdf
CPA-21-585LS Ordinance EMW Associates.pdf

9.D *Public hearing to consider adoption of P&Z Hearing No. 2079, modifying the existing Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels.*
Melony Culpepper, Planning and Zoning Manager
There is no fiscal impact.
Staff Report P&Z 2079 CCC Development Company for BCC.pdf
Application P&Z 2079 - CCC Development.pdf
Resolution P&Z 2079 - CCC Development Company.pdf

10 ACTION AGENDA

10.A *Interlocal agreement between Highlands County, Florida, and The Town of Lake Placid, Florida for Removal of Emergency Disaster Debris*
Sherry G Sutphen - County Attorney
No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.
Interlocal for Emergency Debris Removal LAKE PLACID.Final.061821.pdf

10.B *Interlocal Agreement between Highlands County, Florida and the Sun 'n Lake of Sebring Improvement District for Removal of Emergency Disaster Debris*
Sherry G. Sutphen, County Attorney
No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events
Interlocal for Emergency Debris Removal.Sun n Lake.SGS.pdf

10.C *American Rescue Plan Status Update*
Liz Barber, Legislative Affairs & Grants Coordinator
None at this time.
ARPA Spending Plan_07_20_21.pdf

10.D *Request to hear the appeal of "habitual violator" status of Waste Connections pursuant to Section 13.4 of the Solid Waste Franchise Agreement between Waste Connections and Highlands County.*
Randy Vosburg, County Administrator
Sherry Sutphen, County Attorney
Clinton Howerton, Jr., P.E., County Engineer
No Fiscal Impact.
Waste Connections 13.4 Letter Dated 05-07-2021.pdf
Final-Highlands Habitual Violator Appeal Letter 5.10.21.pdf

051321LTR to Smith re Waste Connections Habitual Violator Appeal.051321.SGS.pdf

10.E *Request to certify the maximum millage for FY 21/22*
Randy Vosburg, County Administrator
David Nitz, OMB Manager
Ad Valorem revenue is projected to comprise 59.09% of the total projected General Fund revenues in FY 20/21.
Failure to certify millage would put those revenues and state revenue sharing funds at risk.
DR-420_DR-420TIF's(9)_DR-420MM-P.pdf

11 COUNTY ADMINISTRATOR AND LEGAL

11.A *County Attorney Status Report*
Sherry G. Sutphen, County Attorney
COUNTY ATTORNEY LOG 2.pdf

11.B *Commissioner's Priorities and the Project Status Report*
Randy Vosburg, County Administrator
No Fiscal Impact.
Status - Commissioner's Priorities (FINAL) 7.20.2021.pdf
Status - Project Updates (FINAL) 7.20.2021.pdf

11.C *Workshop to consider and discuss the requested budgets for Outside Agencies and Constitutional Officers for FY 21/22.*
Randy Vosburg, County Administrator
David Nitz, OMB Manager
No impact at this time.
Rec 21-22 Budget_7-20-21 Constitutionals Workshop.pdf

12 COMMISSIONERS

13 INFORMATIONAL

13.A *Board payables from July 7, through July 20, 2021*

13.B *Approved Resolution 20-21-116 and Drainage & Utility Easement for 4319 Cooper Dr, Sebring, Fl.*
EASEMENT - Hernandez Kalil to County - Recorded.pdf
RES 20-21-116 - VOE - 4319 Cooper Dr..pdf

13.C *Interlocal Agreement between Highlands County, Florida and the Spring Lake Improvement District for Removal of Emergency Disaster Debris*
Sherry G. Sutphen, County Attorney
No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.
Interlocal for Emergency Debris Removal - Final.pdf

14 ADJOURN

Any person who decides to appeal any decision made by this Board of County Commissioners of Highlands County, Florida, in public hearing or meeting is hereby advised that he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record will include the testimony and evidence upon which such appeal is to be based.

The Board of County Commissioners of Highlands County, Florida, does not discriminate upon the basis of any individual's disability status. This non-discrimination policy involves every aspect of the Board's functions, including one's access to, participation, employment or treatment in its programs or activities. "Anyone requiring reasonable accommodation as provided for in the Americans With Disabilities Act or Section 286.26 Florida Statutes should contact Human Resources, ADA Coordinator at: 863-402-6509 (voice), or via Florida Rely Service 711, or by e-mail: hrmanager@highlandsfl.gov." Requests for CART or interpreter services should be made as soon as possible but no later than 48 hours in advance to permit coordination of the service.

Please note our new website address: www.highlandsfl.gov/

Any invocation that may be offered before the official start of the Commission meeting shall be the voluntary offering of a private citizen, to and for the benefit of the Commission. The views or beliefs expressed by the invocation speaker have not been previously reviewed or approved by the Commission, and the Commission is not allowed by law to endorse the religious beliefs or views of this, or any other speaker.

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Randy Vosburg, County Administrator**

SUBJECT/TITLE: **Recognition of Ideas Driven by Employee Action (IDEA) Initiative recipients: Bob Keefe, Doug Nietubicz and Lori DeLoach**

STATEMENT OF ISSUE

In August of 2020, the Board of County Commissioners adopted a new initiative – The Ideas Driven by Employee Action (IDEA) Initiative – with the goal of encouraging an increased level of stewardship for taxpayer dollars and deepening fiscal responsibility within the county through identifying revenue enhancements or cost saving measures. The initiative was designed for the County to split the revenue enhancement or cost savings with the employee(s) who identifies the revenue enhancement or cost savings.

The split works as follows:
1. If the savings is recurring, the employee(s) will receive 20% of the first annual savings not to exceed $3,000.
2. If the savings is a one-time purchase, the employee(s) will receive 20% of the savings not to exceed $3,000.
3. Savings under $500 or non-monetary process improvements, will be submitted for receipt of a gift card.

We hope that this program can serve as an additional avenue for staff's input to be heard and we cannot wait to see the great IDEAs submitted!

Projects eligible for this round of submission would fall within the date range of August 8 and December 31, 2020. There were a total of five projects submits for this round of review, and three submissions were approved by the IDEA Review Committee.

The approved submissions are as follows:
1. Bob Keefe: Mr. Keefe created a training aid that allowed the County to replace a quarterly turf care maintenance service. Budget staff confirmed that the implementation of this manual generated a savings of $1,980 annually. The award to the employee is $396.

2. Doug Nietubicz: Mr. Nietubicz found a new software subscription service that allowed the Engineering Department to trade in a multiuser licensing system for two new single user licenses. This change permitted the department to cancel a once required license. Mr. Nietubicz also generated an additional 10% saving by updating the renewal period to every three years. Budget staff confirmed that the implementation to the change in subscriptions generated a savings of $2,700 annually. The award to the employee is $540.

3. Lori DeLoach: Ms. DeLoach requested a pricing match on 24 COVID-19 Sanitation Stations and received a refund. The County had already paid for the sanitation stations, and Lori took the extra steps required to conduct a price check for the stations and make the request to recover the noted difference. Budget staff confirmed that the refund recouped $4,202.20. The award to the employee is $840.48.

FISCAL IMPACT

The fiscal impact is a savings to Cost Center 2558 of $1,980 annually, a savings to Cost Center 4101 of $2,700 annually and a one-time savings to Cost Center 2558 of $4,202.20.

Attachments: IDEA_Initiative.2.2.pdf

IDEA Initiative – Ideas Driven by Employee Action Initiative

Goal:
To encourage Highland's County BOCC employees to identify process improvements, revenue enhancements or cost saving opportunities for the operation of the County.

Benefit to County:
Increase stewardship of taxpayer dollars and fiscal responsibility.

Benefit to employee:
The County will split the financial benefit of the revenue enhancement or cost saving opportunity with the employee(s) who identifies the revenue enhancement or potential cost savings, in amounts between $500 to $3,000. Savings under $500 or non-monetary process improvements, will be submitted for receipt of a gift card. All valid submittals will receive a certificate of recognition. Note: Any payment received through this policy is taxable.

Details of the split:

1. If the savings is recurring, the employee(s) will receive 20% of the annual savings, not to exceed the $3,000 cap.
2. If the savings is a one-time purchase, the employee(s) will receive 20% of the savings, not to exceed the $3,000 cap.

Committee, Forms & Guidelines:
The committee will consist of one OMB representative, a Director or Assistant County Administrator, and the Employee of the Quarter. The Director or Assistant County Administrator will serve as the committee lead.

Forms associated with this initiative: 1. IDEA Application 2. Request to Review

Guidelines

1. Employee(s) who have identified a revenue enhancement or cost saving measure, must fill out and turn in the IDEA Application to the committee lead.
    a. Employees can submit as a group.
    b. If a group submission is approved, the payment will be evenly divided among the applicants.
2. IDEA Application will be reviewed by the committee quarterly.
    a. A meeting with the employee(s) will be initiated if the committee feels additional information is needed.
3. Employees are encouraged to analyze their department first.
4. Employees may assist in finding revenue enhancement or cost saving opportunities from other county departments under the following conditions:
    a. There is not an interest from employees within that department.
    b. Submit a 'Request to Review' form to the committee.
    c. The Business Services Director and Department's Director have both approved the Request to Review form. Note: If the Business Services budget is requested for review, the Assistant County Administer or County Administrator can approve or deny the request.
5. Decision of the committee can be appealed via email submission to the County Administrator.
6. During the process of identifying process improvements, revenue enhancing or cost saving opportunities, employees are required to comply with the Highlands County Board of County Commissioners Personnel Rules and Regulations, including the Highlands County Code of Ethics. Therefore, employees that are found inflating costs, and subsequently 'finding' savings from those inflated costs or found committing any other violations will be disqualified from receiving additional pay and will be subject to discipline measures, up to, and including termination.
7. Employees Pay Grade 114, and above are not eligible for incentives; except for EMS 200 Series and Fire Rescue 300 Series employees who may participant in the program.
8. The Board will set a budget cap each Fiscal Year for the initiative.

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

Ideas Driven by Employee Action Initiative Review Request

Please outline the IDEA Initiative request for review below.

Date of Submission: Click or tap to enter a date.

Employee(s): Click or tap here to enter text.
Click or tap here to enter text.
Click or tap here to enter text.

Employee's Department: Click or tap here to enter text.

Department requested to review: Click or tap here to enter text.

Request Summary, if applicable:

Thank you for your submission.

Approvals
Department Director: ☐ Approves the Review Request ☐ Denies the Review Request
Business Services Director: ☐ Approves the Review Request ☐ Denies the Review Request
Request is: ☐ Approved ☐ Denied

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

Ideas Driven by Employee Action Initiative Application

Please outline the IDEA Initiative details below and include any supporting documents.

Date of Submission: Click or tap to enter a date.

Employee(s): Click or tap here to enter text.
Click or tap here to enter text.
Click or tap here to enter text.

Department: Click or tap here to enter text. Division: Click or tap here to enter text.
Cost Center: Click or tap here to enter text.

The IDEA submission is:

☐ Revenue Enhancement ☐ Cost Savings ☐ Process Improvement

The expected fiscal impact is:

☐ One-time impact of $Click or tap here to enter text.
OR ☐ Annual impact of $Click or tap here to enter text.

IDEA Summary:

Thank you for taking the time to submit your IDEA. Applications are reviewed once per quarter by the IDEA Committee. You may be contacting for additional information. Your care for the County and its citizens is greatly appreciated!

HIGHLANDS COUNTY

BOARD OF COUNTY COMMISSIONERS

MEMO 97-87

TO: Board of County Commissioners

FROM: Carl Cool, County Administrator

DATE: August 20, 1997

SUBJECT: SAVE Program

Today Commissioner Maxcy and I met with the County Department Heads and the Employee Awareness Committee. We discussed the proposed SAVE Program. This proposed program was noted to have some benefits toward team building and budget reduction ideas. Some of the possible problems with the program were also noted. At the conclusion of the Employee Awareness meeting the employees voted as follows to recommend that the Board of County Commissioners implement the program for one year to study its effectiveness in reducing the budget and increasing employee morale:

For	-12
Against	- 0
Undecided	- 3
Total	15

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P.O. BOX 1926 Sebring, Florida 33871 - 1926
FAX (941) 386-6507
(941) 386-6500

HIGHLANDS COUNTY'S
"SPECIAL ADDED VALUE ENHANCEMENT"
PROGRAM

I. BASIS FOR PROGRAM

The Board of County Commissioners have certain statutory obligations to provide services to the residents of Highlands County, Florida. In addition to the statutory requirements for service, the Board of County Commissioners has elected to provide additional services to the residents of Highlands County. Based on the services directed by the Board to be provided, the staff of the Board is charged with continuing to seek additional efficiencies in providing levels of service. The Board believes that increased efficiencies help the taxpayers' dollars be expanded farther. To encourage suggestions and cost savings within the approved budget, the Board finds it in the best interests of Highlands County to reward employees of the Board for getting the job done while at the same time saving money. This effort toward efficiency is the basis for the SAVE Program.

II. PROGRAM

Within the area titled "Program," the method of operation of the SAVE Program will be discussed in detail.

A. Budget reduction requirement

The SAVE Program is based on the percentage of savings from the adopted budget to the finally completed budget expenditures. The program will be evaluated on how much of the department's budget is not spent, with the department completing the required task through the year. The budget reduction percentages for the entire department's budget will be calculated after the September 30 final printout from the Finance Office. The County OMB Office will issue a department by department percentage of expenditures report for each department to view and possibly comment on. Departments that would wish to apply for the SAVE Program bonuses may do so within 30 days from the date the OMB issues the final report of the 9-30 expenditures.

B. Project completion requirement

Projects that are funded within a budget must be complete before they may be considered for the SAVE Program. Projects that span two years of budget cycles must wait until the end of the second year to be submitted. Projects completed in one year may be put forward for a SAVE Project award.

C. Level of service requirement

The County departments must maintain the same level of service in order to be considered for a SAVE designation. In the report the department must submit to be considered, proof that the level of service did not drop must be addressed. Reductions in level of service with corresponding reductions in monies expended do not constitute the basis for a SAVE Program award.

D. Nomination of department

At the conclusion of the 9-30 year end report issued by the OMB Office, each department head will have 30 days to draft the basis for the SAVE Program consideration and possible award for the employees. The proposals shall be submitted on the attached form, with enough explanation from the department heads to explain why their departments should be considered by the SAVE Committee for possible award. All nominations will be reviewed by the SAVE Committee, and the committee's recommendations will be submitted to the Board of County Commissioners for consideration. The nominations are to be on a department by department basis, with the entire department sharing the possible award if selected for a SAVE Program award. Department employees, if awarded a SAVE recommendation, shall receive the monetary rewards on an equal person by person basis, with part time employees receiving a lesser pro rata share, based on the hours worked by the part time employee.

E. Calculation of savings method

In submitting the nomination for the SAVE project, the department head shall calculate the amount of budget dollars saved and the percentage of the budget saved for the department. Items that may not be included would be large expenditures budgeted in one year that were simply deferred to the next year. Savings of actual operations of the department is the intended focus of the SAVE Program. The overall percentage of budget not expended shall be calculated and noted in the report for the SAVE Committee to review. Explanations of each of the savings items shall be given reasonable description by the department head in simple enough terms for the SAVE Committee to easily understand.

F. Awarding of incentives

After the SAVE Committee has reviewed all the nominations from various departments of Highlands County, they will study the various reports submitted and prepare a recommendation to the Board of County Commissioners. The awarding of the SAVE Program shall be the percentage of the monies saved within the year. The percentage shall be 10% of the monies saved within the year, up to a maximum of $1000 per employee. This award may be granted less than the 10%, depending upon the savings demonstrated in the report of the department head.

III. PRESENTATION TO THE BOARD OF COUNTY COMMISSIONERS

The presentation to the Board of County Commissioners shall be made by the Chairman of the SAVE Committee, with the County Commissioners receiving a verbal and written report on each of the departments recommended for awards. The Board of County Commissioners shall have time to consider the reports and if in agreement with the reports, the Board may elect to grant the SAVE designations and awards recommended by the committee. If the Board selects some departments for awards, the departments will be invited to a regular Board Meeting to receive the designations, with the awards being processed by the Finance Office at a later date. It is intended that the entire process should take no more than 90 days, with the process completed by the end of December of each year.

IV. MONITORING THE PROGRAM

A. SAVE Committee

The SAVE Committee shall be a committee of five people, with each person appointed by a county commissioner, with each commissioner getting one appointment. The Committee will be asked to meet and elect their own chair. The term of service for the SAVE Committee shall be a period of four years after selection, but the initial terms of appointment would be on a staggered basis, with two commissioners appointing SAVE Committee members that would run the duration of the commissioner's term. Thereafter, appointments to the SAVE Committee would be for the length of time of service the commissioners have. The commissioner making an appointment, would have the authority to change the appointment at any time, but the appointment would not exceed the term of the commissioner.

The SAVE Committee will meet at least annually to evaluate the reports submitted by the department heads and evaluate the program for any recommended changes. The SAVE Program will need changes and updates from time to time. As a part of this, the County Administrator will meet with the committee to seek suggestions for changes and updates from the committee. Suggested changes shall be put into draft form and presented to the Board of County Commissioners for possible consideration. Changes requested by County employees, the public or county commissioners shall be referred to the SAVE Committee for their review and comment before consideration of the Board.

1997 SAVE Program

Carl Cool gave an update on the results from the Employee Awareness Program. Commissioner Maxcy and Mr. Cool met with the Department Heads and the Employee Awareness Committee. The proposed program was noted to have some benefits toward team building and budget reduction ideas. At the conclusion of the meeting, the employees voted as follows to recommend that the Board implement the program for one year to study itsmeffectiveness in reducing the budget and increasing employees' morale:
For – 12 Against – 0 Undecided -3 Total - 15
Commissioner Maxcy suggested that a Committee should be established with a Commissioner as liaison. Motion by Commissioner Maxcy, seconded by Commission
BOOK 17 PAGE 360
Gose, to implement the program with Commissioner Maxcy as liaison to the Committee. Dan Foley suggested that the public be involved. The consensus was to keep the program with employees, only, the first year and then open up to the public. Upon roll call, all Commissioners voted aye. Motion carried. See SMB 30 Page 10.

1998 Proposed reorganization of Engineering Department

Ramon Gavarette, County Engineer, presented suggestions for a proposed reorganization of the County Engineering Department. Commissioner Maxcy asked if this savings would qualify for a benefit under the *SAVE Program* as a bonus for the Engineering Department. Mr. Cool advised that it would be a good candidate for consideration. Commissioner Gose asked for the recommendation of the Personnel Director. Mr. Carino stated that he supports the reorganization.
Motion by Commissioner Barrett, seconded by Commissioner Maxcy, to approve the reorganization including all modifications to existing positions. Upon roll call, all Commissioners voted aye. Motion carried. See SMB 31 Page 206.

1999 E. George Hensley: SAVE Committee report and proposed changes to SAVE Program

George Hensley, Committee Chair, presented a report on the SAVE Committee. He commended staff on their clerical and administrative help, and presented *background, staff review, findings and recommendations* of the SAVE Committee. See SMB 34 Page 45 for copy of all information. Commissioner Bullard commended Commissioner Maxcy for the establishment of this Committee. Motion by Commissioner Bullard, seconded by Commissioner Maxcy, to accept the report by the Committee. Upon roll call, all Commissioners voted aye. The motion carried.

2000 **Approval of SAVE Committee recommendation**

Carl Cool reported that the SAVE Committee met on May 1, 2000 and considered a submission by the Road & Bridge Department. The Rucks's Dairy Bridge project was originally scheduled for repairs in the amount of $120,713.12 that included materials, equipment, labor, and the cost of constructing a detour. Due to the plan developed by the Road & Bridge employees, the repair was completed at a cost of $54,541.53 and used materials on the site to construct the detour required. The water management district even asked that the detour road be left in place for access to the canal and control structures for maintenance purposes. The SAVE Committee voted to award the maximum 10% of the savings on the project that is allowed under the SAVE Program. The savings totaled $66,171.59 and the award amount is $6,617.16 to be split among the 28 participants in the project. This amounts to $236.32 per person. The Committee recognized the Rucks's Dairy Bridge project as an excellent example of a SAVE Program award. Motion by Commissioner Maxcy, seconded by Commissioner Stokes, to adopt the recommendation of the SAVE Committee, and the award of $6,617.16 be divided equally among the participants in the Ruck's Dairy Bridge repair and that the project be recognized as an excellent example of the SAVE Program criteria. Upon roll call, all Commissioners voted aye. Motion carried. See SMB 37 Page 18.

HIGHLANDS COUNTY'S
"SPECIAL ADDED VALUE ENHANCEMENT"

S. A. V. E. PROGRAM

I. BASIS FOR PROGRAM

The Board of County Commissioners have certain statutory obligations to provide services to the residents of Highlands County, Florida. In addition to the statutory requirements for service, the Board of County Commissioners has elected to provide additional services to the residents of Highlands County. Based on the services directed by the Board to be provided, the staff of the Board is charged with continuing to seek additional efficiencies in providing levels of service. The Board believes that increased efficiencies help the taxpayers' dollars be expanded farther. To encourage suggestions and cost savings within the approved budget, the Board finds it in the best interests of Highlands County to reward employees of the Board for getting the job done while at the same time saving money. This effort toward efficiency is the basis for the SAVE Program.

II. PROGRAM

Within the area titled "Program," the method of operation of the SAVE Program will be discussed in detail.

A. Budget reduction requirement

The SAVE Program is based on the percentage of savings from the adopted budget to the finally completed budget expenditures. The program will be evaluated on how much of the department's budget is not spent, with the department completing the required task through the year. The budget reduction percentages for the entire department's budget will be calculated after the September 30 final printout from the Finance Office. The County OMB Office will issue a department by department percentage of expenditures report for each department to view and possibly comment on. Departments that would wish to apply for the SAVE Program bonuses may do so within 30 days from the date the OMB issues the final report of the 9-30 expenditures.

B. Project completion requirement

Projects that are funded within a budget must be complete before they may be considered for the SAVE Program. Projects that span two years of budget cycles must wait until the end of the second year to be submitted. Projects completed in one year may be put forward for a SAVE Project award.

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C. Level of service requirement

The County departments must maintain the same level of service in order to be considered for a SAVE designation. In the report the department must submit to be considered, proof that the level of service did not drop must be addressed. Reductions in level of service with corresponding reductions in monies expended do not constitute the basis for a SAVE Program award.

D. Nomination of department

At the conclusion of the 9-30 year end report issued by the OMB Office, each department head will have 30 days to draft the basis for the SAVE Program consideration and possible award for the employees. The proposals shall be submitted on the attached form, with enough explanation from the department heads to explain why their departments should be considered by the SAVE Committee for possible award. All nominations will be reviewed by the SAVE Committee, and the committee's recommendations will be submitted to the Board of County Commissioners for consideration. The nominations are to be on a department by department basis, with the entire department sharing the possible award if selected for a SAVE Program award. Department employees, if awarded a SAVE recommendation, shall receive the monetary rewards on an equal person by person basis, with part time employees receiving a lesser pro rata share, based on the hours worked by the part time employee.

E. Calculation of savings method

In submitting the nomination for the SAVE project, the department head shall calculate the amount of budget dollars saved and the percentage of the budget saved for the department. Items that may not be included would be large expenditures budgeted in one year that were simply deferred to the next year. Savings of actual operations of the department is the intended focus of the SAVE Program. The overall percentage of budget not expended shall be calculated and noted in the report for the SAVE Committee to review. Explanations of each of the savings items shall be given reasonable description by the department head in simple enough terms for the SAVE Committee to easily understand.

F. Awarding of incentives

After the SAVE Committee has reviewed all the nominations from various departments of Highlands County, they will study the various reports submitted and prepare a recommendation to the Board of County Commissioners. The awarding of the SAVE Program shall be the percentage of the monies saved within the year. The percentage shall be 10% of the monies saved within the year, up to a maximum of $1000 per employee. This award may be granted less than the 10%, depending upon the savings demonstrated in the report of the department head.

III. PRESENTATION TO THE BOARD OF COUNTY COMMISSIONERS

The presentation to the Board of County Commissioners shall be made by the Chairman of the SAVE Committee, with the County Commissioners receiving a verbal and written report on each of the departments recommended for awards. The Board of County Commissioners shall have time to consider the reports and if in agreement with the reports, the Board may elect to grant the SAVE designations and awards recommended by the committee. If the Board selects some departments for awards, the departments will be invited to a regular Board Meeting to receive the designations, with the awards being processed by the Finance Office at a later date. It is intended that the entire process should take no more than 90 days, with the process completed by the end of December of each year.

IV. MONITORING THE PROGRAM

A. SAVE Committee

The SAVE Committee shall be a committee of five people, with each person appointed by a county commissioner, with each commissioner getting one appointment. The Committee will be asked to meet and elect their own chair. The term of service for the SAVE Committee shall be a period of four years after selection, but the initial terms of appointment would be on a staggered basis, with two commissioners appointing SAVE Committee members that would run the duration of the commissioner's term. Thereafter, appointments to the SAVE Committee would be for the length of time of service the commissioners have. The commissioner making an appointment, would have the authority to change the appointment at any time, but the appointment would not exceed the term of the commissioner.

The SAVE Committee will meet at least annually to evaluate the reports submitted by the department heads and evaluate the program for any recommended changes. The SAVE Program will need changes and updates from time to time. As a part of this, the County Administrator will meet with the committee to seek suggestions for changes and updates from the committee. Suggested changes shall be put into draft form and presented to the Board of County Commissioners for possible consideration. Changes requested by County employees, the public or county commissioners shall be referred to the SAVE Committee for their review and comment before consideration of the Board.

S.A.V.E. COMMITTEE

Report to the Board of County Commissioners

March 10. 1999

Prepared for the Board of County Commissioners
by George Hensley. Committee Chair

Filename: F:\GROUPS\BCC\WPWSAVE COMMITTEE\savecommitteereport9798.wpd

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Background

The S.A.V.E. (Special Added Value Enhancement) Committee is a committee of five people each appointed by a county commissioner. The S.A.V.E. Program is an initiative developed at the request of Commissioner Maxcy to reward employees of the Board for getting the job done while at the same time saving money. This iniative is to be accomplished by seeking additional efficiencies in providing levels of service. The purpose of the committee is to review the reports submitted by the department heads and evaluate the S.A.V.E. Program for any recommended changes.

Several departments submitted reports on initiatives during FY97-98 for evaluation by the committee. The committee met on February 3, February 16, and March 2, 1999 to review the reports. The committee has formulated this report to the Board of County Commissioners on it's findings.

Staff Review

A. Code Enforcement - Recycling of payroll envelopes

This suggestion does meet the criteria of the program but the concept was already implemented by the administrative offices of the Board of County Commissioners. It would not work well with field personnel due to problems with inserts/attachments and keeping the contents clean. Direct deposit of payroll is a more viable option to reduce cost.

B. Emergency Medical Services -

A. Purchase of Moduvan - A 1998 model was purchased instead of a 1999 model which resulted in a savings of $4,654.00.

B. Purchase of Lifepak 12 cardiac monitor/defibrillator/pacemakers - Discounts on the units and accessories totaled $2,041.70 and a 15 year-old battery support system was traded even exchange for a new one. The total savings as a result of these actions was $3,691.70.

C. Overtime reduction - Avoidance of overtime shifts as a result of schedule changes implemented to cover vacations and/or workers' comp absences. The total savings resulting from this initiative was $13,204.56.

C. Engineering - Reorganization of Department

This submittal is based on the reorganization of this department after the retirement of a senior employee. The information contained in the spreadsheets purports a savings of $13,016.21 due to the reorganization. The spreadsheets reflect a reduction in staffing after the reorganization which is incorrect. The position of Drafting Technician I was omitted from page 2 of the spreadsheets. The purported savings is therefore substantially less than stated. Any reduction in personnel costs are a direct result of a senior employee retiring and is not attributable to the reorganization of the department.

D. Purchasing/General Services -

A. Reduction of inventory level through improved monitoring and just-in-time inventory techniques - This initiative resulted in a savings in the inventory value of $1,705 average. This is the total savings from this initiative as it is does not provide a cumulative effect since it is a reduction in the average.

B. Auction budget savings - This initiative generated higher sales at the auction due to use of a full service auction firm. The higher sales were a result of a larger scale auction event and the national advertising both of which are attributable to the full service auction firm. The savings generated was $12,788.

E. Highway Safety - Street lighting energy costs

The responsibility for the energy costs of the street lights was included in the interlocal agreement and assigned to the City of Sebring. Highlands County had no control over the annexation of property by the City of Sebring. This initiative may not meet the criteria. (Note the attached copy of e-mail sent to the Road & Bridge Department by OMB.)

F. Planning Department - withdrawn from consideration at the request of the department.

Findings

By the end of the first meeting, there was confusion among the committee members as to the mission and goals of the S.A.V.E. Program. The consensus was that the mission and goals of the program were not clearly defined thereby making the task of evaluating the reports difficult. As committee chair, George Hensley designated Barbara Stewart to speak with staff and Commissioner Maxcy regarding the background and purpose of the program and to report back to the committee at the next meeting.

At the next meeting, the committee further defined the goal, purpose, and guidelines for the program. The committee continued deliberations based on this information. The additional information is as follows:

Goal: Achieve cost savings above and beyond the normal expected means.

Purpose: Reward excellence in the area of cost savings.

Guidelines and Criteria:

A. Must meet one of the following criteria:

1. Cost saving idea must be outside the person's or group's normal scope of responsibility; or

2. Cost saving idea must be able to be applied county-wide.

B. The idea/program/concept is new and different, i.e., it has not been

implemented in the past in any department.

C. The program will continue in the future. That is, the idea changes the way things are done and results in savings both immediately and in the future.

D. Budget reduction requirement. The program will be evaluated on how much of the department's budget is not spent.

E. Project completion requirement. The project or program must be complete before it may be considered.

F. Level of service requirement. The department must maintain the same level of service after the project or program has been completed. Proof that the level of service was not reduced must be addressed.

After reviewing all of the reports and evaluating them using the above criteria and guidelines, the committee makes the following findings:

A. Code Enforcement - This initiative does not meet the criteria and therefore is not approved.

B. Emergency Medical Services

1. Purchase of Moduvan - This initiative does not fit the criteria as it falls within the scope of the department head's responsibilities and is therefore not approved

2. Purchase of Lifepak 12 cardiac monitor/defibrillator/pacemakers - This initiative also does not meet the criteria as it falls within the scope of the department head's responsibilities and is therefore not approved.

3. Overtime reduction - This initiative does not meet the criteria as it happens every year and falls within the individual's scope of authority. Therefore it is not approved.

C. Engineering - Reorganization of Department - This initiative does not meet the program criteria and is therefore not approved.

D. Purchasing/General Services

1. Reduction of inventory level - This initiative does not meet the program criteria as it is within the scope of authority of the department head and has already been implemented in the past.

2. Auction - This initiative does not meet the program criteria as it falls within the scope of authority of the department head or it cannot be implemented county-wide and is therefore not approved.

E. Highway Safety - Street lighting -This initiative does not meet the criteria as it appears that it may have been initiated by multiple departments and was in fact an

ongoing responsibility of the City of Sebring. Therefore it is not approved.

F. Planning Department - Not considered as it was withdrawn by the department.

Recommendation

The committee makes the following recommendations to the Board of County Commissioners:

A. Each of the departments that submitted programs for consideration should be commended for their cost saving efforts. The EMS, General Services, and Highway Safety department heads should be recognized for their ingenuity that generated budget savings.

B. The mission, purpose, and additional guidelines delineated above should be incorporated into the S.A.V.E. Program.

C. The line employees should be encouraged to actively participate in the program.

D. The program should continue for another year since the criteria have been more clearly defined.

HIGHLANDS COUNTY'S
"SPECIAL ADDED VALUE ENHANCEMENT"

S.A.V.E. PROGRAM

I. BASIS FOR PROGRAM

The Board of County Commissioners have certain statutory obligations to provide services to the residents of Highlands County, Florida. In addition to the statutory requirements for service, the Board of County Commissioners has elected to provide additional services to the residents of Highlands County. Based on the services directed by the Board to be provided, the staff of the Board is charged with continuing to seek additional efficiencies in providing levels of service. The Board believes that increased efficiencies help the taxpayers' dollars be expanded farther. To encourage suggestions and cost savings within the approved budget, the Board finds it in the best interests of Highlands County to reward employees of the Board for getting the job done while at the same time saving money. This effort toward efficiency is the basis for the SAVE Program.

~~II.~~ MISSION

Reward excellence in the area of cost savings.

Goal: Achieve cost savings above and beyond the normal expected means.

III. PROGRAM

Within the area titled "Program," the method of operation of the SAVE Program will be discussed in detail.

~~A.~~ Must meet one of the following criteria:

1. Cost saving idea must be outside the person's or group's normal scope of responsibility; or

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[redacted] [redacted] [redacted]

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At the conclusion of the 9-30 year end report issued by the OMB Office, each department head will have 30 days to draft the basis for the SAVE Program consideration and possible award for the employees. The proposals shall be submitted on the attached form, with enough explanation from the department heads to explain why their departments should be considered by the SAVE Committee for a possible award. All nominations will be reviewed by the SAVE Committee, and the committee's recommendations will be submitted to the Board of County Commissioners for consideration. The nominations are to be on a department by department basis, with the entire department sharing the possible award if selected for a SAVE Program award. Department employees, if awarded a SAVE recommendation, shall receive the monetary rewards on an equal person by person basis, with part time employees receiving a lesser pro rata share, based on the hours worked by the part time employee.

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The presentation to the Board of County Commissioners shall be made by the Chairman of the SAVE Committee, with the County Commissioners receiving a verbal and written report on each of the departments recommended for awards. The Board of County Commissioners shall have time to consider the reports and if in agreement with the reports, the Board may elect to grant the SAVE designations and awards recommended by the committee. If the Board selects some departments for awards, the departments will be invited to a regular Board Meeting to receive the designations, with the awards being processed by the Finance Office at a later date. It is intended that the entire process should take no more than 90 days, with the process completed by the end of December of each year.

IV. MONITORING THE PROGRAM

A. SAVE Committee

The SAVE Committee shall be a committee of five people, with each person appointed by a county commissioner, with each commissioner getting one appointment. The Committee will be asked to meet and elect their own chair. The term of service for the SAVE Committee shall be a period of four years after selection, but the initial terms of appointment would be on a staggered basis, with two commissioners appointing SAVE Committee members that would run the duration of the commissioner's term. Thereafter, appointments to the SAVE Committee would be for the length of time of service the commissioners have. The commissioner making an appointment, would have the authority to change the appointment at any time, but the appointment would not exceed the term of the commissioner.

The SAVE Committee will meet at least annually to evaluate the reports submitted by the department heads and evaluate the program for any recommended changes. The SAVE Program will need changes and updates from time to time. As a part of this, the County Administrator will meet with the committee to seek suggestions for changes and updates from the committee. Suggested changes shall be put into draft form and presented to the Board of County Commissioners for possible consideration. Changes requested by County employees, the public or county commissioners shall be referred to the SAVE Committee for their review and comment before consideration of the Board.

HIGHLANDS COUNTY
BOARD OF COUNTY COMMISSIONERS

MEMORANDUM

TO: Board of County Commissioners

FROM: Ricky G. Helms, CGFM, CGFO, Budget Officer RH

RE: SAVE Committee Recommendation

DATE: May 9, 2000

The SAVE Committee met on May 1, 2000 to consider a submission by the Road & Bridge Department. The Ruck's Dairy Bridge project was originally scheduled for repairs in the amount of $120,713.12 that included materials, equipment, labor and the cost of constructing a detour. Due to the plan developed by the Road & Bridge employees (as described in Bruce Van Jaarsveld's memo dated 5/6/99), the repair was completed at a cost of $54,541.53 and used materials on the site to construct the detour required. The water management district even asked that the detour road be left in place for access to the canal and control structures for maintenance purposes.

The SAVE Committee voted to award the maximum 10% of the savings on the project that is allowed under the SAVE Program. The savings totaled $66,171.59 and the award amount is $6,617.16 to be split among the 28 participants in the project. This amounts to $236.32 per person. The Committee recognized the Ruck's Dairy Bridge project as an excellent example of a SAVE Program award.

Recommended Motion: I make the motion that the recommendation of the SAVE Committee be adopted, that the award of $6,617.16 be divided equally among the participants in the Ruck's Dairy Bridge repair and that the project be recognized as an excellent example of the SAVE Program criteria

G:\BCC\W/PW\SAVE COMMITTEE\RucksDairyBridgeAward.wpd

SMB 37 Pg 18

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P.O. BOX 1926 Sebring, Florida 33871 - 1926
FAX (863) 386-6507
(863) 386-6500

MAY 1, 2000

SAVE COMMITTEE MEETING MINUTES

Meeting called to order at 3:00 p.m.

Members present: George Hensley, Terry Otterman, Sharon Gunthorp, Carolyn Phypers, Barbara Stewart

Others present: Ricky G. Helms, Budget Officer
Bruce VanJaarsveld, Road and Bridge Dir[illegible]
Pamela Gail Roebuck, Administrative Co[illegible]inator
Kimberly A. Middleton, Administrative [illegible]retary

A sign in sheet was passed around for signatures.

George Hensley read the announcement of meeting notice which wa[illegible] bulletin board 4/26/2000 and is pursuant to the policies and procedures adopted by Highlands Cou[illegible] and r[illegible]lorida Statutes.

George Hensley entertained a motion for the 3/2/1999 minut[illegible]pproved. C[illegible]ypers made a motion and Barbara Stewart seconded the motion. All members pres[illegible]he motion [illegible]ed.

Bruce VanJaarsveld discussed the Save submission t[illegible] his empl[illegible]on a plan that would be more cost effective on the repair of the Ruck's Dairy Bridge[illegible]y using C[illegible]nty equ[illegible]utilizing material from the job site, the employee's suggestive ideas cut the projec[illegible]st in half[illegible] Before th[illegible]oject could even begin, they had a lot of permits, paperwork etc., that had to be filled[illegible] They obta[illegible]ed permiss[illegible] from Southwest Florida Water Management to utilize the shell on their property to bu[illegible]e detour[illegible]d for the [illegible]ople who lived in that area. The SWFWMD requested that the detour road be left in [illegible]e as a ser[illegible]ccess fo[illegible]em. Bruce described how the employees came up with an alternative solution to th[illegible] project. D[illegible]ore and suggestions during the project enabled the team to work t[illegible]h the proble[illegible]ntered.

A committee[illegible]d if they[illegible]is method to refurbish other bridges and the answer was yes and another committee mem[illegible]the bridge[illegible]inspections and the answer was yes.

If this Save Propos[illegible] will the [illegible]s be distributed evenly among those who helped to implement the repairs to the b[illegible]? Yes[illegible]re approximately 20 employees involved in the plan, but Bruce will get an exact count. Tho[illegible]ference of mot[illegible]$66,171.59 times 10% divided by the number of employees would work out to approx[illegible]ately $330.00 bas[illegible]mployees.

Bar[illegible] Stewart made a motio[illegible]hat the Board of County Commissioners recognize the Ruck's Dairy Bridge project as [illegible]cellent example of a[illegible]AVE project and the involved employees be rewarded to the maximum allowed under th[illegible]E Program. Moti[illegible] was seconded by Terry Otterman. All members present voted aye. The motion carried.

R[illegible] a letter to the Board with the recommendation of the SAVE Committee.

Also t[illegible]bers would like to receive any SAVE proposals that we get along in the year to review before meeting so they will be prepared to discuss.

The meeting adjourned at 4:00 p.m.

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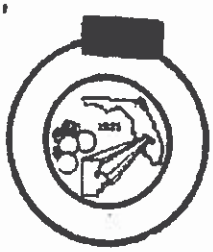
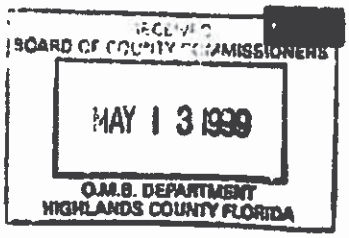
draft





HIGHLANDS COUNTY

BOARD OF COUNTY COMMISSIONERS

ROAD AND BRIDGE DEPARTMENT

TO: RICK HELMS, BUDGET OFFICER

FROM: BRUCE VAN JAARSVELD, ROAD AND BRIDGE SUPERINTENDENT

DATE: MAY 6, 1999

RE: SAVE SUBMISSION

Attached please find documentation relating to the repair of the Ruck's Dairy Bridge. The first copy is the original estimate prepared by the previous Operations Director. Our employees devised a plan that would be more cost effective and would restore the integrity of the bridge to an optimum degree of safety. By working with employees to create a plan we found ways to alter the cost by utilizing County owned equipment, therefore avoiding the need for renting expensive equipment. At the suggestion of employees, we eliminated the need to haul in material from Highlands County's marl pit to build the detour road by developing a plan to use existing material at the job site. Enclosed is documentation of hours, materials and equipment used as well as costs. Due to the suggestions by the employees and supervisors we were able to cut the cost in half for this project.

I ask that you reward our employees for their innovative and thriftful ideas in participation in completing this project. I ask that you approve this submission for a SAVE award.

Thank you for your consideration.

4344 George Boulevard, Sebring, Florida 33872
FAX (941) 386-6754
(941) 386-6535

Recycled Paper

RUCK'S BRIDGE REPAIR PROJECT

I. MATERIALS:

A. Concrete Approach Slabs (2) 26 yards 5,000 PSI concrete @$60.00 yd.		$1560.00
B. Rebar		813.72
C. PZ-22 Sheet Piling 66,800 lbs. 1400' @$13.74/ft.		19,236.00
Larssen 31 sheet piling 360' @$11.00/ft.		3,960.00
Corner Connectors		3,183.00
Coating		1,500.00
D. Shell 200 tons	@$10.91/ton	2,182.00
E. Asphalt 50 tons	@$33.00/ton	1,650.00
F. Metal		2,310.00
G. Slings		6,000.00
	Materials total	$42,394.72

II. EQUIPMENT:

A.	100-ton crane	$15,500.00
B.	(10) 10x40 floats, mats and spuds (includes trucking)	14,500.00
C.	3 cubic yard trackhoe	6,400.00
D.	Bulldozer	3,600.00
E.	Welder	2,000.00
F.	Tower Lights	2,000.00
G.	(4) Trucks	1,920.00
H.	Vib. Hammer	
	Equipment Total	$45,920.00

III. LABOR:

A.	(3) Finish Equipment Operators 160 hours @$18.48/hr.	$8,870.40
B.	(3) Laborers 160 hours @$8.93	4,286.40
C.	(2) Welders 40 hours @$18.38/hr.	1,470.40
D.	(3) Carpenters 120 hours @$18.48/hr.	2,217.60
	Labor Total	$16,844.80

IV. DETOUR:

A.	Materials- (marl) 1760 cubic yards 1760 x $2.78/yd.=	$4,892.80
B.	Equipment-bulldozer w/operator 120 hours x $45.00/hr.	5,400.00
C.	Labor-3 laborers 160 hours x $8.93/hr.	1,428.80
	Detour Total	$11,721.60

PROJECT TOTAL $120,713.12

SUMMARY OF DAILY WORK SHEETS

Road Name: Rucks Dairy Bridge

DATE OF DAILY WORK SHEET	EMPLOYEE POSITION	PAY RATE	HOURS	LABOR COSTS	RB #	EQUIP. RATE	HOURS USED	EQUIPMENT COSTS	MATERIAL COSTS	
January 4, 1999	op I	$13.17	10	$131.70	1563	$19.03	5.00	$95.15		
				$0.00	1561	$16.93	3.00	$50.79		
	op III	$17.32	10	$173.20	1571	$4.14	10.00	$41.40		
	fin op	$19.68	10	$196.80	1569	$28.58	10.00	$285.80		
	op III	$17.32	10	$173.20	1554	$11.34	5.00	$56.70		
				$0.00	1563	$19.03	5.00	$95.15		
	op II	$15.92	10	$159.20	1256	$16.54	10.00	$165.40		
	op III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
January 5, 1999	op III	$17.32	1	$17.32	1570	$2.80	1.00	$2.80		
	op III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
	op I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	op III	$17.32	10	$173.20	1570	$2.80	10.00	$28.00		
	fin op	$19.68	10	$196.80	1569	$28.58	10.00	$285.80		
January 6, 1999	op III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
	crew leader	$13.43	5	$67.15	1628	$8.14	5.00	$40.70		
	lab	$9.46	5	$47.30				$0.00		
	lab	$9.46	5	$47.30				$0.00		
	op III	$17.32	7	$121.24	1801	$12.23	1.50	$18.35		
				$0.00	1584	$3.30	1.50	$4.95		
				$0.00	1554	$11.34	3.00	$34.02		
				$0.00	1569	$28.57	2.50	$71.43		
	op I	$13.17	10	$131.70	1570	$2.08	10.00	$20.80		
	op III	$17.32	10	$173.20	71	$12.93	10.00	$129.30		
	op III	$17.32	10	$173.20	1561	$16.93	10.00	$169.30		

	fin op	$19.88	10	$196.80	1571	$4.14	10.00	$41.40		
January 7, 1999	OP III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OP III	$17.32	10	$173.20	71	$12.93	10.00	$129.30		
January 11, 1999	OP III	$17.32	6.5	$112.58	1561	$16.93	1.50	$25.40		
				$0.00	1554	$11.34	2.50	$28.35		
	OP III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OP III	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
				$0.00	1611	$2.49	10.00	$24.90		
	CREW LEAD	$13.43	10	$134.30	70	$6.92	10.00	$69.20		
				$0.00	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60	1571	$4.14	10.00	$41.40		
	LABORER	$9.46	10	$94.60	1570	$2.08	10.00	$20.80		
	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OP III	$17.32	10	$173.20	LF71		10.00	$0.00		
	LABORER	$9.46	10	$94.60	1571	$4.14	10.00	$41.40		
January 12, 1999	OP III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30	$804.65	
				$0.00	1605	$3.38	10.00	$33.80		
	OP III	$17.32	1	$17.32	1344	$17.71	1.00	$17.71		
				$0.00	1156	$20.84	1.00	$20.84		
January 13, 1999	OP III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	CREW LEAD	$13.43	10	$134.30	1291	$16.93	10.00	$169.30		
	OP III	$17.32	10	$173.20	LF71		10.00	$0.00		
	LABORER	$9.46	10	$94.60	1570	$2.08	10.00	$20.80		
	LABORER	$9.46	10	$94.60	1571	$4.14	10.00	$41.40		
January 14, 1999	OP III	$17.32	10	$173.20	1255	$19.03	10.00	$190.30		
				$0.00	1605	$3.38	10.00	$33.80		
	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OP III	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		

				$0.00	1611	$2.49	10.00	$24.90		
	FIN OP	$19.68	10	$196.80	1251	$28.57	10.00	$285.70		
				$0.00	189	$3.38	10.00	$33.80		
	OP III	$17.32	4	$69.28	1569	$27.96	2.50	$69.90		
January 19, 1999	OP I	$13.17	10	$131.70	1344	$17.71	5.00	$88.55		
				$0.00	1575	$1.80	5.00	$9.00		
	OP III	$17.32	3.5	$60.62	1146	$16.54	1.50	$24.81		
				$0.00	1801	$12.23	1.00	$12.23		
				$0.00	1584	$3.30	1.00	$3.30		
	CREW LEAD	$13.43	10	$134.30				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
January 20, 1999	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
January 21, 1999	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OP II	$15.92	10	$159.20	1146	$16.54	10.00	$165.40		
	OP III	$17.32	10	$173.20	1611	$2.49	10.00	$24.90		
				$0.00	71	$12.93	10.00	$129.30		
	OP I	$13.17	5	$65.85	1713	$17.14	5.00	$85.70		
	OP I	$13.17	5	$65.85	1256	$16.54	5.00	$82.70		
	OPIII	$17.32	3	$51.96	1801	$12.23	1.50	$18.35		
				$0.00	1584	$3.30	1.50	$4.95		
January 24, 1999	OP III	$17.32	3	$51.96	1801	$12.23	1.50	$18.35		
				$0.00	1584	$3.30	1.50	$4.95		
January 25, 1999	FIN OP/HYD	$20.71	4	$82.84	1553	$25.80	4.00	$103.20	$230.67	
	TD	$11.27	4	$45.08	1703	$6.92	4.00	$27.68		
	TD	$11.27	5	$56.35	72	$12.93	5.00	$64.65		
	OP I	$13.17	10	$131.70	1713	$17.14	10.00	$171.40		
	OP III	$17.32	10	$173.20	1707	$17.14	10.00	$171.40		
	OP I	$13.17	10	$131.70	85	$18.20	10.00	$182.00		
	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		

	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	OP I	$13.17	5	$65.85	1709	$17.14	5.00	$85.70		
	OP I	$13.17	5	$65.85	1204	$7.75	5.00	$38.75		
	OP I	$13.17	5	$65.85	1291	$16.93	5.00	$84.65		
				$0.00	1563	$19.03	5.00	$95.15		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
	CP II	$15.92	10	$159.20	1146	$16.54	10.00	$165.40		
January 26, 1999	OP I	$13.17	10	$131.70	1563	$19.03	5.00	$95.15	$772.50	
	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
	OP III	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
	OP II	$15.92	10	$159.20	1146	$16.54	10.00	$165.40		
				$0.00	197	$3.38	10.00	$33.80		
	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	OP I	$13.17	10	$131.70	1713	$17.14	10.00	$171.40		
	OP III	$17.32	1	$17.32	1801	$12.23	0.50	$6.12		
				$0.00	1584	$3.30	0.50	$1.65		
January 27, 1999	OP I	$13.17	8.5	$111.95	1713	$17.14	8.50	$145.69		
				$0.00	85	$18.20	8.50	$154.70		
	OP I	$13.17	10	$131.70	1563	$19.03	4.00	$76.12		
				$0.00	1611	$2.49	10.00	$24.90		
	FIN OP	$19.68	10	$196.80	1550	$19.03	4.00	$76.12		
	FIN OP	$19.68	10	$196.80	1571	$4.14	4.00	$16.56		
	OP II	$15.92	10	$159.20	71	$12.93	4.00	$51.72		
	OP III	$17.32	2	$34.64	1801	$12.23	2.00	$24.46		
				$0.00	1584	$3.30	2.00	$6.60		
January 28, 1999	OP I	$13.17	5	$65.85	1713	$17.14	5.00	$85.70		
	TD	$11.27	5	$56.35	72	$12.93	5.00	$64.65		
	OP I	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		

	FIN OP	$19.68	10	$196.80	1571	$4.14	10.00	$41.40		
	OP II	$15.92	10	$159.20	71	$12.93	2.00	$25.86		
				$0.00	1146	$16.54	5.00	$82.70		
January 29, 1999	FIN OP	$19.68	11.5	$226.32	1550	$19.03	11.50	$218.85		
	OP I	$13.17	11.5	$151.46	72	$12.93	4.50	$58.19		
				$0.00	1571	$4.14	7.00	$28.98		
	CREW LEAD	$13.43	11.5	$154.45	85	$18.20	4.50	$81.90		
				$0.00	1570	$2.08	7.00	$14.56		
	OP I	$13.17	6.5	$85.61	1713	$17.14	4.50	$77.13		
January 30, 1999	FIN OP	$19.68	12	$236.16	1550	$19.03	9.00	$171.27		
	OP I	$13.17	12	$158.04	1571	$4.14	9.00	$37.26		
				$0.00	81	$7.75	3.00	$23.25		
	CREW LEAD	$13.43	12	$161.16	1570	$2.08	9.00	$18.72		
				$0.00	300	$17.71	3.00	$53.13		
February 1, 1999	OPI	$13.17	1.5	$19.76	1713	$17.14	1.50	$25.71	$186.52	
	OPII	$15.92	1.5	$23.88	1256	$16.54	1.50	$24.81		
February 2, 1999	CREW LEAD	$13.43	5	$67.15	1628	$8.14	5.00	$40.70		
	LABORER	$9.46	5	$47.30				$0.00		
	LABORER	$9.46	10	$94.60	71	$12.93	10.00	$129.30		
	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
	OPI	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
				$0.00	1611	$2.49	10.00	$24.90		
February 3, 1999	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
				$0.00	1611	$2.49	10.00	$24.90		
	FIN OP	$19.68	10	$196.80	1146	$16.54	10.00	$165.40		
February 4, 1999	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
	OPI	$13.17	10	$131.70	1146	$16.54	10.00	$165.40		
				$0.00	1611	$2.49	10.00	$24.90		
	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
February 6, 1999	CREW LEAD	$13.43	8	$107.44	1628	$8.14	8.00	$65.12		
	LABORER	$9.46	8	$75.68	1611	$2.49	8.00	$19.92		

	LABORER	$9.46	8	$75.68				$0.00		
	LABORER	$9.46	8	$75.68				$0.00		
February 7, 1999	CREW LEAD	$13.43	9	$120.87	1628	$8.14	9.00	$73.26		
	LABORER	$9.46	9	$85.14				$0.00		
February 8, 1999	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		
	FIN OP/HYD	$20.71	7	$144.97	1553	$25.80	7.00	$180.60		
	TD	$11.27	7	$78.89	1703	$7.75	7.00	$54.25		
	TD	$11.27	7	$78.89	80	$7.75	7.00	$54.25		
	OPI	$13.17	10	$131.70				$0.00		
	FIN OP	$19.68	10	$196.80	1140	$16.54	10.00	$165.40		
	OPI	$13.17	2.5	$32.93	1713	$17.14	2.50	$42.85		
	OPI	$13.17	2.5	$32.93	1707	$17.14	2.50	$42.85		
	OPI	$13.17	2.5	$32.93	85	$18.20	2.50	$45.50		
	CREW LEAD	$13.43	10	$134.30	1628	$5.20	10.00	$52.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
February 9, 1999	FIN CARP	$21.20	10.5	$222.60	1615	$3.25	10.50	$34.13	$233.53	
	CARPENTR	$13.71	8.5	$116.54	1551	$1.62	10.00	$16.20		
	CARPENTR	$14.18	10	$141.80	187	$3.25	10.00	$32.50		
	FIN CARP	$21.20	10	$212.00	1572	$2.29	10.00	$22.90		
				$0.00	1701	$7.75	10.00	$77.50		
February 10, 1999	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30	$124.00	
	OPI	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
	OPIII	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
				$0.00	197	$3.38	10.00	$33.80		
				$0.00	194	$3.38	10.00	$33.80		
	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60	1611	$2.49	10.00	$24.90		
February 11, 1999	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30	$1,957.50	

	OPI	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OPIII	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
	LABORER	$9.46	10	$94.60	1582	$14.71	10.00	$147.10		
February 15, 1999	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
	OPI	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OPIII	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
				$0.00	197	$3.38	10.00	$33.80		
				$0.00	194	$3.38	10.00	$33.80		
February 16, 1999	OPI	$13.17	10	$131.70	1713	$17.14	10.00	$171.40	$129.20	
	OPI	$13.17	10	$131.70	1707	$17.14	10.00	$171.40		
	OPI	$13.17	10	$131.70	85	$18.20	10.00	$182.00		
February 17, 1999	OPI	$13.17	10	$131.70	1569	$28.57	10.00	$285.70		
	OPIII	$17.32	10	$173.20	1563	$19.03	5.00	$95.15		
				$0.00	1291	$16.93	5.00	$84.65		
				$0.00	197	$3.38	10.00	$33.80		
	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		
	LABORER	$9.46	10	$94.60				$0.00		
	LABORER	$9.46	10	$94.60	71	$12.93	10.00	$129.30		
	LABORER	$9.46	10	$94.60	1611	$2.49	10.00	$24.90		
				$0.00	1582	$14.71	10.00	$147.10		
	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
	OPI	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OPIII	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
				$0.00	197	$3.38	10.00	$33.80		
February 18, 1999	FIN OP	$19.68	10	$196.80	1550	$19.03	10.00	$190.30		
	OPI	$13.17	10	$131.70	1563	$19.03	10.00	$190.30		
	OPIII	$17.32	10	$173.20	1291	$16.93	10.00	$169.30		
	FIN OP	$19.68	10	$196.80	1569	$28.57	10.00	$285.70		
				$0.00	197	$3.38	10.00	$33.80		
	LABORER	$9.46	10	$94.60	1611	$2.49	10.00	$24.90		
	CREW LEAD	$13.43	10	$134.30	1628	$8.14	10.00	$81.40		

February 24, 1999	MOWER	$12.23	10	$122.30	163	$2.49	10.00	$24.90		
March 1, 1999	FIN CARP	$21.20	10	$212.00	1615	$3.25	10.00	$32.50	$619.81	
	CARPENTER	$13.71	10	$137.10	1651	$1.62	10.00	$16.20		
				$0.00				$0.00		
				$0.00				$0.00		
				$0.00				$0.00		
OTHER				$0.00				$0.00		
TOTAL				$23,976.07				$20,549.55	$5,057.58	
Administrative cost	10% of total			$2,397.61				$2,054.96	$505.76	
GRAND TOTAL				$26,373.68				$22,604.51	$5,563.34	$54,541.53

HIGHLANDS COUNTY'S
"SPECIAL ADDED VALUE ENHANCEMENT"

S. A. V. E. PROGRAM

I. BASIS FOR PROGRAM

The Board of County Commissioners have certain statutory obligations to provide services to the residents of Highlands County, Florida. In addition to the statutory requirements for service, the Board of County Commissioners has elected to provide additional services to the residents of Highlands County. Based on the services directed by the Board to be provided, the staff of the Board is charged with continuing to seek additional efficiencies in providing levels of service. The Board believes that increased efficiencies help the taxpayers' dollars be expanded farther. To encourage suggestions and cost savings within the approved budget, the Board finds it in the best interests of Highlands County to reward employees of the Board for getting the job done while at the same time saving money. This effort toward efficiency is the basis for the SAVE Program.

II. PROGRAM

Within the area titled "Program," the method of operation of the SAVE Program will be discussed in detail.

A. Budget reduction requirement

The SAVE Program is based on the percentage of savings from the adopted budget to the finally completed budget expenditures. The program will be evaluated on how much of the department's budget is not spent, with the department completing the required task through the year. The budget reduction percentages for the entire department's budget will be calculated after the September 30 final printout from the Finance Office. The County OMB Office will issue a department by department percentage of expenditures report for each department to view and possibly comment on. Departments that would wish to apply for the SAVE Program bonuses may do so within 30 days from the date the OMB issues the final report of the 9-30 expenditures.

B. Project completion requirement

Projects that are funded within a budget must be complete before they may be considered for the SAVE Program. Projects that span two years of budget cycles must wait until the end of the second year to be submitted. Projects completed in one year may be put forward for a SAVE Project award.

[redacted] [redacted] [redacted]

C. Level of service requirement

The County departments must maintain the same level of service in order to be considered for a SAVE designation. In the report the department must submit to be considered, proof that the level of service did not drop must be addressed. Reductions in level of service with corresponding reductions in monies expended do not constitute the basis for a SAVE Program award.

D. Nomination of department

At the conclusion of the 9-30 year end report issued by the OMB Office, each department head will have 30 days to draft the basis for the SAVE Program consideration and possible award for the employees. The proposals shall be submitted on the attached form, with enough explanation from the department heads to explain why their departments should be considered by the SAVE Committee for possible award. All nominations will be reviewed by the SAVE Committee, and the committee's recommendations will be submitted to the Board of County Commissioners for consideration. The nominations are to be on a department by department basis, with the entire department sharing the possible award if selected for a SAVE Program award. Department employees, if awarded a SAVE recommendation, shall receive the monetary rewards on an equal person by person basis, with part time employees receiving a lesser pro rata share, based on the hours worked by the part time employee.

E. Calculation of savings method

In submitting the nomination for the SAVE project, the department head shall calculate the amount of budget dollars saved and the percentage of the budget saved for the department. Items that may not be included would be large expenditures budgeted in one year that were simply deferred to the next year. Savings of actual operations of the department is the intended focus of the SAVE Program. The overall percentage of budget not expended shall be calculated and noted in the report for the SAVE Committee to review. Explanations of each of the savings items shall be given reasonable description by the department head in simple enough terms for the SAVE Committee to easily understand.

F. Awarding of incentives

After the SAVE Committee has reviewed all the nominations from various departments of Highlands County, they will study the various reports submitted and prepare a recommendation to the Board of County Commissioners. The awarding of the SAVE Program shall be the percentage of the monies saved within the year. The percentage shall be 10% of the monies saved within the year, up to a maximum of $1000 per employee. This award may be granted less than the 10%, depending upon the savings demonstrated in the report of the department head.

III. PRESENTATION TO THE BOARD OF COUNTY COMMISSIONERS

The presentation to the Board of County Commissioners shall be made by the Chairman of the SAVE Committee, with the County Commissioners receiving a verbal and written report on each of the departments recommended for awards. The Board of County Commissioners shall have time to consider the reports and if in agreement with the reports, the Board may elect to grant the SAVE designations and awards recommended by the committee. If the Board selects some departments for awards, the departments will be invited to a regular Board Meeting to receive the designations, with the awards being processed by the Finance Office at a later date. It is intended that the entire process should take no more than 90 days, with the process completed by the end of December of each year.

IV. MONITORING THE PROGRAM

A. SAVE Committee

The SAVE Committee shall be a committee of five people, with each person appointed by a county commissioner, with each commissioner getting one appointment. The Committee will be asked to meet and elect their own chair. The term of service for the SAVE Committee shall be a period of four years after selection, but the initial terms of appointment would be on a staggered basis, with two commissioners appointing SAVE Committee members that would run the duration of the commissioner's term. Thereafter, appointments to the SAVE Committee would be for the length of time of service the commissioners have. The commissioner making an appointment, would have the authority to change the appointment at any time, but the appointment would not exceed the term of the commissioner.

The SAVE Committee will meet at least annually to evaluate the reports submitted by the department heads and evaluate the program for any recommended changes. The SAVE Program will need changes and updates from time to time. As a part of this, the County Administrator will meet with the committee to seek suggestions for changes and updates from the committee. Suggested changes shall be put into draft form and presented to the Board of County Commissioners for possible consideration. Changes requested by County employees, the public or county commissioners shall be referred to the SAVE Committee for their review and comment before consideration of the Board.

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sarah Beth Rogers, Children's Advocacy Center Manager**

SUBJECT/TITLE: **Request for approval of the Mental Health Consulting Services Agreement with Children's Home Society, renewing the partnership for mental health services.**

STATEMENT OF ISSUE

In accordance with National Children's Alliance Standard Six, as an accredited Children's Advocacy Center, the Center is responsible for providing on-site trauma-focused therapy for child victims of abuse referred by the multidisciplinary team (MDT). Children's Home Society (CHS), a non profit organization that provides out-patient mental health services, has appropriate personnel to fulfill this role at the Center and is willing to participate in the CAC model and with the MDT.

RECOMMENDED ACTION

Move to approve the Mental Health Consulting Services Agreement with Children's Home Society, renewing the partnership for mental health services.

FISCAL IMPACT

There is no Fiscal Impact.

Attachments: CHS_ MH Agreement Renewal 2021.pdf

MENTAL HEALTH CONSULTING SERVICES AGREEMENT
(CHILDREN'S ADVOCACY CENTER OF HIGHLANDS COUNTY)

This **AGREEMENT** is made this _____ day of _____, 2021 by and between **Highlands County**, a political subdivision of the State of Florida (hereinafter, "County") whose address is 600 South Commerce Avenue, Sebring, Florida 33870, and **Children's Home Society of Florida**, a Florida not-for-profit corporation with an address at 1260 Golfview Avenue, Bartow, Florida 33830 (hereinafter, "Consultant").

RECITALS

WHEREAS, County is a member of the Florida Network of Children's Advocacy Centers, Inc. and, pursuant to Florida Statute s. 39.3035, operates a neutral, child-focused facility known as the Ruth E. Handley's Children's Advocacy Center of Highlands County (the "CAC");

WHEREAS, County and Consultant entered into an Interagency Agreement effective September 17th, 2019 attached hereto as Exhibit A, with various other local entities, including not-for-profit organizations, State of Florida agencies, and local law enforcement, to facilitate coordination of child abuse investigations and the provision of multi-disciplinary services to victims of child abuse and their non-offending caregivers;

WHEREAS, in order to specifically and adequately address treatment needs of child abuse victims, the County desires to retain Consultant to provide trauma-focused, cognitive behavioral therapy ("TF-CBT") and other appropriate evidence-based mental health treatment to victims of child abuse and their non-offending caregivers at the CAC ("Services"); and

WHEREAS, Consultant agrees to provide such Services for agreed-upon consideration.

AGREEMENT

NOW THEREFORE, in consideration of the premises, the mutual covenants contained herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

ARTICLE 1. SERVICES AND PRECEDENCE OF DOCUMENTS. Consultant shall satisfactorily perform Services and related professional, technical, and administrative activities related to the Services in accordance with the Scope of Services attached hereto as Exhibit B.

ARTICLE 2. COMPENSATION AND CONSIDERATION. As compensation for provision of Services, County agrees to compensate Consultant pursuant to the rate sheet attached hereto as Exhibit C. As further consideration for the provisions of Services, County agrees to provide Consultant with a non-exclusive, revocable license to use common areas and dedicated office space at the CAC pursuant to the terms of a Revocable Premises License Agreement which shall be separately executed by the parties.

ARTICLE 3. PAYMENT TERMS. Consultant shall submit monthly invoice statements for each payment installment. Approved invoices will be processed by the County in accordance with the Board's Prompt Payment Policy and the requirements of Chapter 218, Part VII, Florida Statutes, the Local Government Prompt Payment Act. Funds received under this Agreement may not be used by Consultant to lobby the Legislature, judicial branch, or a state agency.

ARTICLE 4. TERM AND TERMINATION. This Agreement shall commence as of _____ [*date*] and continue until _____ [*date*] ("Term"). Failure of Consultant to satisfactorily perform Services or fulfill the terms of this Agreement may result in

written notice to Consultant immediately terminating its right to proceed as to the whole or any part of the Agreement. Such termination will relieve the County of its obligation to compensate Consultant except for work performed up to the time of termination.

ARTICLE 5. INDEPENDENT CONTRACTOR. Consultant is, and shall be, in the performance of all work, services, and activities under this Agreement, an independent contractor and not an employee, agent, or servant of County. All persons engaged in any of the work or services performed by or for Consultant pursuant to this Agreement shall at all times, and in all places, be subject to Consultant's direction, supervision, and control as an employee of Consultant. Consultant shall exercise control over the means and manner in which its employees perform the work, and in all respects Consultant's relationship and the relationship of its employees to County shall be that of an independent contractor and not as employees or agents of County. Contracted Services performed or delivered by Consultant pursuant to this Agreement are solely for the benefit of County. Nothing contained in this Agreement creates any duties on the part of Consultant toward any third party.

ARTICLE 6. INDEMNIFICATION. Consultant shall, in addition to any other obligation to indemnify the County and to the fullest extent permitted by law, protect, defend, indemnify and hold harmless the County, its elected officials, employees, contractors, agents, and volunteers from and against all claims, actions, liabilities, losses (including economic losses), costs, including attorneys' fees and all costs of litigation, and judgments of every name and description arising out of or incidental to the performance of this Agreement or work performed under or related to this Agreement, unless caused by the sole negligence of the County, its elected officials, employees, contractors, agents, or volunteers. Any cost or expenses, including attorneys' fees (including appellate, bankruptcy or patent counsel fees), incurred by the County to enforce this Indemnification shall be borne by the Consultant. This Indemnification shall also cover all claims brought against the County, its elected officials, employees, contractors, agents, or volunteers by any employee of the Consultant. The Consultant's obligation under this Indemnification shall not be limited in any way to the agreed upon contract price as shown in this Agreement or the Consultant's limit on or lack of sufficient insurance protection. Upon completion of all services, obligations, and duties provided for in this Agreement, or in the event of termination of this Agreement for any reason, the terms and conditions of this Indemnification shall survive indefinitely.

ARTICLE 7. LAWS, REGULATIONS, AND LICENSING. Consultant shall comply with all laws and regulations applicable to providing the Services, and shall comply with all federal, state, and local laws, rules, regulations, policies, and standards that may affect the Services, including but not limited to, the standards of the Health Insurance Portability and Accountability Act ("HIPAA") and Health Information Technology for Economic and Clinical Health Act ("HITECH"). Consultant shall hold all licenses and certifications necessary to provide the Services. Damages, penalties, and fines imposed on County or Consultant resulting from Consultant's failure to obtain and maintain required licenses and certifications shall be borne by Consultant.

ARTICLE 8. WARRANTY BY CONSULTANT. Consultant warrants that neither the performance of Services under this Agreement, nor any deliverable or the use thereof, will infringe any patent, copyright, trade secret, or other proprietary right of any third party. In connection with the Services, County may provide Consultant with access to or use of software or applications of third parties. Consultant shall agree to adhere to the terms and conditions applicable to County and its agents, employees, and independent contractors pursuant to any license or other agreement(s) related to such third-party software. Consultant shall not take any action to, or by any inaction or omission, prevent the County from accessing, utilizing, or remaining in good standing with the third-party software or application(s).

ARTICLE 9. INSURANCE. Without limiting any of the other obligations or liabilities of Consultant, Consultant shall have and maintain in full force and effect the following insurance during the term of this Agreement, and shall furnish Certificates of Insurance to County documenting that insurance coverage has been obtained which meets the following requirements:

- *Workers' Compensation Insurance*: Consultant shall have and maintain workers' compensation insurance for all employees who are residents of the State of Florida for statutory limits in compliance with Florida law and Federal law. Consultant will maintain applicable Workers' Compensation coverage for its employees who will be engaged in the performance of the Agreement that are residents of other states in accordance with such other states' applicable Workers' Compensation laws. The applicable policy must include Employer Liability with a limit of $100,000 each accident, $100,000 each employee, $500,000 policy limit for disease.

- *Commercial General Liability Insurance*: Occurrence Form Required: Consultant shall have and maintain commercial general liability (CGL) insurance with a limit of not less than $1,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to the work performed pursuant to or under this Agreement in the amount of $1,000,000. Products and completed operations aggregate shall be $1,000,000. CGL insurance shall be written on an occurrence form and shall include bodily injury and property damage liability for premises, operations, independent Consultants, products and completed operations, contractual liability, broad form property damage and property damage resulting from explosion, collapse or underground (x, c, u) exposures, personal injury and advertising injury. Fire damage liability shall be included at $100,000.

- *Commercial Automobile Liability Insurance*: Consultant shall have and maintain commercial automobile liability insurance with a limit of not less than $1,000,000 combined single limit per occurrence for bodily injury and property damage liability. Such insurance shall cover liability arising out of any auto (including owned, hired, and non-owned autos). The policy shall be endorsed to provide contractual liability coverage.

- *Professional Liability / Errors and Omissions Insurance*: Consultant shall have and maintain professional liability insurance with a limit of not less than $1,000,000 and an aggregate limit of not less than $1,000,000 per occurrence. If coverage is provided on a claims-made basis, the retroactive date shall be prior or equal to the effective date of this Agreement and encompass the Term. The coverage shall be renewed or include a "tail" or discovery, or continuance renewal of coverage for a period of three (3) years following the termination of this Agreement.

a. The Certificate(s) of Insurance shall be signed by a person authorized by that insurer to bind coverage on its behalf. All Certificates of Insurance must be on file with and approved by County before use of the premises. The formal insurance certificate shall name "Highlands County, a Political Subdivision of the State of Florida and its elected officials, its agents, employees, and volunteers" as an "Additional Insured" on all policies except Workers' Compensation and Professional Liability.

b. Licensee shall deliver written notice to County by overnight delivery return receipt requested, hand delivery or confirmed facsimile thirty (30) days prior to giving or within three (3) days after receiving notice of cancellation, modification, non-renewal, or any other lapse in coverage of any required insurance policies.

c. The policies of insurance shall be written on forms acceptable to County and placed with insurance carriers authorized by the Insurance Department in the State of Florida and meet a minimum financial AM Best company rating of no less than "A- Excellent: FSC VII".

d. All policies must include Waiver of subrogation; any liability aggregate limits shall apply "Per Jobsite/Per Job Aggregate". All liability insurance except Professional Liability shall be Primary and Non-Contributory. Certificate of Insurance shall confirm in writing that these provisions apply.

e. These insurance requirements constitute the minimum requirements and shall in no way lessen or limit the liability of Licensee.

ARTICLE 9. LIMITED THIRD PARTY BENEFICIARIES. County shall not be obligated or liable to any person, organization or entity other than Consultant. No provision in this Agreement is intended to, or shall be construed to, create any third-party beneficiary or to provide any rights to any person or entity not a party to this Agreement, including but not limited to any citizen or employee or agent of County, or employee or agent of Consultant.

ARTICLE 10. SUBCONTRACTORS. No subcontractors may be used to perform Services pursuant to this Agreement without express written permission of the County. In the event subcontractors are permitted, they must agree to abide by the terms and conditions of this Agreement.

ARTICLE 11. AMENDMENT OR WAIVER. This Agreement may be changed, discharged, or terminated only by writing signed by both parties. No waiver of any provision of or performance, right or obligation under this Agreement shall be valid except when delivered to the other party pursuant to the notice provisions of this Agreement. No delay or omission by any party in exercising any right with respect hereto shall operate as a waiver. A waiver or consent on any one occasion shall not be construed as a bar to, or waiver of, any right or remedy on any further occasion.

ARTICLE 12. FAILURE TO PERFORM. Failure by Consultant to satisfactorily perform the terms of this Agreement may result in written notice to Consultant terminating its right to proceed as to the whole or any part of the Agreement. Consultant will be responsible for any additional costs incurred by County if Consultant fails to satisfactorily perform as required herein, providing County notifies Consultant in writing of the performance failure and provides Consultant thirty (30) days to correct the performance failure.

ARTICLE 13. SEVERABILITY. To the extent any provision of this Agreement is prohibited by or invalid under applicable law, such provision shall be ineffective to the extent of such prohibition, or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Agreement.

ARTICLE 14. GOVERNING LAW. This Agreement shall be construed and interpreted in accordance with the internal laws of the State of Florida without giving effect to the conflict of laws principles thereof.

ARTICLE 15. RESOLUTION OF CLAIMS OR DISPUTES.

(1) All claims or disputes by Consultant against the County relating to this Agreement shall be submitted in writing to the CAC Manager for initial informal review and determination. Consultant shall timely supply any additional information requested by the CAC Manager. The CAC Manager is authorized to resolve claims arising out of the performance of this Agreement; as required, such resolution shall be conditioned on the approval of the County Administrator of Highlands County Board of County Commissioners. If unsatisfied with the decision of the CAC Manager, an executive of Consultant, who shall be at a higher level of management than the person with direct

responsibility for the matter, shall directly communicate with the County Administrator. The Consultant's executive and County Administrator shall attempt to resolve the dispute through good faith negotiations. If the dispute is not resolved at the executive-level within ten (10) days, the parties shall proceed to mediation.

(2) The parties agree that they will voluntarily and in good faith participate in mediation of any controversies between them prior to and as a prerequisite of a party filing a legal proceeding unless such legal proceeding must be filed in order to avoid a contractual or statutory deadline; but in such event, the legal proceeding shall be abated until the required mediation is concluded. In the event of a controversy, the parties agree to schedule mediation to occur within forty-five (45) days of a party forwarding written notice to the other party of a controversy. The parties shall mutually agree to the selection of a mediator from the list of mediators who are authorized to mediate civil cases through the Tenth Judicial Circuit in and for Highlands County, Florida.

ARTICLE 16. ENTIRE AGREEMENT. This Agreement is the entire agreement between the parties relating to the subject matter hereof, and it supersedes all prior oral and written agreements, undertakings, negotiations, statements, and representations, and it shall not be amended or modified except in a writing signed by each party. Thus, this Agreement and all incorporated documents constitute the entire agreement between the parties relating to the Services. Headings are for convenience only and do not affect, limit or control the meaning, effect or application of any provision of this Agreement. This Agreement may be executed in one or more counterparts, each of which will constitute the same agreement, whether or not all parties execute each counterpart.

ARTICLE 17. CONSENT OF JURISDICTION AND VENUE. In the event that any party to this Agreement commences a lawsuit or other proceeding relating to or arising from this Agreement, the parties hereto agree that the Tenth Judicial Circuit in and for Highlands County, Florida, shall have the sole and exclusive jurisdiction over any such proceeding. That court shall be proper venue for any such lawsuit or judicial proceeding, and the parties hereto waive any objection to such venue. The parties hereto consent to and agree to submit to the jurisdiction of the court specified herein, agree to accept the service of process, and agree that service of process shall vest personal jurisdiction over them by that court.

ARTICLE 18. MISCELLANEOUS. In the event of litigation proceedings to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorneys' fees and costs, including attorneys' fees and costs upon appeal.

ARTICLE 19. NOTICES AND DESIGNATED CONTACT PERSON. Any notice required or permitted by this Agreement to be given shall be deemed to have been duly given if in writing and delivered personally or five (5) days after mailing by first class registered or certified mail, return receipt requested, postage prepaid, or by nationally recognized delivery service, with confirmation of delivery requested, and addressed as follows:

County: The Ruth E. Handley Children's Advocacy Center of Highlands County
Attn: Sarah Beth Rogers, CAC Manager
1968 Sebring Parkway, Sebring, FL 33870

with copy to: Highlands County Attorney's Office
600 S. Commerce Ave, Sebring, FL 33870

Consultant: Children's Home Society of Florida
Attn: Jessica Davis

ARTICLE 20. ASSIGNMENT. This Agreement may not be assigned by any party hereto or to any other person or entity without the prior written consent of the other party. This Agreement shall be binding upon, inure to the benefit of, and be enforceable by the respective agents, heirs, successors, and assigns of Consultant and the County.

ARTICLE 21. TAXES. County is a political subdivision of the State of Florida and is not subject to payment of federal excise or state sales taxes.

ARTICLE 22. PUBLIC ENTITY CRIMES STATEMENT. Consultant represents that it has full knowledge of the requirements contained in Section 287.133, Florida Statutes, relating to public entity crimes and that by executing this Agreement, assures to County that neither Consultant nor agents, officers or employees of Consultant is on the convicted vendor list and that it is otherwise in compliance with the statute.

ARTICLE 23. CERTIFICATION OF NO GRATUITIES. Consultant certifies by signing this Agreement that no official or employee of the County has solicited or accepted gratuities, favors, or anything of monetary value from Consultant or parties to subcontracts. Consultant and Consultant's agents and, officers, or employees shall not pay any gratuities, favors or anything of monetary value to any Commissioner or employee of the Board.

ARTICLE 24. SCRUTINIZED COMPANIES. Pursuant to Section 287.135, Florida Statutes, County may terminate this Agreement if Consultant is or has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or if Consultant is or has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or if Consultant is or has been engaged in business operations in Cuba or Syria.

ARTICLE 25. DEBARMENT, SUSPENSION. By signing this Agreement, Consultant certifies that neither it nor any of its personnel are on the Exclusion List maintained by the Office of the Inspector General (OIG). Consultant shall check their employees, contractors, and all other personnel against OIG Exclusions List monthly and shall report those findings to the CAC Manager. Further, Consultant represents and warrants that as of the date of its signing of this Agreement, neither it nor any of its employees are or have been excluded terminated, suspended, or debarred from a federal or state health care program or from participation in any federal or state procurement or non-procurement programs. Consultant additionally represents that no final adverse action by the federal or state government has occurred or is pending or threatened against it, its affiliates, or, to its knowledge, against any employee or agent engaged to provide Services under this Agreement. Consultant also represents that if during the term of this Agreement it, or any of its employees becomes so excluded, terminated, suspended, or debarred from a federal or state health care program or from participation in any federal or state procurement or non-procurement programs, Consultant will promptly notify the County. County retains the right to terminate or modify this Agreement in the event of Consultant's exclusion from a federal or state health care program. By signing this Agreement, Consultant certifies that it has the authority to comply with this paragraph.

ARTICLE 26. EMPLOYMENT ELIGIBILITY VERIFICATION.

(1) Definitions. As used in this Article:

a. *"Employee assigned to this Agreement"* means an employee who was hired after November 6, 1986, who is directly performing work, in the United States, under this Agreement. An

employee is not considered to be directly performing work under this Agreement if the employee (i) Normally performs support work, such as indirect or overhead functions; and (ii) Does not perform any substantial duties applicable to the Agreement.

b. *"Subcontract"* means any Agreement entered into by a subcontractor to furnish supplies or services for performance of this Agreement or a subcontractor under this Agreement. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

c. *"Subcontractor"* means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for Consultant or another subcontractor.

d. *"United States,"* as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

(2) Enrollment and verification requirements.

a. Consultant must be enrolled in E-Verify at time of Agreement execution, and Consultant shall use E-Verify to initiate verification of employment eligibility of all new employees as follows:

i. *Enrolled thirty (30) calendar days or more.* Consultant shall initiate verification of employment eligibility of all new hires of Consultant, who are working in the State of Florida, whether or not assigned to this Agreement, within three (3) business days after the date of hire; or

ii. *Enrolled less than thirty (30) calendar days.* Within thirty (30) calendar days after enrollment in E-Verify, Consultant shall initiate verification of employment eligibility of all new hires of Consultant who are working in the State of Florida, whether or not assigned to this Agreement, within three (3) business days after the date of hire; or

iii. *Employees assigned to this Agreement.* For each employee assigned to this Agreement, Consultant shall initiate verification of employment eligibility, to the extent allowed by the E-Verify program, within thirty (30) calendar days after date of Agreement award or within thirty (30) days after assignment to this Agreement, whichever date is later.

b. Consultant shall comply, for the period of performance of this Agreement, with the requirements of the E-Verify program MOU. Termination of Consultant's MOU and denial access to the E-Verify system by the Department of Homeland Security or the Social Security Administration or the U.S. Citizenship and Immigration Service is an event of default under this Agreement.

(3) Website. Information on registration for and use of the E-Verify program can be obtained via the Internet at the U.S. Citizenship and Immigration Service's Web site: http://www.uscis.gov.

(4) Individuals previously verified. Consultant is not required by this Article to perform additional employment verification using E-Verify for any employee whose employment eligibility was previously verified by Consultant through the E-Verify program.

(5) Subcontractors. Consultant shall include, and shall require the inclusion of, the requirements of this Article, including this paragraph (appropriately modified for identification of the parties), in each subcontract that includes work performed in the United States under this Agreement.

ARTICLE 27. PUBLIC RECORDS COMPLIANCE. If by providing services to County pursuant to this Agreement, Consultant is a contractor, as defined by Section 119.0701, Florida Statutes, Consultant shall:

(1) Keep and maintain public records required by the County to perform the Services.

(2) Upon request of the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at the cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

(3) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of this Agreement and following completion of this Agreement if Consultant does not transfer the records to the County.

(4) Upon completion of this Agreement, transfer to the County, at no cost, all public records in possession of Consultant or keep and maintain public records required by the County to perform the services. If Consultant transfers all public records to the County upon completion of this Agreement, Consultant shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Consultant keeps and maintains public records upon completion of this Agreement, Consultant shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County custodian of public records, in a format that is compatible with the information technology systems of the County.

IF CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

Gloria Rybinski, County Public Information Officer
Telephone Number: 863-402-6836, E-mail Address: grybinski@hcbcc.org
Mailing Address: 600 South Commerce Avenue, Sebring, FL 33870

[*signature page follows*]

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals as set forth below.

Highlands County, a political subdivision of the State of Florida

By: _____

Name: William R. Handley

Title: Chairman

Date: _____

ATTEST:

By: _____
Name: Robert W. Germaine, Clerk of Court

Date: _____

Children's Home Society of Florida, Inc.

By: Jessica Davis

Name: Jessica Davis

Title: Regional Executive Director

Date: 6/24/21

State of Florida
County of Polk

Subscribed before me this 24 day of June, 2021 by Jessica Davis.

By: Bridget A. Gilmore

Name: Bridget A. Gilmore

X personally known
____ presented _____ as identification

BRIDGET A GILMORE
Commission # GG 909599
Expires September 25, 2023
Bonded Thru Budget Notary Services

Exhibit A

CHILDREN'S ADVOCACY CENTER OF HIGHLANDS COUNTY

INTERAGENCY AGREEMENT

MISSION STATEMENT

The mission of the Children's Advocacy Center is to provide a child-friendly, culturally competent multi-disciplinary response to child victims of abuse and their families, while advocating for the wellbeing of all children in Highlands County through prevention and education.

MEMORANDUM OF UNDERSTANDING

This agreement is made by and between the Children's Advocacy Center of Highlands County and the undersigned agencies, to take effect on September 17, 2019 and will remain in effect until notification of partner agencies to void this agreement.

This agreement is a revised version of the previously signed Interagency Agreement in October 2016.

While each of the undersigned agencies seeks to carry out its own mission, each also agrees to adopt the multidisciplinary model put forth in the Multidisciplinary Team Protocol for the purposes of child protection. The CAC will be tasked with leading the MDT with the below listed common goals:

A. Sharing of information and resources to enhance the investigation and prosecution of child sexual and physical abuse, and to facilitate treatment of child victims and their families.
B. Bringing the training, experience and resources of all agencies to bear on the fundamental problem of child abuse.
C. Promoting training opportunities for all agencies involved in the child abuse system, as well as the community at large.
D. Participating actively in the prevention of child abuse through education, outreach and programs.

AGREEMENT OF PURPOSE

Each of the undersigned agencies recognizes their role in the child welfare system, and the unique role the CAC facilitates to serve child sexual and physical abuse victims who typically have few provisions and concessions for their specific needs and fragile states of being. As participants in this system, we recognize that many children remain at risk for re-victimization by excessive interviews, lack of communication among agencies, incomplete investigations, and the unavailability of immediate and long-term medical and mental health treatment.

We therefore specifically agree to the following:

A. All agencies will participate in a case management and multidisciplinary team approach to child sexual and physical abuse cases, to include comprehensive information sharing timely and consistently with the CAC for the purposes of case tracking and team coordination.
B. All reasonable efforts will be made by each undersigned agency to coordinate each step of the investigation/assessment process in order to minimize the number of interviews and interviewers the child is subjected to, thus reducing additional trauma to the child.
C. All agencies participating in current investigations/assessment and treatment will ensure the appropriate staff member attends the Multidisciplinary Case Review meetings as scheduled.
D. All agencies will be invited and encouraged to attend training sponsored by the CAC, and when possible the CAC will provide financial support for professionals and volunteers to attend specialized training.
E. All agencies will do their best to limit the trauma associated with the investigative process for child victims and ensure proper treatment is provided as early as possible. All agencies will serve as a source of information, education and referral for the community on issues related to child abuse.
F. Each agency will assign one member of their leadership team to serve on the Children's Services Council Subcommittee, "CAC Advisory Board", and attend quarterly meetings.

CONFIDENTIALITY

All agencies will adhere to their individual confidentiality requirements and understand that information pertaining to children and their families will be held in the strictest confidence by the remainder of the multidisciplinary team. Information shared outside of the designated team will be for the specific purposes of properly investigating, developing a case plan, or carrying out treatment or dispositional recommendations.

DISCLAIMER

It is expressly understood that each of the undersigned agencies has specific responsibilities imposed by law and will continue to perform those functions designated to them. Nothing contained herein supersedes the statutes, rules and regulations governing each agency. In the event that any provision of this agreement is inconsistent with any statute, rule or regulation, those governing statutes, rules and regulations shall prevail.

SIGNATURES

This Interagency Agreement is mutually agreed upon by all parties however is not a binding contract. It is an expression of cooperation for the purposes of providing services to clients and coordination activities to the maximum extent possible. No contract rights attach to this Agreement for the parties or for any third party beneficiaries. This agreement can be revised by any party with 30-days' notice, including a party's termination of their participation in accordance with the Agreement, and will require all parties' signatures to enact the modified Agreement.

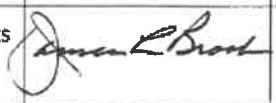
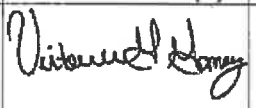
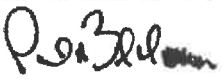
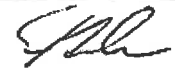
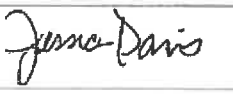
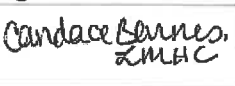
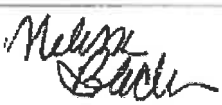
Agency	Title	Printed Name	Signature	Designee to Advisory Board ,Title (if not self)
Highlands County BOCC	Chairman	James L. Brooks		Leah Sauls, Community Programs Director
HCBOCC_ Children's Advocacy Center	CAC Manager & MDT Facilitator	Luzed L. Cruz		Self
Department of Children & Families	Program Administrator	Victoria Gamez		
Highlands County Sheriff's Office	Sheriff	Paul Blackman		
Highlands County Sheriff's Office	Lt. Special Victims Unit	Anthony McGann		Self
Sebring Police Dept	Chief of Police	Karl Hoglund		
Lake Placid Police Dept	Chief of Police	James Fansler		
State Attorney's Office	Highlands County Prosecutor	Steve Houchin		
Children's Home Society	CEO	Jessica Davis		David Acevedo, CPT & CAC Manager
Peace River Center	Chief Operating Officer	Candace Barnes, LMHC		Self
School District Highlands County	Assistant Superintendent of Student Support Services	Melissa Blackman		self
Heartland For Children	CEO	Teri Saunders		Tracy Grey, Chief Community Relations Officer

Exhibit B

SCOPE OF SERVICES

A. CAC Manager. Consultant's point of contact with the County shall be the Children's Advocacy Center Manager or his/her designee(s).

B. Services. Consultant shall provide Services consisting of trauma-focused, cognitive behavioral therapy ("TF-CBT") or other appropriate evidence-based mental health treatment, based on referrals from the CAC to victims of child abuse and their non-offending caregivers ("Clients"). At all times Consultant shall maintain a safe and effective therapeutic environment for victims of child abuse, providing for the comfort and dignity of Clients. Consultant is prohibited from providing any service to offender(s) or alleged offender(s) of Client(s). Consultant shall utilize software provided by the CAC, CAC CareNet, for basic reporting and scheduling purposes. The CAC Manager will provide training to Consultant on utilizing this database. Consultant agrees to abide by the National Children's Alliance Mental Health Standards for Accredited Members (2017 Edition), which is attached hereto as Attachment 1. Additionally, Consultant shall participate in all Multidisciplinary Team Case Reviews as scheduled.

C. Timing of Services. Consultant agrees to designate, at a minimum, the hours of Monday-Thursday, 2:00pm to 6:00pm and Fridays from 2:00pm to 5:00pm for CAC Client referrals. Given the trauma-focused scope of the treatment, Services shall be provided to Clients within seven (7) calendar days from the date of referral to Consultant by the CAC and thereafter continue at intervals appropriate for individualized treatment. If Consultant is approaching the need to establish a client waitlist, Consultant shall immediately communicate to the CAC Manager for determination or identification of a solution. Should the Consultant be unable to meet the seven (7) day timeframe for the provision of Services, Consultant shall immediately provide written notification to the CAC Manager with an explanation, and the CAC Manager shall determine an appropriate course of action. Failure to provide Services to Client(s) in a timely manner may result in termination of the Agreement.

D. Reports. Consultant shall provide the CAC Manager with written monthly updates, no later than the 5th of every month, specifying the number of intake assessments completed for newly referred Clients in the preceding month and the total number of Clients to whom Consultant provided Services in the preceding month. In Consultant's update, new referral intake assessments shall not count towards the total number of Clients provided Services in the preceding month. Additionally, Consultant shall utilize software provided by the CAC (specifically, CAC CareNet) to input non-clinical information requested by the CAC Manager. Information may include, but is not limited to, dates and times of sessions and estimated treatment period for a Client. The CAC Manager will be responsible for ensuring the appropriate accessibility and training is provided to the Consultant as needed.

E. Confidentiality. Consultant shall provide Services in a private and confidential manner. Consultant shall maintain confidentiality as required by law, regulation, and policy. Consultant shall maintain confidentiality of all data, files, and records including client records related to the services provided pursuant to the Agreement and shall comply with state and federal laws, including, but not limited to, sections 384.29, 381.004, 392.65, and 456.057, Florida Statutes. Procedures must be implemented by Consultant to ensure the protection and confidentiality of all confidential matters. Consultant must also comply with any applicable professional standards of practice with respect to client confidentiality. As applicable, Consultant shall comply with the Health Insurance Portability Accountability Act as well as all regulations promulgated thereunder (45CFR Parts 160, 162, and 164).

F. Personnel Requirements. Consultant's personnel providing Services shall meet the criteria specified in the National Children's Alliance Mental Health Standards for Accredited Members (2017 Edition), attached hereto as Attachment 1. Documentation of personnel training, education, and licensure/certification requirements must be provided to the CAC annually, or provided immediately upon request by the CAC Manager, in a format required by the CAC Manager. All personnel providing Services (including, if applicable, supervisors to such personnel) shall meet, at a minimum, the following requirements:

(1) Complete forty (40) contact hour continuing education units (CEUs) and complete continuing education in the field of child abuse of a minimum of eight (8) contact hours every two (2) years.

(2) Be a licensed mental health provider with a relevant Master's degree, or be license-eligible with a relevant Master's degree and under the supervision of a licensed mental health provider with a Master's degree (all supervision must occur at the CAC).

(3) Be screened and trained in accordance with section 39.001(2), Florida Statutes and meet minimum acceptable qualifications to perform job functions.

(4) Hold licensure or certification, or be license-eligible, in one or more of the following disciplines:

a. Mental Health Counselor (as defined by §491.003, Florida Statutes): licensure or certification pursuant to §491.006, §§491.0045-0046, Florida Statutes.

b. Clinical Social Worker: licensure pursuant to §491.005, §491.006, §§491.045-046, Florida Statutes.

c. Psychologist: licensure pursuant to Chapter 490, Florida Statutes.

d. Clinical Psychologist: a psychologist as defined in §490.003(7), Florida Statutes, with at least three (3) years of postdoctoral experience in the practice of clinical psychology, inclusive of the experience required for licensure.

e. Psychiatric Nurse Practitioner: advanced registered nurse practitioner certified under §464.012, Florida Statutes, who has a master's or doctoral degree in psychiatric nursing, holds a national advanced practice certification as a psychiatric mental health advanced practice nurse, and has 2 years of post-master's clinical experience under the supervision of a psychiatrist.

f. Psychiatrist: a medical practitioner licensed under Chapter 458 or Chapter 459, Florida Statutes, for at least three (3) years, inclusive of psychiatric residency.

G. Criminal Records Check. The criminal history records check must be completed in accordance with §§ 394.4572, 408.809 and 435.12, Florida Statutes, as applicable, before commencement of Services under this Agreement. Consultant shall provide a letter to the CAC Manager, certifying that no disqualifying crimes were identified regarding Consultant's personnel performing Services ("background check certification"), within thirty (30) days from the records check. If the Consultant adds additional or alternative personnel to perform Services during the Term, Consultant shall provide to the CAC Manager a background check certification of such personnel within seven (7) days of the personnel beginning work under the Agreement.

Exhibit C

RATE SHEET FOR SERVICES

(*Non-Insured Clients*)

Service	**Unit**	**Rate (*in U.S. Dollars*)**
Brief behavior status exam	Per 15 minutes	$14.66
In-depth assessment (new patient)	Per assessment	$125.00
Bio-psych assessment	Per assessment	$48.00
Treatment plan	Per event (1 per year)	$97.00
Treatment plan review	Per event (up to 4 per year)	$48.50
Individual session	Per 15 minutes	$18.33
Family session	Per 15 minutes	$18.33
Group session	Per 15 minutes	$6.67

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Jonathan Harrison, Road and Bridge Director**

SUBJECT/TITLE: **Request approval of the addition of Butler's Bluff Rd to the 2020/2021 Approved Resurfacing list.**

STATEMENT OF ISSUE

Highlands County is nearing completion on an FDOT Grant Project on CR-721. As part of this process, a portion of Butler's Bluff Rd was utilized for travel to a temporary stockpile for the project. Considering this roadway was pertinent to the FDOT Grant Funded Project, permission was received to resurface a 3,000' section of the Butler's Bluff Rd through Project funding. The entirety of the road was scheduled to be approved for Fiscal Year 21/22 Resurfacing. Utilizing current resurfacing funds to complete the remaining 1.62 miles will allow the Road & Bridge Department to complete the entirety of the roadway in conjunction with FDOT funding.

RECOMMENDED ACTION

Move to approve the addition of Butler's Bluff Rd to the 2020/2021 Approved Resurfacing list.

FISCAL IMPACT

No additional fiscal impact to the Infrastructure Surtax (Fund 151). The resurfacing amount of $109,000 will be allocated from the previously approved Resurfacing Budget.

Attachments: 2020-2021 Resurfacing and Projects.xls

COUNTY RESURFACING LIST

UNIT I 2020 / 2021

ID #	ROAD NAME	LENGTH DESCRIPTION	RATING	LENGTH (mileage)	LENGTH (feet)	WIDTH (feet)	ASPHALT (tonnage)	TAC (gallons)	MILLINGS (tonnage)	ACTUAL ASPHALT (tonnage)	ACTUAL TAC (gallons)
888	Delaware Ave	Seattle Ave to Georgia St	55	0.33	1,733	18	286	163	NO		
1920	Rail Ave	Crane St to S Egret St	55	0.43	2,270	18	375	214	NO		
100270	Snowy Owl St	Lark Ave to Wren Ave	55	0.06	317	18	52	32	NO		
2518	Lancia Ct	Dauphine St to Cul-de-Sac	55	0.06	317	20	63	36	NO		
2773	Pasco Dr	Jackson Heights Dr to Dead End	54	0.55	2,904	18	479	274	NO		
641	Brighton Rd	Memorial Dr to Sunset Dr	56	0.15	792	19	138	79	NO		
100330	Sturgeon Dr	Star Ave to Shad Dr	55	0.63	3,314	18	547	312	NO		
2352	W Circle St	Hart Ave to Self Ave	55	0.12	634	18	105	60	NO		
2739	W Unitas Rd	S Seiple Rd to End of Pavement	55	0.09	475	18	78	45	NO		
2761	W Hampton Rd	S Sayers Rd to S Larsen Rd	52	0.38	2,006	19	331	189	NO		
100277	W Verona Rd	N Ithica Rd to Abram Ave	56	0.14	739	18	115	65	NO		
1226	N Highlands Blvd	Stryker Rd to N Avon Blvd	55	0.96	5,060	20	900	545	NO		
100275	Wilde St	E Jackson St to E Monroe St	55	0.08	405	20	89	54	NO		
2188	W Stryker Rd	N Olivia Dr to Hartman Rd	56	0.24	1,250	18	188	114	156		
100195	E Avon Pines Rd	CR-64 to second Pavement Joint	54	1.82	9,630	20	1866	1070	1,338		
827	Corvette Ave	Grand Prix Dr to Schumacher Rd	54	0.32	1,715	20	286	173	238		
				6.36			**5898**	**3425**	**1,732**		
*****FUNDING DEPENDENT*****											
1903	**N Priester Rd**	**NE Chilton Rd to W Lake Chilton Dr**	**56**	**0.33**	**1,742**	**20**	**319**	**182**	**NO**		
				0.33			**319**	**182**			

UNIT II 2020 / 2021											
ID #	ROAD NAME	LENGTH DESCRIPTION	RATING	LENGTH (mileage)	LENGTH (feet)	WIDTH (feet)	ASPHALT (tonnage)	TAC (gallons)	MILLINGS (tonnage)	ASPHALT (tonnage)	TAC (gallons)
870	Davis & Gaines Rd	US-27 to SR 17	35	0.12	640	18	144	64	NO		
2151	S Vista Dr	(SW Vista Dr to the West)	50	0.07	355	18	53	32	NO		
1940	Red Water Pt	Cloverleaf Rd to the North	55	0.20	1,024	20	222	135	NO		
1439	Lake June Blvd	Western Blvd to Wildflower Rd	54	0.60	3,170	20	581	352	NO		
910	Dixie St	Peacock Ave to Plover Ave	50	0.24	1,267	20	262	128	NO		
2002	Rosemary Ave	Josephine Dr to Atkins Rd	55	0.23	1,214	18	200	121	NO		
2426	Whippoorwill Dr	Mockingbird Ln to Cul-de-Sac	56	0.22	1,160	20	220	130	NO		
2526	Waterway Ter	Lake June Blvd to Camellia Ln	57	0.22	1,162	18	192	116	NO		
1793	Orchid Rd	Aster St to Waterway Ter	57	0.36	1,901	18	314	100	NO		
505	Aster St	Lake June Blvd to Waterway Dr	55	0.21	1,109	18	183	110	NO		
2528	Waterway Dr	Mimosa St to Clover Ct	52	0.11	600	18	104	60	NO		
2251	Timberline Ave	Jonquil St to Wintergreen St	55	0.35	1,867	20	342	207	NO		
101004	Bluff Hammock Rd	US-98 to Elaine Dr	55	1.48	7,820	20	1,434	800	NO		
200564	Amy Ave	Muriel St to Cemetery Rd	55	0.24	1,267	20	232	133	NO		
1701	Muriel Ave	Douglas Ave to Amy Ave	55	0.09	465	20	85	49	NO		
1030	Ferdinand Ave	Desoto Rd to Sonnet Rd	55	0.22	1,162	18	192	110	NO		
2019	Sabal Palm Dr	Desoto Rd to Date Palm Dr	55	0.27	1,426	20	261	149	NO		
2022	Sago Palm St	Desoto City Rd to Sabal Palm Dr	55	0.15	792	20	145	83	NO		
1490	Lancer Dr	Tractor Rd to Cambridge Dr	55	0.29	1,003	18	165	95	NO		
601	Blossom Dr	Coral Ridge Rd to Honeysuckle Dr	55	0.41	2,161	18	357	204	NO		
2098	Sherwood Way	Longbow Dr to Edgewater Ter	54	0.17	898	18	148	85	NO		
969	Edgewater Ter	Oxford Rd to Thunder Rd	56	0.75	3,984	18	657	375	NO		
1040	Golfview Rd	Lakewood Rd to Dunn Ave	56	0.42	2,227	20	408	233	NO		
283	Dunn Ave	Golfview Rd to Gilmore Ave	55	0.33	1,742	18	287	164	NO		
1174	Hedge Ave	Krouse St to Golfview Rd	55	0.17	898	18	148	90	NO		
364	Lake Haven Blvd	Krouse St to Dozier Ave	55	0.34	1,799	20	330	188	NO		
973	Krouse St	Higson Ave to Lafayette Ave	55	0.48	2,534	18	418	239	NO		
721	Cedar Dr	Mayfair Ave to Grass Ave	55	0.11	581	18	96	58	NO		
1675	Mockingbird Dr	Wood Ave to Lake Vista Dr	56	0.09	500	18	83	50	NO		
2890	Golfview Rd	Lakewood Rd east to Pavement Joint	54	0.79	4,166	20	694	397	579		
2492	Lakeview Dr	Ridgewood Dr to Hiawatha Ave	54	1.57	8,300	24	1660	1006	1,383		
2863	Lakeview Blvd	US-98 to Duane Palmer Blvd	58	0.13	686	36	230	124	192		
71	Duane Palmer Blvd	Camelot Ln to 600' Past Clubhouse Ln	56	1.36	7,187	36	2,291	1,298	1,910		
1853	Peters Rd	Desoto City Rd to CR-623	54	0.51	2,693	20	449	257	374		
				13.30			**13587**	**7742**	**4,438**	**0.00**	**0**
FUNDING DEPENDENT											
1926	**Ranchero Dr**	**E & W of Afton Rd**	**56**	**0.64**	**3,379**	**18**	**541**	**327**	**NO**		
2572	**Lake June Blvd**	**Henscratch Rd to Western Blvd**	**55**	**1.54**	**8141**	**20**	**2216**	**1266**	**NO**		
				2.18			**2757**	**1593**			

UNIT III 2020 / 2021												
ID #	ROAD NAME	LENGTH DESCRIPTION	RATING	LENGTH (mileage)	LENGTH (feet)	WIDTH (feet)	ASPHALT (tonnage)	TAC (gallons)	MILLINGS (sq yards)	ASPHALT (tonnage)	TAC (gallons)
2009971	Old SR 8	SR 70 to Pavement Joint	56	0.83	4,390	20	805	487	NO		
654	Bryant St	Crestmore Dr to Cul-de-Sac	54	0.16	822	19	143	87	NO		
449	Alderman Dr	US-27 to Dead End	56	0.42	2,218	20	407	246	NO		
1334	Jasmine Ct	Sun N' Lakes Blvd to the West	57	0.12	650	18	122	74	NO		
1952	Rhapsody Ave	Sun N' Lakes Blvd to Fairfield Ave	55	0.19	1,003	18	170	103	NO		
1855	Phantasy Ave	Sun N' Lakes Blvd to Fairfield Ave	55	0.20	1,056	17	165	100	NO		
2582	Lake Betty Dr	Sunbeam Ct to Fairfield Ave	55	0.54	2,851	18	470	285	NO		
1735	N Lakeview Rd	Lake Clay Dr to Lake Blue Dr	55	0.38	2,006	18	341	207	NO		
759	Circle Dr	Pinedale Ter to Pinedale Ter	54	0.44	2,320	19	380	230	NO		
991	Elm Ter	Sycamore Ave to Oak Ave	56	0.17	905	18	149	90	NO		
1560	Loquat Rd NE	Cumquat Rd NE to Cul-de-Sac	56	0.43	2,270	18	375	227	NO		
850	Cumquat Rd NW	Grapefruit Ave NW to Placid Lakes Blvd	55	0.65	3,447	17	521	315	NO		
1427	Lake Groves Rd NE	Placid Lakes Blvd NE to Wayne Ave NE	56	0.29	1,540	18	246	140	NO		
2140	S Jefferson Ave	SR 70 south to Cul-de-Sac	53	1.16	6,102	20	1,085	658	NO		
2009962	CR 621	Spillway to Joint North of Godwin Rd	57	2.70	14,279	20	2380	1587	2,033		
1430	Lake Groves Rd NW	Placid Lakes Blvd to Enos Ave	54	0.51	2,693	24	575	328	449		
2511	SW CR 721	SR-70 to Glades County Line	55	1.05	5,544	20	924	560	770		
				10.24			**9258**	**5724**	**3,252**	**0.00**	**0**
FUNDING DEPENDENT											
732	**Challenger St NW**	**Seneca Dr NW to Placid Lakes Blvd**	**55**	**0.86**	**4,541**	**18**	**727**	**440**	**NO**		
				0.86			**727**	**440**			
GRAND TOTALS				**33.27**			**32,546**	**19,106**	**9,422**		

COUNTY PROJECT LIST

UNIT III 2019 / 2020

ID #	ROAD NAME	LENGTH DESCRIPTION	RATING	LENGTH (mileage)	LENGTH (feet)	WIDTH (feet)	ASPHALT (tonnage)	TAC (gallons)
				0.00			3,682	0

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sherry G. Sutphen, County Attorney**

SUBJECT/TITLE: **Settlement offer for SHIP home repair loan.**

STATEMENT OF ISSUE

Settlement offer for SHIP home repair loan for property located at 138 Zion Street, Lake Placid, FL 33852.

RECOMMENDED ACTION

Move to approve settlement offer for SHIP home repair loan for property located at 138 Zion Street, Lake Placid, FL 33852.

FISCAL IMPACT

Fiscal impact is negative $10,175.00.

Attachments: SHIP Template - Settlement Offer letter_.pdf

Date: July 20, 2021

To: Ms. Pamela Karlson, Esq.
301 Dal Hall Blvd., Lake Placid FL 33852

Re: SHIP Mortgage Tillman
138 Zion Street
Lake Placid, FL 33852

Dear Ms. Karlson:

The Board of County Commissioners has come to an agreement on a settlement offer to discharge the Tillman mortgage. The SHIP loan was for Twenty Thousand, Three Hundred, Fifty Dollars($20,350.00) and the remaining balance is the same amount (20,350.00). The Board of County Commissioners settled on 50% as a payoff from your loan balance to be paid back. The new settlement amount for Pearlie Tillman, 138 Zion Street, Lake Placid Mortgage is Ten Thousand, One Hundred, Seventy-Five Dollars ($10,175.00).

Please make check payable to Highlands County Board of County Commissioners. Our mailing address is Highlands County SHIP Program, 501 S. Commerce Avenue, Sebring, FL 33870. Upon receipt of the payoff amount, the County will execute the Satisfaction of Mortgage. If your clients are paying off the mortgage based upon the sale of the home, we can have the satisfaction held by the closing agent.

Should you have any questions please feel free to contact me at 863-402-6501.

Sincerely,

D. Matthew Raulerson
Assistant County Attorney

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Clinton Howerton, Jr., P.E., County Engineer**

SUBJECT/TITLE: **Request approval of a resolution to establish a public hearing date of September 7, 2021 to consider closing a platted 40 foot unnamed Right of Way.**

STATEMENT OF ISSUE

Attached is a resolution to set the public hearing date as September 7, 2021 for the Board to consider vacating that portion of road more particularly described as:
THAT PART OF A 40 FOOT PLATTED RIGHT OF WAY, LYING EAST OF LOTS 7 & 8 AND WEST OF LOTS 9 & 10, OF DESOTO CITY FARM LOTS LYING IN SECTION 15, TOWNSHIP 35 SOUTH, RANGE 29 EAST, HIGHLANDS COUNTY, FLORIDA, AS RECORDED IN PLAT BOOK 3, PAGE 21, PUBLIC RECORDS OF DESOTO COUNTY, OF WHICH HIGHLANDS COUNTY WAS FORMERLY A PART, AND ALSO FILED IN PRINT BOOK, PAGE 20 OF THE PUBLIC RECORDS OF HIGHLANDS COUNTY, LYING SOUTH OF US HIGHWAY 98 RIGHT OF WAY AND NORTH OF TOBY STREET RIGHT OF WAY, ALL BEING MORE PARTICULARY DESCRIBED AS FOLLOWS:

COMMENCE AT THE SOUTHEAST CORNER OF SAID LOT 9 BEING THE INTERSECTION OF THE WEST RIGHT OF WAY LINE OF TWITTY ROAD AND THE NORTH RIGHT OF WAY LINE OF TOBY STREET; THENCE SOUTH 88º54’53” WEST, ALONG THE NORTH RIGHT OF WAY LINE OF TOBY STREET, A DISTANCE OF 624.07 FEET TO THE EAST RIGHT OF WAY LINE OF A 40 FOOT PLATTED RIGHT OF WAY AND TO THE POINT OF BEGINNING; THENCE CONTINUE SOUTH 88º54’53” WEST, ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 20.01 FEET TO A POINT THAT INTERSECTS THE CENTERLINE OF A 40 FOOT PLATTED RIGHT OF WAY; THENCE SOUTH 01º03’39” WEST, ALONG SAID CENTERLINE, A DISTANCE OF 5.00 FEET TO A POINT LYING ON THE NORTH RIGHT OF WAY LINE OF TOBY STREET; THENCE SOUTH 88º54’53” WEST, ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 20.01 FEET TO A POINT OF INTERSECTION OF THE NORTH RIGHT OF WAY LINE OF TOBY STREET AND A WEST LINE OF A 40 FOOT PLATTED ROAD RIGHT OF WAY; THENCE NORTH 01º03’39” EAST, ALONG SAID PLATTED RIGHT OF WAY LINE, A DISTANCE OF 527.68 FEET TO A POINT LYING ON THE SOUTH RIGHT OF WAY LINE OF US HIGHWAY 98; SAID POINT BEING A POINT ON A CURVE CONCAVE TO THE SOUTH, HAVING FOR ITS ELEMENTS A RADIUS OF 1,382.39 FEET A CENTRAL ANGLE OF 01º39’52”, AND A CHORD BEARING SOUTH 83º51’33” EAST, 40.16 FEET; THENCE EASTERLY ALONG SAID SOUTH RIGHT OF WAY LINE AND A CURVE TO THE RIGHT, AN ARC LENGTH OF 40.16 FEET TO A POINT THAT INTERSECTS THE EAST LINE OF A 40 FOOT PLATTED RIGHT OF WAY; THENCE SOUTH 01º03’39” WEST, ALONG SAID 40 FOOT PLATTED RIGHT OF WAY, A DISTANCE OF 517.63 FEET TO THE POINT OF BEGINNING, CONTAINING 20,910 SQUARE FEET OR 0.48 ACRES, MORE OF LESS.

RECOMMENDED ACTION

Move to adopt the resolution to set the Public Hearing Date as September 7, 2021 to consider the request to close a platted unnamed 40 foot Right of Way as described in the attached petition.

FISCAL IMPACT

There is no fiscal impact.

Attachments: Resolution 20-21 Roadway closure request.pdf

RESOLUTION NO. 20-21-__

A RESOLUTION OF THE HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS PERTAINING TO THE REQUEST BY CLIFFORD ABLES, III, ESQ. TO CLOSE CERTAIN DESCRIBED COUNTY ROADWAYS; PROVIDING FOR LEGISLATIVE FINDINGS AND INTENT; PROVIDING FOR NOTICE OF PUBLIC HEARING TO CONSIDER ROAD CLOSURE; PROVIDING FOR THE IMPLEMENTATION OF ADMINISTRATIVE ACTIONS; PROVIDING A SAVINGS CLAUSE; PROVIDING FOR SCRIVENER'S ERRORS; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, pursuant to Florida Statues, Section 336.09, Highlands County is empowered, among other actions, to vacate, abandon, discontinue and close any existing street, road, highway or other place used for travel, or any portion thereof; and

WHEREAS, the County has received a Petition, attached as **Exhibit "A"**, from Clifford Ables, III, Esq., requesting to close certain roadways under the control of Highlands County; and

WHEREAS, Florida Statutes, Section 336.09 requires that the County adopt a resolution declaring the time and place that it will hold a public hearing for the purpose of considering the requested roadway closure.

NOW, THEREFORE, BE IT RESOLVED BY THE HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS AS FOLLOWS:

SECTION 1. Legislative Findings and Intent. Highlands County has complied with all requirements and procedures of Florida law in processing this Resolution. The above recitals are hereby adopted.

SECTION 2. Notice of Public Hearing to Consider Road Closure. A public hearing shall be held on **Tuesday, September 7, 2021 at 9:00 a.m.**, or as soon thereafter as possible, for the Highlands County Board of County Commissioners to consider the request to close that roadway described as follows:

THAT PART OF A 40 FOOT PLATTED RIGHT OF WAY, LYING EAST OF LOTS 7 & 8 AND WEST OF LOTS 9 & 10, OF DESOTO CITY FARM LOTS LYING IN SECTION 15, TOWNSHIP 35 SOUTH, RANGE 29 EAST, HIGHLANDS COUNTY, FLORIDA, AS RECORDED IN PLAT BOOK 3, PAGE 21, PUBLIC RECORDS OF DESOTO COUNTY, OF WHICH HIGHLANDS COUNTY WAS FORMERLY A PART, AND ALSO FILED IN PRINT BOOK, PAGE 20 OF THE PUBLIC RECORDS OF HIGHLANDS COUNTY, LYING

SOUTH OF US HIGHWAY 98 RIGHT OF WAY AND NORTH OF TOBY STREET RIGHT OF WAY, ALL BEING MORE PARTICULARY DESCRIBED AS FOLLOWS:

COMMENCE AT THE SOUTHEAST CORNER OF SAID LOT 9 BEING THE INTERSECTION OF THE WEST RIGHT OF WAY LINE OF TWITTY ROAD AND THE NORTH RIGHT OF WAY LINE OF TOBY STREET; THENCE SOUTH 88º54'53" WEST, ALONG THE NORTH RIGHT OF WAY LINE OF TOBY STREET, A DISTANCE OF 624.07 FEET TO THE EAST RIGHT OF WAY LINE OF A 40 FOOT PLATTED RIGHT OF WAY AND TO THE POINT OF BEGINNING; THENCE CONTINUE SOUTH 88º54'53" WEST, ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 20.01 FEET TO A POINT THAT INTERSECTS THE CENTERLINE OF A 40 FOOT PLATTED RIGHT OF WAY; THENCE SOUTH 01º03'39" WEST, ALONG SAID CENTERLINE, A DISTANCE OF 5.00 FEET TO A POINT LYING ON THE NORTH RIGHT OF WAY LINE OF TOBY STREET; THENCE SOUTH 88º54'53" WEST, ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 20.01 FEET TO A POINT OF INTERSECTION OF THE NORTH RIGHT OF WAY LINE OF TOBY STREET AND A WEST LINE OF A 40 FOOT PLATTED ROAD RIGHT OF WAY; THENCE NORTH 01º03'39" EAST, ALONG SAID PLATTED RIGHT OF WAY LINE, A DISTANCE OF 527.68 FEET TO A POINT LYING ON THE SOUTH RIGHT OF WAY LINE OF US HIGHWAY 98; SAID POINT BEING A POINT ON A CURVE CONCAVE TO THE SOUTH, HAVING FOR ITS ELEMENTS A RADIUS OF 1,382.39 FEET A CENTRAL ANGLE OF 01º39'52", AND A CHORD BEARING SOUTH 83º51'33" EAST, 40.16 FEET; THENCE EASTERLY ALONG SAID SOUTH RIGHT OF WAY LINE AND A CURVE TO THE RIGHT, AN ARC LENGTH OF 40.16 FEET TO A POINT THAT INTERSECTS THE EAST LINE OF A 40 FOOT PLATTED RIGHT OF WAY; THENCE SOUTH 01º03'39" WEST, ALONG SAID 40 FOOT PLATTED RIGHT OF WAY, A DISTANCE OF 517.63 FEET TO THE POINT OF BEGINNING, CONTAINING 20,910 SQUARE FEET OR 0.48 ACRES, MORE OF LESS.

SECTION 3. Implementation of Administrative Actions. The County Administrator is hereby authorized and directed to take such actions as deemed necessary and appropriate in order to implement the provisions of this Resolution. The County Administrator may, as deemed appropriate, necessary and convenient, delegate the powers of implementation as herein set forth to such County employees as deemed effectual and prudent.

SECTION 4. Savings Clause. All prior actions of Highlands County pertaining to the request by Clifford Ables, III, Esq. to close the roadway described herein, which is the subject of this Resolution, as well as any and all matters relating thereto, are hereby ratified and affirmed consistent with the provisions of this Resolution.

SECTION 5. Scrivener's Errors. Typographical errors and other matters of a similar nature that do not affect the intent of this Resolution, as determined by the County Administrator and County Attorney, may be corrected.

SECTION 6. Conflicts. All Resolutions or parts of Resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 7. Severability. If any Section or portion of a Section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other Section or part of this Resolution.

SECTION 8. Effective Date. This Resolution shall become effective immediately upon its passage and adoption.

PASSED AND ADOPTED this _____ day of July, 2021.

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

By:

_____
Scott Kirouac, Chairman

ATTEST:

_____
Jerome Kaszubowski, Clerk of Court

EXHIBIT "A"
Request for Roadway Closure

PETITION

TO: HIGHLANDS COUNTY
BOARD OF COUNTY COMMISSIONERS
c/o ENGINEERING DEPARTMENT
505 South Commerce Avenue
Sebring, FL 33870

FROM: CRUTCHFIELD GROVES, INC.
c/o Ables, Craig and LeConey
551 South Commerce Avenue
Sebring, FL 33870

This is to Petition the Board of County Commissioners to consider vacating an easement, as shown on the attached map, the legal description as follows:

THAT PART OF A 40 FOOT PLATTED RIGHT OF WAY, LYING EAST OF LOTS 7 & 8 AND WEST OF LOTS 9 & 10, OF DESOTO CITY FARM LOTS LYING IN SECTION 15, TOWNSHIP 35 SOUTH, RANGE 29 EAST, HIGHLANDS COUNTY, FLORIDA, AND LYING SOUTH OF US HIGHWAY 98 RIGHT OF WAY AND NORTH OF TOBY STREET RIGHT OF WAY, ALL BEING MORE PARTICULARY DESCRIBED AS FOLLOWS:

COMMENCE AT THE SOUTHEAST CORNER OF LOT 9 BEING THE INTERSECTION OF THE WEST RIGHT OF WAY LINE OF TWITTY ROAD AND THE NORTH RIGHT OF WAY LINE OF TOBY STREET; THENCE SOUTH 88°54'53" WEST, ALONG THE NORTH RIGHT OF WAY LINE OF TOBY STREET, A DISTANCE OF 624.07 FEET TO THE EAST RIGHT OF WAY LINE OF A 40 FOOT PLATTED RIGHT OF WAY AND TO THE POINT OF BEGINNING; THENCE CONTINUE SOUTH 88°54'53" WEST, ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 20.01 FEET TO A POINT THAT INTERSECTS THE CENTERLINE OF A 40 FOOT PLATTED RIGHT OF WAY; THENCE SOUTH 01°03'39" WEST, ALONG SAID CENTERLINE, A DISTANCE OF 5.00 FEET TO A POINT LYING ON THE NORTH RIGHT OF WAY LINE OF TOBY STREET; THENCE SOUTH 88°54'53" WEST, ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 20.01 FEET TO A POINT OF INTERSECTION OF THE NORTH RIGHT OF WAY LINE OF TOBY STREET AND A WEST LINE OF A 40 FOOT PLATTED ROAD RIGHT OF WAY; THENCE NORTH 01°03'39" EAST, ALONG SAID PLATTED RIGHT OF WAY LINE, A DISTANCE OF 527.68 FEET TO A POINT LYING ON THE SOUTH RIGHT OF WAY LINE OF US HIGHWAY 98; SAID POINT BEING A POINT ON A CURVE CONCAVE TO THE SOUTH, HAVING FOR ITS ELEMENTS A RADIUS OF 1,382.39 FEET A CENTRAL ANGLE OF 01°39'52", AND A CHORD BEARING SOUTH 83°51'33" EAST, 40.16 FEET; THENCE EASTERLY ALONG SAID SOUTH RIGHT OF WAY LINE AND A CURVE TO THE RIGHT, AN ARC LENGTH OF 40.16 FEET TO A POINT THAT INTERSECTS THE EAST LINE OF A 40 FOOT PLATTED RIGHT OF WAY; THENCE SOUTH 01°03'39" WEST, ALONG SAID 40 FOOT PLATTED RIGHT OF WAY, A DISTANCE OF 517.63 FEET TO THE POINT OF BEGINNING, CONTAINING 20,910 SQUARE FEET OR 0.48 ACRES, MORE OF LESS.

The petition is being requested for the following reason:

To protect the Petitioner's citrus grove, through which the easement runs, from trespass, vandalism and disease.

We will publish the Notice of Public Hearing in not less than two weekly issues of a newspaper of general circulation in Highlands County prior to the date stated therein for such hearing and will have proof of such publication in your office prior to the date of the hearing.

Respectfully,

Clifford M. Ables, III
Attorney for the Petitioner

ATTACHMENTS: Map
Proof of Publication
Certificates Showing Taxes Paid

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sherry G. Sutphen, County Attorney**

SUBJECT/TITLE: **Interlocal Agreement between Highlands County, Florida and the City of Sebring for Removal of Emergency Disaster Debris**

STATEMENT OF ISSUE

The County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events. The County and the City acknowledge the public benefit in utilizing County contractors within the incorporated limits of the City during such emergency events and situations and the County and the City have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

RECOMMENDED ACTION

Move to approve the Interlocal Agreement between Highlands County, Florida and the City of Sebring for Removal of Emergency Disaster Debris

FISCAL IMPACT

No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.

Attachments: Interlocal Emergency Debris-City of Sebring.pdf

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY, FLORIDA
AND THE CITY OF SEBRING, FLORIDA
FOR REMOVAL OF EMERGENCY DISASTER DEBRIS

This Interlocal Agreement is made and entered into by and between Highlands County, Florida, a political subdivision of the State of Florida, by and through its Board of County Commissioners ("County"), and the City of Sebring, a municipal corporation organized and existing under the laws of the State of Florida ("City").

WITNESSETH:

WHEREAS, from time to time, the County and the City experience unforeseen, emergency disaster events which require the removal of debris from public streets and rights of way; and

WHEREAS, the County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events; and

WHEREAS, the County and the City acknowledge the public benefit in utilizing County contractors within the incorporated limits of the City during such emergency events and situations; and

WHEREAS, the County and the City have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

NOW THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the parties hereto agree as follows:

1. Recitals.
   The above recitals are true and correct and incorporated herein.

2. City Obligations.
   A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the City hereby appoints the County to act as its agent for the purpose of collecting emergency disaster debris from streets and rights-of-way, or portions thereof, which are situated and located within the incorporated limits and/or jurisdiction of the City. If the City desires that debris be removed from LESS THAN ALL of the streets and rights of way, or portions thereof, situated and located within the incorporated limits and/or jurisdiction of the City, the City shall also provide the County with a detailed map showing exactly where emergency debris removal is to occur

in the City, for the applicable period, so that the County may instruct its contractor(s) accordingly.

B. The City understands that there are emergency debris removal requirements and agrees to notify and educate its residents located within the debris removal area of the incorporated limits of the City, as designated by the City, which may from time to time be imposed by a County contractor or a State or Federal Agency related to emergency debris removal. The County shall provide the City with an Internet link of information to inform and educate the City's residents of the proper manner on preparation and placement of debris for pickup.

C. The City agrees that payment(s) to be made as set forth in Paragraph 4 of this Agreement will be made in accordance with the Florida Prompt Payment Act, Florida Statutes, Chapter 218, Part VII.

3. County Obligations.

A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the County hereby agrees to act as the agent for the City and provide emergency disaster debris removal services using the County's contractor(s), and monitoring consultant(s), pursuant to the following:

i. Such services will be provided along ALL streets and rights-of-way, or portions thereof, situated and located within the incorporated areas and/or jurisdiction of the City OR along those streets and rights-of-way located in the specific geographical area or legal description of the incorporated limits of the City as provided by the City to the County. **Except for emergency clearing of roadways and other immediate safety concerns, the City will not conduct emergency debris removal activities in the areas of the City where it has requested the County perform the service. In the event, the City conducts any debris removal activities or emergency clearing of roadways, the County will be under no obligation to seek reimbursement from Federal and/or State Agencies for the same.**

ii. The County agrees to pay to have the debris removed, hauled and monitored by the County's contractors, in the incorporated areas of the City as designated by the City, pending Federal and/or State reimbursement.

iii. Federal and State Agencies generally will not reimburse debris removal activities from private property and will only reimburse removal of eligible debris as determined by the Agency. It is understood and agreed that the County will instruct its contractors

not to remove or dispose debris from private property in the incorporated limits and/or jurisdiction of the City

vi. The County, at its sole cost and expense, agrees to submit, to the Federal and/or State Agencies, all required applications for reimbursement for the emergency debris picked up by County contractors pursuant to this Agreement within the incorporated limits and/or jurisdiction of the City. If the City has other expenses for debris removal which were expended outside this Agreement, the City shall submit those expenses separately to appropriate Federal and/or State Agencies. The City agrees to provide to appropriate Federal and/or State Agencies with documentation to support such expenses and to show that such expenses do not duplicate the expenses submitted by the County.

B. In the event that Federal or State Agencies determine that the County cannot perform the services for the City as set forth herein, the parties hereby agree that the County shall have no obligations to provide emergency debris removal services to the City in accordance herewith.

4. Invoicing and Payment.

Upon completion of the requested emergency debris removal services and after the County has been fully reimbursed with final resolution from all Federal and/or State Agencies, the County will send an invoice to the City for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the City. Upon receipt of the invoice and pursuant to the Florida Local Government Prompt Payment Act, the City will pay the County for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the City. It is understood that Federal and/or State reimbursement and auditing activities may take several years after the emergency event and debris removal before a final resolution occurs; however, the City agrees to nonetheless be responsible for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the City.

5. Term and Termination.

This Agreement shall take effect immediately upon execution ("effective date") and shall remain in effect until terminated. Either party may terminate this Agreement upon written notice to the other party delivered before the end of December each calendar year. If no termination notice is given, this Agreement shall continue until terminated.

6. Indemnification.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the CITY agrees to be liable for any and all damages, losses, and expenses incurred by the COUNTY, caused by the acts and/or omissions of the CITY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the CITY, the CITY shall defend and hold the

COUNTY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the COUNTY agrees to be liable for any and all damages, losses, and expenses incurred by the CITY, caused by the acts and/or omissions of the COUNTY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the COUNTY, the COUNTY shall defend and hold the CITY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. These provisions are in no way intended as a waiver of the parties' rights to sovereign immunity.

7. Sovereign Immunity.

The County and the City expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the County or City for damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the County or the City which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

8. Entire Agreement.

This Agreement and any amendments hereto constitute the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

9. Notice.

The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the County and to the City. All notices required and/or made pursuant to this Agreement to be given to the County and the City shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY: Highlands County
Attention: County Administrator
600 N. Commerce
Sebring, Florida

CITY:	City of Sebring Attention: City Administrator 368 South Commerce Avenue Sebring, FL 33870
With a copy to:	City Attorney 425 South Commerce Avenue Sebring, FL 33870

10. Governing Law and Venue.

The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

11. Waiver.

Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

12. Amendment.

The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

13. Severability.

All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable.

14. Joint Negotiations.

This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

15. Recording.

The County shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the City.

16. Equalization.

During the term of this Agreement, if the County shall enter into an agreement with another municipality in Highlands County, Florida for Emergency Debris Removal on financial terms more favorable than those provided to the City of Sebring herein, the City of Sebring will automatically be entitled to those more favorable financial terms.

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

HIGHLANDS COUNTY, a political subdivision of the State of Florida

Scott Kirouac, Chairman

ATTEST:

Jerome Kaszubowski, Clerk

CITY OF SEBRING

John C. Shoop, Mayor

ATTEST:

Kathy Haley, City Clerk

CITY OF SEBRING CORPORATE SEAL FLORIDA

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sherry G. Sutphen, County Attorney**

SUBJECT/TITLE: **Interlocal Agreement between Highlands County, Florida and the City of Avon Park for Removal of Emergency Disaster Debris**

STATEMENT OF ISSUE

The County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events. The County and the City acknowledge the public benefit in utilizing County contractors within the incorporated limits of the City during such emergency events and situations and the County and the City have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

RECOMMENDED ACTION

Move to approve the Interlocal Agreement between Highlands County, Florida and the City of Avon Park for Removal of Emergency Disaster Debris

FISCAL IMPACT

No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.

Attachments: Interlocal for Emergency Debris Removal AVON PARK.Final.pdf

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY, FLORIDA
AND THE CITY OF AVON PARK, FLORIDA
FOR REMOVAL OF EMERGENCY DISASTER DEBRIS

This Interlocal Agreement is made and entered into by and between Highlands County, Florida, a political subdivision of the State of Florida, by and through its Board of County Commissioners ("County"), and the City of Avon Park, a municipal corporation organized and existing under the laws of the State of Florida ("City").

WITNESSETH:

WHEREAS, from time to time, the County and the City experience unforeseen, emergency disaster events which require the removal of debris from public streets and rights of way; and

WHEREAS, the County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events; and

WHEREAS, the County and the City acknowledge the public benefit in utilizing County contractors within the incorporated limits of the City during such emergency events and situations; and

WHEREAS, the County and the City have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

NOW THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the parties hereto agree as follows:

1. Recitals.
   The above recitals are true and correct and incorporated herein.

2. City Obligations.
   A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the City hereby appoints the County to act as its agent for the purpose of collecting emergency disaster debris from streets and rights-of-way, or portions thereof, which are situated and located within the incorporated limits and/or jurisdiction of the City. If the City desires that debris be removed from LESS THAN ALL of the streets and rights of way, or portions thereof, situated and located within the incorporated limits and/or jurisdiction of the City, the City shall also provide the County with a detailed map showing exactly where emergency debris removal is to occur

in the City, for the applicable period, so that the County may instruct its contractor(s) accordingly.

B. The City understands that there are emergency debris removal requirements and agrees to notify and educate its residents located within the debris removal area of the incorporated limits of the City, as designated by the City, which may from time to time be imposed by a County contractor or a State or Federal Agency related to emergency debris removal. The County shall provide the City with an Internet link of information to inform and educate the City's residents of the proper manner on preparation and placement of debris for pickup.

C. The City agrees that payment(s) to be made as set forth in Paragraph 4 of this Agreement will be made in accordance with the Florida Prompt Payment Act, Florida Statutes, Chapter 218, Part VII.

3. County Obligations.

A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the County hereby agrees to act as the agent for the City and provide emergency disaster debris removal services using the County's contractor(s), and monitoring consultant(s), pursuant to the following:

i. Such services will be provided along ALL streets and rights-of-way, or portions thereof, situated and located within the incorporated areas and/or jurisdiction of the City OR along those streets and rights-of-way located in the specific geographical area or legal description of the incorporated limits of the City as provided by the City to the County. **Except for emergency clearing of roadways and other immediate safety concerns, the City will not conduct emergency debris removal activities in the areas of the City where it has requested the County perform the service. In the event, the City conducts any debris removal activities or emergency clearing of roadways, the County will be under no obligation to seek reimbursement from Federal and/or State Agencies for the same.**

ii. The County agrees to pay to have the debris removed, hauled and monitored by the County's contractors, in the incorporated areas of the City as designated by the City, pending Federal and/or State reimbursement.

iii. Federal and State Agencies generally will not reimburse debris removal activities from private property and will only reimburse removal of eligible debris as determined by the Agency. It is understood and agreed that the County will instruct its contractors

not to remove or dispose debris from private property in the incorporated limits and/or jurisdiction of the City

vi. The County, at its sole cost and expense, agrees to submit, to the Federal and/or State Agencies, all required applications for reimbursement for the emergency debris picked up by County contractors pursuant to this Agreement within the incorporated limits and/or jurisdiction of the City. If the City has other expenses for debris removal which were expended outside this Agreement, the City shall submit those expenses separately to appropriate Federal and/or State Agencies. The City agrees to provide to appropriate Federal and/or State Agencies with documentation to support such expenses and to show that such expenses do not duplicate the expenses submitted by the County.

B. In the event that Federal or State Agencies determine that the County cannot perform the services for the City as set forth herein, the parties hereby agree that the County shall have no obligations to provide emergency debris removal services to the City in accordance herewith.

4. Invoicing and Payment.

Upon completion of the requested emergency debris removal services and after the County has been fully reimbursed with final resolution from all Federal and/or State Agencies, the County will send an invoice to the City for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the City. Upon receipt of the invoice and pursuant to the Florida Local Government Prompt Payment Act, the City will pay the County for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the City. It is understood that Federal and/or State reimbursement and auditing activities may take several years after the emergency event and debris removal before a final resolution occurs; however, the City agrees to nonetheless be responsible for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the City.

5. Term and Termination.

This Agreement shall take effect immediately upon execution ("effective date") and shall remain in effect until terminated. Either party may terminate this Agreement upon written notice to the other party delivered before the end of December each calendar year. If no termination notice is given, this Agreement shall continue until terminated.

6. Indemnification.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the CITY agrees to be liable for any and all damages, losses, and expenses incurred by the COUNTY, caused by the acts and/or omissions of the CITY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the CITY, the CITY shall defend and hold the

COUNTY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the COUNTY agrees to be liable for any and all damages, losses, and expenses incurred by the CITY, caused by the acts and/or omissions of the COUNTY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the COUNTY, the COUNTY shall defend and hold the CITY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. These provisions are in no way intended as a waiver of the parties' rights to sovereign immunity.

7. Sovereign Immunity.

The County and the City expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the County or City for damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the County or the City which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

8. Entire Agreement.

This Agreement and any amendments hereto constitute the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

9. Notice.

The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the County and to the City. All notices required and/or made pursuant to this Agreement to be given to the County and the City shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY: Highlands County
Attention: County Administrator
600 N. Commerce
Sebring, Florida

CITY: City of Avon Park, Florida
Attention: City Manager
110 East Main Street
Avon Park, FL 33825

10. Governing Law and Venue.

The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

11. Waiver.

Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

12. Amendment.

The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

13. Severability.

All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable.

14. Joint Negotiations.

This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

15. Recording.

The County shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the City.

16. Equalization.

During the term of this Agreement, if the County shall enter into an agreement with another municipality in Highlands County, Florida for Emergency Debris Removal on financial terms

more favorable than those provided to the City of Avon Park herein, the City of Avon Park will automatically be entitled to those more favorable financial terms.

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

HIGHLANDS COUNTY, a political subdivision of the State of Florida

Scott Kirouac, Chairman

ATTEST:

Jerome Kaszubowski, Clerk

On the 12th day of July, 2021 the approved, and the vote was:

	Yes	No	Abstain	Absent
Mayor Anderson	☑	☐	☐	☐
Deputy Mayor Barnard	☑	☐	☐	☐
Councilmember Gray	☑	☐	☐	☐
Councilmember Sutherland	☑	☐	☐	☐
Councilmember Johnson	☑	☐	☐	☐

CITY OF AVON PARK, FLORIDA

By: _____
Garrett Anderson, Mayor

ATTEST:

Danielle Phillips, City Clerk

APPROVED AS TO FORM:

Gerald T. Buhr, P.A.

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Vikki Brown, Highlands Library System Manager**

SUBJECT/TITLE: **Request approval to surplus and trade in the ECO-Senior Disc Polisher and associated supplies from the Sebring Public Library to the ELM-USA company.**

STATEMENT OF ISSUE

These items (disc polisher and supplies) were originally purchased in 2008, served the necessary purpose, but is no longer an operable machine. Additionally, the items have surpassed their estimated life of 5 years. The ELM-USA Company will credit a trade-in price for this inoperable machine towards a new, operational disc polishing machine.

RECOMMENDED ACTION

Move to approve surplus and trade in the ECO-Senior Disc Polisher and associated supplies from the Sebring Public Library to the ELM-USA company.

FISCAL IMPACT

There is no fiscal impact to the General Fund (005). The documented equipment has surpassed the estimated life of 5 years from the original purchase in 2008.

Attachments: Quotation - New Disc Repair Machine.pdf
ACQUISITION-DISPOSITION_DVD_Polisher (1).pdf

DOUBLE
Trade Value
QUOTATION
(effective 6/1/21 – 6/30/21)

June 25, 2021

BILL TO:

Highlands County BOCC
Sebring County-Wide Library
319 W. Center Ave.
Sebring, FL 33870-3109

Attn: **Ms. Carol Damhof**

SHIP TO:

Highlands County BOCC
Sebring County-Wide Library
319 W. Center Ave.
Sebring, FL 33870-3109

Attn: **Ms. Carol Damhof**

Quotation Number: HCLS062521	F.O.B. Destination	Terms: Net 30 Days
Quotation Expires: 6.30.21 *PROMO-0224*	Representative: Michael Rozner	Delivery: 1 Week ARO

Quantity	Model	Description	Unit Price	Total Price
1	ESL-H001	*Brand-New* **ECO Auto-Smart Disc Repair System** with **Blu-ray Repair Mode**	$6,995.00	$6,995.00
2		Less Used ECO-Senior Trade-in *(Double Trade Value Promo)*	-$1,300.00	-$2,600.00
1		Less *PROMO-0224* Discount		-$995.00
2		Shipping, New Machine and Trade-in Machine	$45.00	$90.00
				$3,490.00
		✓ **Direct Replacement for Discontinued ECO-Senior** ✓ **Blu-ray Repair Capable** ✓ **Utilizes the SAME Supplies as Your Current ECO Disc Repair Machine** ✓ **Fully Automatic Hands-Free Operation** ✓ **One-Year Parts & Factory Labor Warranty**		
		Available Payment Options Split Payment Divided Between Two Budget Years Payment Deferred Until September / October 2021		

Accepted:

Signature: _____ Date Accepted: _____/_____/_____

Name: _____

1609 Barclay Blvd • Buffalo Grove • Illinois • 60089
TEL: 847-243-4150 • www.ELM-USA.com • FAX: 847-243-4155

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS
ACQUISITION / DISPOSITION REPORT

Property Record #r SEL 205 Dept/Cost Center LIBRARY / 6212

ITEM DESCRIPTION - MAKE - MODEL - YEAR	LOCATION:
DVD DISC POLISHER - ECO-SENIOR - II - 2009	Sebring Public Library
MANUFACTURER: RTI ECO	MANUFACTURER SERIAL #: EDR - ES - 01575 C

ADDITIONAL INFORMATION ABOUT THE ITEM
PO # 091820

Check # 251509

ACQUISITION

☐ NEW ☐ USED

PO#:_____ VENDOR #:_____

VENDOR NAME:_____

VOUCHER #_____ CHECK #_____

DATE ACQUIRED:_____

PURCHASE PRICE: $_____.___(+)

FREIGHT CHARGES: $_____.___(+)

INSTALLATION CHARGES: $_____.___(+)

LESS DISCOUNTS: $_____.___(-)

TOTAL PAYMENT: $_____.___

PLUS TRADE IN ALLOWANCE: $_____.___(+)

NET ACQUISITION COST: $_____.___

IF DONATED - IT IS FROM:

VALUE OF DONATION** $_____.___

DISPOSITION

TO: ELM USA INC

☐ TRANSFERRED ☐ SOLD

☒ TRADED ☐ JUNKED

☐ PILFERAGED ☐ DONATED**

REASON FOR DISPOSAL: INOPERABLE

DISPOSITION AMOUNT: $ 2,600.00

AMOUNT REALIZED (SOLD) $_____.___

AUTHORITY:

DATE OF ACTION: 07/02/2021

DATE POSTED TO UNIX:_____

COMMENTS: Date Acquired: 07/08/2009
Estimated Life: 5 Years

** SURPLUS PROPERTY ACQUISITIONS AND DONATIONS ARE TO BE RECORDED AT FAIR MARKET VALUE OR A REASONABLE AND EQUITABLE ESTIMATE OF SUCH VALUE ON THE DATE OF ACQUISITION

TYPED/PRINTED NAME & TITLE:	TYPED/PRINTED NAME & TITLE:
	Vikki Brown / Highlands Library System Manager
SIGNATURE	SIGNATURE
DATE	DATE 7/2/21

ORIGINAL TO ACCOUNTING / YELLOW TO PURCHASING / PINK TO FINANCE / GOLD TO DEPARTMENT

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sarah Beth Rogers, Children's Advocacy Center Manager.**

SUBJECT/TITLE: **Request for approval of Florida Network of Children's Advocacy Centers State Funding Allocation subcontract for state fiscal year 2021-2022,**

STATEMENT OF ISSUE

The Children's Advocacy Center (CAC), is a nationally accredited member of the state chapter of the Florida Network of Children's Advocacy Centers and is eligible for state funding for the provision of direct services to investigate and treat victims of child abuse. The funding is currently allocated to the provision of case management, forensic interviews and specialized interviews in partnership with the Children's Home Society via a contracted employee housed at the CAC, for the direct service of the CAC Victim Advocates, for training of staff and MDT Partners, and also supplies needed for continuation of care.

RECOMMENDED ACTION

Move to approve the state funding allocation subcontract for state fiscal year 2021-2022 between the Highlands County Board of County Commissioners and Florida Network of Children's Advocacy Centers.

FISCAL IMPACT

The fiscal impact will be an increase to the general fund (005), cost center 3995, in the amount of $63,190.64.

Attachments: Please_DocuSign_CAC23_Highlands_Contract_FY.pdf

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CFSA No. **41.031**

☒ Client ☐ Non-Client

FLORIDA NETWORK OF CHILDREN'S ADVOCACY CENTERS
STANDARD SUBCONTRACT

THIS CONTRACT is entered into between the Florida Network of Children's Advocacy Centers, hereinafter referred to as the *Network*, and Highlands County, a Political Subdivision of the State of Florida, hereinafter referred to as the *Provider*. The number assigned to this subcontract is 21/22-GR-CAC23

THE PARTIES AGREE:

I. THE PROVIDER AGREES:

A. To provide services in accordance with the conditions specified in Attachment I.

B. Requirements of §287.058, Florida Statutes (FS)

To provide units of deliverables, including reports, findings, and drafts as specified in Attachment I, to be received and accepted by the contract manager prior to payment. To comply with the criteria and final date by which such criteria must be met for completion of this subcontract as specified in Section III, Paragraph A, of this subcontract. To submit bills for fees or other compensation for services or expenses in sufficient detail for a proper pre-audit and post-audit thereof. Where applicable, to submit bills for any travel expenses in accordance with §112.061, FS. The Network may, if specified in Attachment I, establish rates lower than the maximum provided in §112.061, FS. To allow public access to all documents, papers, letters, or other materials subject to the provisions of Chapter 119, FS, made or received by the Provider in conjunction with this subcontract. It is expressly understood that the Provider's refusal to comply with this provision shall constitute an immediate breach of contract.

C. To the Following Governing Law

1. State of Florida Law

   This subcontract is executed and entered into in the State of Florida, and shall be construed, performed, and enforced in all respects in accordance with the laws, rules, and regulations of the State of Florida. Each party shall perform its obligations herein in accordance with the terms and conditions of the subcontract.

2. Federal Law

a. If this subcontract contains federal funds, the Provider shall comply with the provisions of 45 CFR, Part 74, and/or 45 CFR, Part 92, and other applicable regulations as specified in Attachment I.

b. If this subcontract contains federal funds and is over $100,000, the Provider shall comply with all applicable standards, orders, or regulations issued under §306 of the Clean Air Act, as amended (42 U.S.C. 1857(h) et seq.), §508 of the Clean Water Act, as amended (33 U.S.C. 1368 et seq.), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR Part 15). The Provider shall report any violations of the above to the Network.

c. If this subcontract contains federal funding in excess of $100,000, the Provider must, prior to subcontract execution, complete the Certification Regarding Lobbying form. If a Disclosure of Lobbying Activities form, Standard Form LLL, is required, it may be obtained from the contract manager. All disclosure forms as required by the Certification Regarding Lobbying form must be completed and returned to the contract manager.

d. Not to employ unauthorized aliens. The Network shall consider employment of unauthorized aliens a violation of §§274A(e) of the Immigration and Naturalization Act (8 U.S.C. 1324 a) and section 101 of the Immigration Reform and Control Act of 1986. Such violation shall be cause for unilateral cancellation of this subcontract by the Network. The Provider agrees to utilize the U.S. Department of Homeland Security's E-Verify system, https//e-verify.gov/employers, to verify the employment eligibility of all new employees hired during the subcontract term by the Provider. The Provider shall also include a requirement in subcontracts that the subcontractor shall utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the subcontract term. Subcontractors meeting the terms and conditions of the E-Verify System are deemed to be in compliance with this provision.

e. The Provider shall comply with the President's Executive Order 11246, Equal Employment Opportunity (30 FR 12319, 12935, 3 CFR 1964-1965 Comp., p. 339) as amended by President's Executive Order 11375, and as supplemented by regulations at 41 CFR, Part 60. The Provider will comply with all federal, state, local laws, and ordinances applicable to the work and will not discriminate on the grounds of race, color, religion, sex, or national origin in the performance of work.

f. HIPAA: Where applicable, the Provider will comply with the Health Insurance Portability Accountability Act as well as all regulations promulgated thereunder (45CFR Parts 160, 162, and 164).

g. If the Provider is determined to be a sub-recipient of federal funds, the Provider will comply with the requirements of the American Recovery and Reinvestment Act (ARRA) and the Federal Funding Accountability and Transparency Act, by obtaining a DUNS (Data Universal Numbering System) number and registering with the System for Award Management. No payments will be issued until the Provider has submitted a valid DUNS number and evidence of registration (i.e. a printed copy of the completed SAM registration) to the contract manager. To obtain registration and instructions, visit http://fedgov.dnb.com/webform and https://www.sam.gov.

D. Audits, Records, and Records Retention

1. To establish and maintain books, records, and documents (including electronic storage media) in accordance with generally accepted accounting procedures and practices, which sufficiently and properly reflect all revenues and expenditures of funds provided by the Network under this subcontract.

2. To retain all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this subcontract for a period of seven (7) years after termination of the subcontract, or if an audit has been initiated and audit findings have not been resolved at the end of seven (7) years, the records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of this subcontract.

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3. Upon completion or termination of the subcontract and at the request of the Network, the Provider will cooperate with the Network to facilitate the duplication and transfer of any said records or documents during the required retention period as specified in Section I, paragraph D.2. above.
4. To assure that these records shall be subject at all reasonable times to inspection, review, or audit by Federal, state, or other personnel duly authorized by the Network.
5. Persons duly authorized by the Network and Federal auditors, pursuant to 45 CFR, Part 92.36(i)(10), shall have full access to and the right to examine any of Provider's subcontract and related records and documents, regardless of the form in which kept, at all reasonable times for as long as records are retained.
6. To provide a financial and compliance audit to the Network as specified in Attachment III and to ensure that all related party transactions are disclosed to the auditor.
7. To include these aforementioned audit and record keeping requirements in all approved subcontracts and assignments.
8. If Exhibit 2 of this subcontract indicates that the Provider is a recipient or sub-recipient, the Provider will perform the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular A-133, and/or section 215.97 Florida Statutes, as applicable and conform to the following requirements:
   a. Documentation. To maintain separate accounting of revenues and expenditures of funds under this subcontract and each CSFA or CFDA number identified on Exhibit 1 attached hereto in accordance with generally accepted accounting practices and procedures. Expenditures which support Provider activities not solely authorized under this subcontract must be allocated in accordance with applicable laws, rules and regulations, and the allocation methodology must be documented and supported by competent evidence.
   Provider must maintain sufficient documentation of all expenditures incurred (e.g. invoices, canceled checks, payroll detail, bank statements, etc.) under this subcontract which evidences that expenditures are:
   1) allowable under the subcontract and applicable laws, rules, and regulations.
   2) reasonable; and
   3) necessary in order for the recipient or subrecipient to fulfill its obligations under this subcontract.
   The aforementioned documentation is subject to review by the Network and/or the State Chief Financial Officer and the Provider will timely comply with any requests for documentation.

E. Monitoring by the Network

1. To permit persons duly authorized by the Network to inspect any records, papers, documents, facilities, goods, and services of the Provider, which are relevant to this subcontract, and interview any clients and employees of the Provider to assure the Network of satisfactory performance of the terms and conditions of this subcontract. Following such evaluation, the Network will deliver to the Provider a written report of its findings and will include written recommendations regarding the Provider's performance of the terms and conditions of this subcontract. The Provider will correct all noted deficiencies identified by the Network within the specified period of time set forth in the recommendations. The Provider's failure to correct noted deficiencies may, at the sole and exclusive discretion of the Network, result in any one or any combination of the following: (1) the Provider being deemed in breach or default of this subcontract; (2) the withholding of payments to the Provider by the Network; and (3) the termination of this subcontract for cause.

2. The Provider may not accept duplicate funding for any cost, position, service, or deliverable funded by the Network. Duplicative funding is defined as more than 100 percent payment from all funding sources for any cost, position, service or deliverable. If there are multiple funding sources and the program is funded by the Network, the Network or its designee has the right to review all documents related to those funding sources to determine whether duplicative funding is an issue. If duplicate funding is found, this Agreement may be suspended, terminated or both while the extent of the overpayment is determined. Failure to comply with state or federal law, and the U.S. Department of Justice Programs, Financial Guide, may also result in the suspension, termination, or both of this Agreement while the extent of the overpayment is determined. Absent fraud, in the event that there has been an overpayment to the Provider for any reason, if the amount of the overpayment cannot be determined to a reasonable degree of certainty, as determined in the sole discretion of the Network, the Provider will reimburse to the Network one half of the monies previously paid to the Provider for that line item for the grant year in question.

3. The PROVIDER will return to the Network any overpayments made to the PROVIDER stemming from the identification of uncommitted funds or disallowed items pursuant to the terms and conditions of this Agreement. If the PROVIDER or any outside accountant or auditor determines that an overpayment has been made, the PROVIDER will immediately return to the Network such overpayment without prior notification from the Network. If the Network discovers that an overpayment has been made, the Contract Manager, on behalf of the Network, will notify the PROVIDER and the PROVIDER will forthwith return the funds to the Network. Should the PROVIDER fail to immediately reimburse the Network for any overpayment, the PROVIDER will be assessed a service charge equal to the rate of interest payable on judgments or decrees at the lawful rate established by the Chief Financial Officer of
the State of Florida pursuant to section 55.03, Florida Statutes, on the amount of the overpayment or outstanding balance thereof. Interest will accrue from the date of the PROVIDER's initial receipt of funds up to the date of reimbursement of the overpayment funds to the Network**.**

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F. Indemnification

NOTE: Paragraph I.F.1. and I.F.2. are not applicable to contracts executed between state agencies or subdivisions, as defined in §768.28, FS.

1. The Provider shall be liable for and shall indemnify, defend, and hold harmless the Network and all of its officers, agents, and employees from all claims, suits, judgments, or damages, consequential or otherwise and including attorneys' fees and costs, arising out of any act, actions, neglect, or omissions by the Provider, its agents, or employees during the performance or operation of this subcontract or any subsequent modifications thereof, whether direct or indirect, and whether to any person or tangible or intangible property.
2. The Provider's inability to evaluate liability or its evaluation of liability shall not excuse the Provider's duty to defend and indemnify within seven (7) days after such notice by the Network is given by certified mail. Only adjudication or judgment after highest appeal is exhausted specifically finding the Provider not liable shall excuse performance of this provision. The Provider shall pay all costs and fees related to this obligation and its enforcement by the Network. The Network's failure to notify the Provider of a claim shall not release the Provider of the above duty to defend.

G. Insurance

To provide adequate liability insurance coverage on a comprehensive basis and to hold such liability insurance at all times during the existence of this subcontract and any renewal(s) and extension(s) of it. Upon execution of this subcontract, unless it is a state agency or subdivision as defined by §768.28, FS, the Provider accepts full responsibility for identifying and determining the type(s) and extent of liability insurance necessary to provide reasonable financial protections for the Provider and the clients to be served under this subcontract. The limits of coverage under each policy maintained by the Provider do not limit the Provider's liability and obligations under this subcontract. Upon the execution of this subcontract, the Provider shall furnish the Network written verification supporting both the determination and existence of such insurance coverage. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida. The Network reserves the right to require additional insurance as specified in Attachment I where appropriate.

H. Safeguarding Information

Not to use or disclose any information concerning a recipient of services under this subcontract for any purpose not in conformity with state and federal law or regulations except upon written consent of the recipient, or his responsible parent or guardian when authorized by law.

I. Assignments and Subcontracts

1. To neither assign the responsibility of this subcontract to another party nor subcontract for any of the work contemplated under this subcontract without prior written approval of the Network, which shall not be unreasonably withheld. Any sub-license, assignment, or transfer otherwise occurring shall be null and void.
2. The Provider shall be responsible for all work performed and all expenses incurred with the project. If the Network permits the Provider to subcontract all or part of the work contemplated under this subcontract, including entering into subcontracts with vendors for services and commodities, it is understood by the Provider that the Network shall not be liable to the subcontractor for any expenses or liabilities incurred under the subcontract and the Provider shall be solely liable to the subcontractor for all expenses and liabilities incurred under the subcontract.
3. The State of Florida shall always be entitled to assign or transfer, in whole or part, its rights, duties, or obligations under this subcontract to another governmental agency in the State of Florida, upon giving prior written notice to the Provider. In the event the State of Florida approves transfer of the Provider's obligations, the Provider remains responsible for all work performed and all expenses incurred in connection with the subcontract. In addition, this subcontract shall bind the successors, assigns, and legal representatives of the Provider and of any legal entity that succeeds to the obligations of the State of Florida.
4. Unless otherwise stated in the contract between the Provider and subcontractor, payments made by the Provider to the subcontractor must be within seven (7) working days after receipt of full or partial payments from the Network in accordance with §§287.0585, FS. Failure to pay within seven (7) working days will result in a penalty charged against the Provider and paid by the Provider to the subcontractor in the amount of one-half of one (1) percent of the amount due per day from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed fifteen (15) percent of the outstanding balance due.

J. Return of Funds

To return to the Network any overpayments due to unearned funds or funds disallowed and any interest attributable to such funds pursuant to the terms of this subcontract that were disbursed to the Provider by the Network. In the event that the Provider or its independent auditor discovers that overpayment has been made, the Provider shall repay said overpayment Immediately without prior notification from the Network. In the event that the Network first discovers an overpayment has been made, the Network will notify the Provider by letter of such a finding. Should repayment not be made in a timely manner, the Network will charge interest at the rate in effect on the date of overpayment, as determined by the State of Florida, Chief Financial Officer, pursuant to Chapter 55, Florida Statutes, on the amount of the overpayment or outstanding balance thereof. Interest will accrue from the date of the Providers initial receipt of funds up to the date of reimbursement of said overpayment funds to the Florida Network of Children's Advocacy Centers (FNCAC).

K. Incident Reporting

Abuse, Neglect, and Exploitation Reporting. In compliance with Chapter 415, FS, an employee of the Provider who knows or has reasonable cause to suspect that a child, or disabled adult is or has been abused, neglected, or exploited shall immediately report such knowledge or suspicion to the Florida Abuse Hotline on the single statewide toll-free telephone number (1-800-96ABUSE).

Critical Incident Reporting for serious violations of law or regulations, significant changes in operation and external impact of anything which could possibly generate negative print, television and/or radio coverage will be reported to the Network's Executive Director Cindy Vallely (850) 671-4791 or at executivedirector@fncac.org. The Provider will provide updates to the Network, as needed, regarding ongoing developments related to the incident.

L. Purchasing

Procurement of Materials with Recycled Content. It is expressly understood and agreed that any products or materials which are the subject of or are required to carry out this contract shall be procured in accordance with the provisions of §403.7065, and §287.045, FS.

Expenditures of state financial assistance must be in compliance with laws, rules, and regulations applicable to expenditures of State funds, including, but not limited to, the Reference Guide for State Expenditures. If the Provider is a unit of local or state government, the Provider must follow the written purchasing procedures of that state or local government agency. If the Provider is a non-profit organization, the Provider will obtain a minimum of three written quotes for all single item grant-related purchases equal to or in excess of $2,500 unless it is documented that the vendor is a sole source supplier. If the Provider intends to purchase commodities or contractual services from such a sole source supplier, then the provider must first notify the Network of the intended single source purchase. Providing the following information, at a minimum:

- Providers Name
- Title and short description of the commodity or contractual service desired to be purchased
- Contact information for Provider's procurement manager
- Performance and/or design requirements
- Intended single Source
- Price
- Justification for Single Source purchase (i.e., what is necessary and unique about the commodity, contractual service, or source; steps taken to confirm unavailability of competition, as appropriate)

The Network will review the information provided and either approve or disapprove the intention to use the sole source supplier by responding in writing to the Provider within a reasonable timeframe.

M. Independent Capacity of the Subcontractor

1. In the performance of this subcontract, it is agreed between the parties that the Provider is an independent contractor and that the Provider is solely liable for the performance of all tasks contemplated by this subcontract, which are not the exclusive responsibility of the Network.
2. Except where the Provider is a state agency, the Provider, its officers, agents, employees, subcontractors, or assignees, in performance of this subcontract, shall act in the capacity of an independent contractor and not as an officer, employee, or agent of the Network or the State of Florida. Nor shall the Provider represent to others that it has the authority to bind the Network unless specifically authorized to do so.
3. Except where the Provider is a state agency, neither the Provider, its officers, agents, employees, subcontractors nor assignees are entitled to state retirement or state leave benefits, or to any other compensation of state employment as a result of performing the duties and obligations of this subcontract.
4. The Provider agrees to take such actions as may be necessary to ensure that each subcontractor of the Provider will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venture or partner of the Network or the State of Florida.
5. Unless justified by the Provider and agreed to by the Network in Attachment I, the Network will not furnish services of support (e.g., office space, office supplies, telephone service, secretarial, or clerical support) to the Provider, or its subcontractor or assignee.
6. All deductions for social security, withholding taxes, income taxes, contributions to unemployment compensation funds, and all necessary insurance for the Provider, the Provider's officers, employees, agents, subcontractors, or assignees shall be the responsibility of the Provider.

N. Use of Funds for Lobbying Prohibited

To comply with the provisions of §216.347, FS, which prohibit the expenditure of subcontract funds for the purpose of lobbying the Legislature, judicial branch, or a state agency.

O. Public Entity Crime and Discriminatory Vendor

By executing this subcontract, the Provider represents and warrants that neither the Provider nor any of its affiliates, subsidiaries, directors, officers or employees are currently on the convicted vendor list maintained pursuant to § 287.133, F.S., the discriminatory vendor list maintained pursuant to § 287.134, F.S., or any similar list maintained by any other state or the federal government. The Provider shall immediately notify the Network if it or any of its affiliates, subsidiaries, directors, officers or employees are placed on the convicted vendor list maintained pursuant to § 287.133, F.S., the discriminatory vendor list maintained pursuant to § 287.134, F.S., or any similar list maintained by any other state or federal government.

P. Patents, Copyrights, and Royalties

1. If any discovery or invention arises or is developed in the course or as a result of work or services performed under this subcontract, or in any way connected herewith, the Provider shall refer the discovery or invention to the Network to be referred to the Department of State to determine whether patent protection will be sought in the name of the State of Florida. Any and all patent rights accruing under or in connection with the performance of this subcontract are hereby reserved to the State of Florida.
2. The Provider, to the extent permitted by Florida law, shall indemnify and save harmless the Network and the State of Florida and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured by the Provider. The Provider has no liability when such claim is solely and exclusively due to the Department of State's alteration of the article. The State of Florida will provide prompt written notification of claim of copyright or patent infringement. Further, if such claim is made or is pending, the Provider may, at its option and expense, procure for the Department of State, the right to continue use of, replace, or modify the article to render it non-infringing. If the Provider uses any design, device, or materials covered by letters, patent, or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work. Nothing herein shall be construed as a waiver of the sovereign immunity of the Provider, the State of Florida, and their agents and agencies beyond the waiver provided in Section 768.28, Florida Statutes.

Q. Construction or Renovation of Facilities Using State Funds

No funds provided under this Subcontract may be used for the purchase of or improvements to real property.

R. Information Security

The Provider shall maintain confidentiality of all data, files, and records including client records related to the services provided pursuant to this agreement and shall comply with state and federal laws, including, but not limited to, sections 384.29, 381.004, 392.65, and

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456.057, Florida Statutes. Procedures must be implemented by the Provider to ensure the protection and confidentiality of all confidential matters. The Provider must also comply with any applicable professional standards of practice with respect to client confidentiality.

S. Criminal History Records Checks

1. That FNCAC requires criminal history records check on any Provider's staff, employees or subcontractor staff that has access to children's confidential information resources or facilities operated in whole or in part with funding from this Subcontract unless formally waived in writing by the FNCAC. The cost of performing the criminal history records checks is an allowable expense under this Subcontract.
2. The criminal history records check must be completed in accordance with §§ 394.4572, 408.809 and 435.12, Florida Statutes. A letter certifying that no disqualifying crimes were identified must be submitted to the FNCAC Contract Manager within 30 days. If the Provider adds additional employees during the term of the Subcontract, the names of those staff, employees or subcontractor staff must be provided to the FNCAC Contract Manager within 7 days of beginning work. The Provider shall resubmit updated Criminal History Records Checks certification letters every five (5) years from the prior criminal history records check if the Subcontract is in force.
3. If any disqualifying crimes are present on the record, the Provider agrees to remove the employee from the worksite and terminate the employee's access to confidential information resources, participant's, and the participant's family members.
4. During the term of the subcontract, the Provider shall report in writing to the Network Contract Manager, the arrest, charge or Notice to Appear for an alleged commission of a disqualifying crime in any state or other jurisdiction for any Provider's staff, employee or subcontractor assigned to this Subcontract within one (1) business day of Provider's knowledge. The notice shall include the Provider's name, the staff member's name, and the location and nature of the alleged violation. The Network reserves the right to require the Provider to immediately suspend or terminate the staff members work under this Subcontract, access to any children and their families receiving services funded by this Subcontract and state or federal confidential information obtained or maintained under this Subcontract. The Provider shall notify the Network within ten (10) calendar days of case disposition.

T. CONFIDENTIALITY BREACH REPORTING AND NOTIFICATION RESPONSIBILITY

That the Provider is subject to the provisions of 501.171 Florida Statutes, that requires the reporting and remedies for breach of security related to third-party confidentiality information, as well as fines of up to $500,000 for failure to report timely.

U. **TEXT MESSAGING WHILE DRIVING BY SUBCONTRACTORS, AWARD RECIPIENTS, AND SUBRECIPIENTS**

That the provider will follow Florida law on text messaging while driving company-owned or rented vehicles; while driving privately owned vehicles on official business; or when performing any work for or on behalf of the Network.

V. Gifts and Gratuities: The Provider will not offer or give any gift or any form of compensation to any Network employee. As part of the consideration for this agreement, the Parties intend that this provision will survive the Agreement for a period of two years. In addition to any other remedies available to the Network, any violation of this provision will result in referral of the Provider's name and description of the violation of this term to the Florida Department of management Services for the potential inclusion of the Provider's name on the suspended vendors list for an appropriate period. The Provider will ensure that its subcontractors, if any, comply with these provisions.

W. Health Insurance Portability and Accountability Act

The Provider will, where applicable, comply with the Health Insurance Portability and Accountability Act (42 U.S.C. 1320d) as well as all regulations promulgated thereunder (45 C.F.R. parts 160, 162, and 164)

II. THE NETWORK AGREES:

A. Subcontract Amount

To pay for Subcontracted services and expenses according to the conditions of Attachment I up to a maximum amount not to exceed $52,079.53 for Children's Advocacy Subcontracted Services and expenses up to a maximum amount not to exceed $11,111.11 for Child Protection Team Subcontracted Services, subject to the availability of funds. The Network and State of Florida's performance and obligation to pay under this subcontract is contingent upon an annual appropriation by the Legislature. The costs of services and expenses paid under any other contract or from any other source are not eligible for reimbursement under this subcontract.

B. Payment:

This is a Monthly COST Reimbursement Subcontract and will be reimbursed monthly once all monthly documents and backup documentation required under this Subcontract have been submitted in correct form and entirety.

III. THE PROVIDER AND THE NETWORK MUTUALLY AGREE

A. Effective and Ending Dates

This Subcontract shall begin on July 1, 2021, or the date upon which the contract between the Network and the Florida Office of the Attorney General for general revenue funding is executed, whichever is later, and will continue until June 30, 2022.

B. Termination

1. Termination at Will

This Subcontract may be terminated by either party upon no less than thirty (30) calendar days' notice in writing to the other party, without cause, unless a lesser time is mutually agreed upon in writing by both parties. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

2. Termination Because of Lack of Funds

In the event funds to finance this subcontract become unavailable, the Network may terminate the subcontract upon no less than *twenty-four (24) hours*' notice in writing to the Provider. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. The Network shall be the final authority as to the availability and adequacy of funds. In the event of termination of this subcontract, the Provider will be compensated for any work satisfactorily completed prior to notification of termination.

3. Termination for Breach

This subcontract may be terminated for the Provider's non-performance upon no less than twenty-four (24) hours' notice in writing to the Provider. If applicable, the Network may employ the default provisions in Chapter 60A-1.006 (3), FAC. Waiver of breach of any provisions

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of this subcontract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this subcontract. The provisions herein do not limit the Network's right to remedies at law or in equity.

4. Termination for Failure to Satisfactorily Perform Prior Agreement

Failure to have performed any contractual obligations with the Network in a manner satisfactory to the Network will be a sufficient cause for termination. To be terminated as a Provider under this provision, the Provider must have: (1) previously failed to satisfactorily perform in a contract with the Network, been notified by the Network of the unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of the Network; or (2) had a contract terminated by the Network for cause.

C. Renegotiation or Modification

Modifications of provisions of this subcontract shall only be valid when they have been reduced to writing and duly signed by both parties. The rate of payment and dollar amount may be adjusted retroactively to reflect price level increases and changes in the rate of payment when these have been established through the appropriations process and subsequently identified in the Network's operating budget. The Provider may request a budget modification which must be approved by the Network prior to the expenditure of any Network grant funds arising from any adjustments between previously approved budget categories and line items. Budget modification is at the sole discretion of the Network. No Budget Modifications or amendments can be made after the earlier of the end of the Term, the termination of this Agreement pursuant to Article 33 or when the Total Grant Amount has been paid by the Network to the Provider.

D. Official Payee and Representatives (Names, Addresses and Telephone Numbers)

1. The name (Provider name as shown on page 1 of this subcontract) and mailing address of the official payee to whom the payment shall be made is:

Highlands County, a Political Subdivision of the State of Florida
1968 Sebring Parkway
SebringFl33870

2. The name of the contact person and street address where financial and administrative records are maintained is:

Mercedes Mcnew
1968 Sebring Parkway
Sebring, Fl 33870

1. The name, address, and telephone number of the contract manager for the Network for this subcontract is:

Gretchen Wild-Story
565 E. Tennessee Street 2nd Floor
Tallahassee, FL 32308
(850) 350-6466

4. The name, address, and telephone number of the Provider's representative responsible for administration of the program under this Subcontract is:

Scott Kirouac
1968 Sebring Parkway
Sebring, Fl 33870

5. Upon change of representatives (names, addresses, telephone numbers) by either party, notice shall be provided in writing **within 5 days** to the other party and said notification attached to originals of this subcontract.
6. Pursuant to section 215.422 (7), Florida Statutes (2017), the Florida Department of Financial Services has established a Vendor Ombudsman, whose duties and responsibilities are to act as an advocate for vendors who may have problems obtaining timely payments from state agencies. The Vendor Ombudsman may be reached at (850) 413-5516.

E. All Terms and Conditions Included

This subcontract and its attachments as referenced, I, II and III and any additional exhibits referenced therein, and any documents incorporated by reference, contain all the terms and conditions agreed upon by the parties. There are no provisions, terms, conditions, or obligations other than those contained herein, and this subcontract shall supersede all previous communications, representations, or agreements, either verbal or written between the parties. If any term or provision of the subcontract is found to be illegal or unenforceable, the remainder of the subcontract shall remain in full force and effect and such term or provision shall be stricken. This Subcontract is executed and entered into in the state of Florida, and will be construed, performed, and enforced in all respects in accordance with Florida law without reference to conflict of laws principles. Jurisdiction and venue for any action on proceeding arising out of, relating to, or in connection with this Subcontract shall lie exclusively in the courts of the state of Florida in Leon County, Florida.

I have read the above Subcontract and understand each section and paragraph.

IN WITNESS THEREOF, the parties hereto have caused this twenty-six (26) page subcontract to be executed by their undersigned officials as duly authorized.

PROVIDER: HIGHLANDS COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA

SIGNED BY: _____

NAME: Printed name of Signer

TITLE: Title of Signer **DATE:** _____

Florida Network of Children's Advocacy Centers

SIGNED BY: _____

NAME: CINDY VALLELY

TITLE: EXECUTIVE DIRECTOR DATE: _____

ATTACHMENT I

A. Services to Be Provided

1. Definitions of Terms

a. Contract Manager: An individual designated by the Network to be responsible for the management of this subcontract.

b. OAG funds: General Revenue funds issued from the Office of the Attorney General through the Florida Network of Children's Advocacy Centers.

c. Quarter: A three-month period of the State's fiscal year, which begins on July 1. The quarters for this subcontract are July through September (first quarter); October through December (second quarter); January through March (third quarter); and April through June (fourth quarter).

d. Track-It! Electronic document management system for providers to utilize in the submission of reports and other documents to the Network. The Track-It! URL is: https://trackit.fncac.org:9001/TrackItWeb/SelfService

B. General Description.

a. General Statement. Funds provided under this subcontract shall be used to support and provide community, investigative, legal and social service programs necessary to deliver services to children who are victims of physical and/or sexual abuse, children who witness violent crime or domestic violence, children who are victims of neglect or who are endangered due to drugs or alcohol abuse, and their families or caregivers, for the duration of the subcontract period.

b. Major Program Goals.

A. Reduce trauma to the child abuse victim through therapeutic program services.

B. Protect and nurture children by reducing the trauma caused by multiple investigative interviews.

C. Improve collaboration between law enforcement, prosecution, treatment professionals, educators, and child protective workers to provide more coordinated services to the children and their families.

D. Enhance the quality of investigations to improve the protection of children and the prosecution of perpetrators.

E. Take an active role to reduce child abuse in the community.

1. Clients to be Served.

a. General Description. All alleged child victims of abuse, neglect, drug endangerment, and witness to violence, and their families or caregivers may be provided services.

b. Client Eligibility. Eligibility extends to any children, their families or caregivers that have been the victim of child violence (primary or secondary victims). The primary presenting reason for an individual to receive services supported under this subcontract must be related to child violence.

c. Client Determinations. In the event of any disputes regarding the eligibility of clients, the determination made by the Network is final and binding on all parties.

d. Subcontract Limits. All services shall be performed during the subcontract period. The amount of services to be provided is limited to the amount of funds available and to those services listed in Section C.1.a. herein.

2. Staff Qualifications: Provider will ensure that sub-recipient staff, contractors and volunteers working at the local children's advocacy centers who are providing services funded under this Subcontract are screened and trained in accordance with §39.001

(2), Florida Statutes, and meet minimum acceptable qualifications to perform their job functions. At a minimum, professional staff who deliver direct services must have the following qualifications:

2. 1. **Psychiatrist:** a medical practitioner licensed under Chapter 458 or Chapter 459, Florida Statutes, for at least three (3) years, inclusive of psychiatric residency.

2.2. **Psychiatric Nurse Practitioner:** advanced registered nurse practitioner certified under§464.0 12, Florida Statutes, who has a master's or doctoral degree in psychiatric nursing, holds a national advanced practice certification as a psychiatric mental health advanced practice nurse, and has 2 years of post-master's clinical experience under the supervision of a psychiatrist.

2.3. **Psychologist:** licensure pursuant to §490.005(1), §490.006, Florida Statutes, or the provision identified as §490.013(2) in Ch. 81-235, § I, Laws of Florida.

2.4. **Clinical Psychologist:** a psychologist as defined in §490.003(7), Florida Statutes, with at least three (3) years of postdoctoral experience in the practice of clinical psychology, inclusive of the experience required for licensure.

2.5. **Mental Health Counselor (as defined by §490.003, Florida Statutes):** licensure or certification pursuant to §49l.006, §§491.0045-0046, Florida Statutes.

2.6. **Clinical Social Worker:** licensure pursuant to §491.005, §491.006, §§491.045-046, Florida Statutes.

2.7. **Physician:** licensure pursuant to Chapters 458 or 459, Florida Statutes.

2.8. **Physician's Assistant:** licensure pursuant to §458.347 and §459.022, Florida Statutes.

2.9. **Primary Care Physician:** a general or family medical practitioner licensed under Chapter 458 or Chapter 459, Florida Statutes, who is the child's primary physician.

2.10. **Advanced Practice Registered Nurse:** licensure pursuant to §464.012, Florida Statutes, and graduation from a program leading to a master's or doctoral degree in a nursing clinical specialty area with preparation in specialized practitioner skills.

2.11. **Master's Level Students/Interns:** Students or interns who have completed a Master's Degree in psychology, clinical psychology, mental health counseling, clinical social work or another associated degree who are actively working toward licensure or certification or who are enrolled in a doctoral degree program for any of the previously mentioned disciplines, may fulfill the roles identified in 2.3, 2.4, 2.5, or 2.6 above.

2.12. **Advocacy Paraprofessionals:** Persons with a bachelor's degree from an accredited college or university in social work or completion of a certification program offered by an accredited college or university, a governmental agency, a professional association, or an internal training program offered by an accredited children's advocacy center. Paraprofessional s may only provide advocacy services and are prohibited from providing mental health counseling or treatment services.

C. Program Areas and Services

The Provider will ensure that, at a minimum, the following programs and services are being funded by this Subcontract.

i. Scope of Work. The Provider shall ensure that all services (as described in Attachment I, Section C.i.a.) are provided in Highlands County throughout the subcontract period. All other activities shall support enhanced service delivery.

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a. Tasks: The Provider will perform the following tasks throughout the term of the subcontract unless otherwise specified:
   1) Therapy Program Services.
      a) The Provider shall provide Medical Assessments: an examination or records consultation resulting in a report of the nature, severity and prognosis of physical trauma sustained by the child victim performed by a primary care or emergency care physician, a licensed physician's assistant, or advanced registered nurse practitioner. Medical Assessments are subject to the provisions of FS 960.28(1).
      b) The Provider shall provide Mental Health Services: Including intake, treatment plans, individual counseling, family counseling and group counseling.

         1. Individual Therapy Services: Specialized trauma-focused mental health services provided to the child victim, caregiver and siblings designed to meet the unique needs of the child and family.

         2 Group Therapy Services: Specialized trauma-focused mental health services provided in a group setting to the child victim, caregiver, and siblings designed to meet the unique needs of the child and family.

         3. Family Therapy Services: Specialized trauma focused mental health services provided in a group setting designed to meet the unique needs of the child victim, caregiver, and siblings designed to meet the unique needs of the child and family.

         4. Psychological Evaluation Services: An examination by a licensed psychologist using a psychological testing, review of history, clinical interviews, behavioral symptoms, and observations for the purpose of determining the child's current psychological and neurological functioning to assist the evaluator in providing relevant and sound options in matters where the child's health and welfare may have been harmed.

   2) Case Management and Advocacy:

   2.1. Crisis assessment and intervention, risk assessment, and safety planning and support for children and family members at all stages of involvement with the Children's Advocacy Center (CAC).

   2.2. Assessment of individual needs and cultural considerations for the child and family to ensure those needs are addressed.

   2.3 Presence at CAC during the forensic interview in order to participate in information sharing; inform and support family about the coordinated, multidisciplinary response; and assess needs of child and non-offending caregiver.

   2.4 Provision of education and access to victims' rights and crime victims' compensation.

   2.5 Assistance in procuring concrete services (housing, protective orders, domestic violence intervention, food, transportation, public assistance, etc.)

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2.6 Provisions of referrals for specialized, trauma focused, evidence supported mental health and medical treatment, if not provided at the CAC.

2.7 Access to transportation to interviews, court, treatment, and other case-related meetings.

2.8 Engagement in child and family response regarding participation in the investigation and/or prosecution.

2.9 Participation in case review in order to discuss the unique needs of the child and family and plan associated support services, ensure the seamless coordination of services, and ensure the child and family's concerns are heard and addressed.

2.10 Provision of updates to the family on case status, continuances, dispositions, sentencing, and inmate status notification (including offender release from custody).

2.11 Provision of court education and courthouse/courtroom tours, support, and accompaniment.

2.12 Coordinated case management meetings with all individuals providing victim advocacy services.

3) Child Protective Team Services.

1.1 **Forensic interviews:** a developmental and age-appropriate interview conducted by staff with a child advocacy center to collect factual information to determine if the child was the victim of a crime or witnessed a crime against another person.

1.2 **Specialized Interviews:** an interview conducted for the purpose of gathering clinical data, family functioning, and family history.

1.3 **Medical Assessments:** an examination or records consultation resulting in a report of the nature, severity and prognosis of physical trauma sustained by the child victim performed by a primary care or emergency care physician, a licensed physician's assistant, or advanced registered nurse practitioner.

4) Using the budget form provided by the Network, the Provider shall prepare a line-item budget to identify anticipated OAG general revenue fund expenditures. The budget shall be submitted to the contract manager for approval by July 3, 2021.

a. Task Limits. All tasks shall be provided within the State of Florida. The Provider is authorized to perform only the tasks set out herein or in any amendment hereto.

b. The Provider shall remain operational and provide reports for the entire subcontract period, even if the deliverables have been met before the subcontract ending date.

2. Staffing Requirements.

a. Staffing Levels. The Provider shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual

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responsibilities. The Provider shall designate a project manager, identified in Section III.D.4. of the Standard Subcontract, who is responsible for subcontract compliance and who will be the primary point of contact for the Network on progress and work products.

1) The Provider shall submit the job description, resume and any other credentials for all staff funded under this subcontract.
2) The Provider shall require all staff funded under this subcontract to maintain timesheets to account for their time.
3) The Provider shall notify the Network contract manager within five (5) working days of hiring and/or terminating staff funded under this subcontract. For new hires, notification shall include a resume, Level 2 Background Check, and job description.
4) If any information on the Provider Information form changes, the Provider shall submit a revised form within five (5) working days of the change.
5) The Provider shall notify the Network one week *prior* to a change of address and submit a revised Provider Information form within five (5) working days of the change.

b. Professional Qualifications. The Provider will be responsible for the staff affiliated with this subcontract, ensuring that they have the education, any professional licensure or certification which may be required by law, and experience necessary to successfully carry out their duties.

c. Subcontractors. The Provider may, *only* with prior written approval of the Network, enter into written subcontracts for performance under the subcontract. No subcontract agreement that the Provider enters into with respect to performance under the subcontract shall in any way relieve the Provider of any responsibility for performance of its subcontract responsibilities with the Network.

3. Service Location and Equipment.

a. Service Delivery Location. The Provider shall provide services from its established Florida-based office or other off-site location approved by the Network.

b. Service location(s) must be accessible to persons with disabilities and ADA (Americans with Disabilities Act) compliant. The Provider shall, within its ability, make reasonable accommodations and modifications to its facility in order to provide accessible services to persons with disabilities. Examples of such accommodations/modifications are: 1) designated parking, 2) ramp access to building, 3) alternative formats available for documents, 4) accessible restroom facilities 5) doors and doorways are accessible and 6) a sign language interpreter, if available. Physical modifications considered as construction or renovation may not be funded under this subcontract.

c. The Provider's physical environment must provide for the comfort and dignity of its clients. The Provider shall maintain offices conducive to service provision in a private, confidential manner.

d. Service Times. The Provider's office will be staffed at a minimum from 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding state-sanctioned holidays.

e. None of the funds made available pursuant to this subcontract may be used to maintain or establish a computer network unless such network blocks the viewing, downloading, and exchanging of pornography.

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4. Deliverables.

a. Deliverables. See Section C.1.a.

b. Reports. The mere receipt of reports by the Network shall not be construed to mean or imply approval. The Network reserves the right to reject reports as incomplete, inadequate, or unacceptable. The Network, at its option, may allow additional time within which the Provider may remedy the objections noted or after having given the Provider a reasonable opportunity to cure and the Provider fails to cure, the Network may terminate the subcontract in the absence of extenuating or mitigating circumstances. Payment may be withheld by the Network until required reports have been submitted. The Provider shall timely submit the following reports to the Network:

1) Invoice and Monthly Expenditure Report (MER). The Provider shall submit a completed MER form, incorporated herein by reference, to the Network contract manager to verify that funds are: 1) spent on allowable costs, and 2) used to enhance the provision of services and increase the number of victims served. The report shall be due by the 25th day of the month following the month in which services were provided, summarizing all expenditures. This report, to be completed in accordance with instructions provided by the Network, shall identify expenditures made with subcontract funds only.

2) Monthly Program Service Reports. The Provider shall complete the monthly Program Report form, incorporated herein by reference, by the 25th of the month following the month in which services were provided, to document achievement of service tasks identified in Section C.1.a. of this subcontract.

3) General Revenue Personnel Spreadsheet: This form is used to seek reimbursement of allowable personnel expenses as outlined in the approved Network Budget. This form must be included in the invoice and must be submitted by the 25th day of the following month in which the expenses were expended. (This form is not required if the approved budget does not contain personnel expenses).

4) Actual Expense Report: This form is used to seek reimbursement of allowable contractual, operating and training expenses as outlined in the approved Network Budget. This form must be included with the Invoice and must be submitted by the 25th day of the month following the month in which the expenses were expended. (This form is not required if the approved budget does not contain any contractual, operating and training expenses).

5) Project Specific Timesheet: Project Specific Timesheets notating the pay period must be used to report time spent on General Revenue grant project. Only salary for time spent on activities related to the General Revenue Grant is reimbursable. A Project Specific Timesheet must be used by all organizations requesting reimbursement of personnel expenses. The timesheets must be completed for all staff including Executive Directors who are reimbursed from the General Revenue Grant. Failure to submit the Project Specific Timesheets must be submitted monthly when claiming reimbursement of personnel expenses. The form must be signed and dated by the employee and their supervisor. Executive directors must sign and date their timesheets and have their timesheets authorized by a member of the Board of Directors or their Supervisor, when claiming reimbursement of

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personnel expenses. Executive Directors may authorize the timesheets of their staff providing staff is not related to the Executive Director. At least one Project Specific Timesheet must be used for each staff member. The organization may use as many timesheets as necessary to report the appropriate time spent on the General Revenue Grant.

6) Daily Vehicle Use Log: This form is used to report mileage for activities related to the General Revenue grant within the organization's local service area. This form **is not** for use when traveling outside the organization's service area. The signature of staff claiming mileage is required and the form must be signed by the Executive Director. Executive Directors must authorize daily Vehicle Use Log of their staff providing staff is not related to the Executive Director. Executive Directors sign and date their own Daily Vehicle Use Log and must have their Daily Vehicle Use Log authorized by a member of the Board of Directors when claiming reimbursement of mileage expenses.

7) Property Inventory: All property purchased pursuant to Chapter 273, Florida Statutes and Florida Administrative Code Chapter 691-72, using grant funds, requires a Property Inventory Report be completed and submitted to the Network at the time reimbursement is requested. Payment will not be authorized until such time as the required Property Inventory Report has been submitted.

8) Authorization to Incur Travel Expense: Pursuant to Florida Administrative Code Rule 691-42.003, form DFS-AA-13 will be used when requesting approval for travel. The form will be signed by the person requesting travel and their supervisor or an authorized member of the organization's Board of Directors. It must be completed prior to travel taking place and must evidence the estimated cost of travel as allowed under Section 112.061, Florida Statutes. This form must be submitted within the month travel occurred and travel reimbursement is requested, if possible. It must, however, be submitted no later than the month following the actual travel.

9) Travel Voucher: Pursuant to Florida Administrative Code Rule 691-42.003, form DFS-AA-15 will be used when requesting reimbursement for travel expenses associated with the General Revenue grant project. The form will be completed by all travelers requesting reimbursement from the General Revenue grant and will be prepared in strict compliance with Section 112.061, Florida Statutes. The form will be signed by the traveler and the official authorizing the travel, a supervisor, or an authorized member of the Board of Directors. Social Security numbers should not be placed on the form when submitting for reimbursement. However, the organization must maintain information to correctly identify all authorized travelers under audit. Only those travel expenses associated with the General Revenue project and in the program's approved budget are reimbursable. This form should be submitted within the month travel occurred and travel reimbursement is requested, if possible. It must, however, be submitted no later than the month following travel and must be accompanied with form DFS-AA-13, Authorization to Incur Travel Expense, and must be submitted at the time the monthly Invoice is Submitted.

10) Program Modifications: The Program Modification Request form is used to request modifications to program deliverables and must be submitted on or

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before March 31st, for review to allow sufficient time for the program to meet any approved changes.

11) Monthly Deliverables Report: This form is used to provide information on the minimum performance measures required for all General Revenue grant funds and to justify reimbursement. This form must be submitted when the Invoice is submitted, and the provider must submit the required supporting documentation indicating completion or compliance with the required deliverables. Otherwise, the Invoice cannot be processed. If the provider fails to meet the minimum performance measures or provide the required supporting documentation, Financial Consequences will be applied pursuant to Section 215.971(1) (c) Florida Statutes.

12) Other Reports. The Provider shall furnish such other reports and information that the Network may require within the time requested.

c. Records and Documentation.

1) The Provider agrees to maintain the confidentiality of all records required by law or administrative rule to be protected from disclosure. The Provider further agrees to hold the Network harmless from any claim or damage including reasonable attorney fees and costs or from any fine or penalty imposed as a result of an improper disclosure by the Provider of confidential records. Nothing herein shall be construed as a waiver of the sovereign immunity of the Provider, the State of Florida, and their agents and agencies beyond the waiver provided in Section 768.28, Florida Statutes.

2) The Provider shall maintain all records required to be maintained pursuant to the subcontract in such manner as to be accessible by the Network upon demand. Where permitted under applicable law, access by the public shall be permitted without delay.

5. Performance Specifications.

1). Monitoring and Evaluation Methodology.

a) By execution of this subcontract the Provider hereby acknowledges and agrees that its performance under the subcontract shall meet the standards and be bound by the conditions set forth herein. If the Provider fails to meet these standards, the Network, at its exclusive option, may allow up to three (3) months for the Provider to achieve compliance with the standards. If the Network affords the Provider an opportunity to achieve compliance, and the Provider fails to achieve compliance within the specified time frame, the Network will terminate the subcontract in the absence of any extenuating and mitigating circumstances. The determination of extenuating or mitigating circumstances is the exclusive right of the Network.

b) The Provider shall comply with the requirements of the Network's Standard Subcontract, section I.E., with reference to monitoring by the Network. The Provider agrees to fully cooperate with the Network in the conduct of both performance audits and financial audits. The Provider will be evaluated through on-site and/or virtual monitoring visits and/or desk reviews of service reports and invoices. This component is intended to be in addition to other audit requirements found in other documents incorporated by reference in this subcontract and is not to be construed as a limitation upon them. The Provider agrees to include these audit and recordkeeping requirements in all approved subcontracts and assignments that result from this subcontract.

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6. Provider Responsibilities.

a. Provider Unique Activities. The Provider is solely and uniquely responsible for the satisfactory performance of the tasks described in Section C.1.a. By execution of this subcontract the Provider recognizes its singular responsibility for the tasks, activities, and deliverables described herein and warrants that it has fully informed itself of all relevant factors affecting accomplishment of the tasks, activities, and deliverables and agrees to be fully accountable for the performance thereof.

b. Contact Information. The Provider shall submit a Provider Contact Information Form to the Network contract manager with signature pages for execution of this subcontract. Contact information changes must be documented on a revised Provider Contact Information Form and submitted to the Network contract manager within five (5) working days of occurrence. Staff contacts identified by the Provider on the Provider Information Form shall be accessible via e-mail throughout the subcontract period and respond timely to Network contract manager communications. All emails, voicemail messages, Track-It! work orders and other communications shall reference the subcontract number(s) applicable to the correspondence. **Reference subcontract numbers in the subject line of all emails.**

c. The Provider shall comply with all Provider's policies and procedures, including but not limited to 1) financial management, 2) personnel, 3) board directors' roles and responsibilities, 4) operations, 5) conflict of interest and 6) document retention.

d. The Provider shall ensure that any staff travel expenses incurred beyond the local community and funded under this subcontract will be identified on a completed State of Florida Voucher for Reimbursement of Travel Expenses, incorporated herein by reference and maintained by the Provider. Local mileage must be maintained on either a mileage log or the state voucher form to document per trip the destination (i.e., the person/organization if not a victim), number of miles traveled, the purpose of travel and how it relates to funding activities, and date of travel along with the name of the person to be reimbursed.

7. Network Responsibilities.

a. Network Obligations. The Network will provide technical support and assistance to the Provider to increase its capacity to offer victims/survivors the highest quality of services.

b. Network Determinations. The Network has final authority in monitoring, reporting and payment disputes.

D. Submission Schedule.

1. If the due date for a report, invoice or other item falls on a weekend or holiday, it shall be due on the last business day **previous** to the due date. The due date is the date that the report must be **received** by the Network.

2. All reports, invoices, or other items identified herein shall be submitted electronically to the Network contract manager via Track-It! document management system, unless otherwise approved by the contract manager. When submitting documents through Track-It! the Provider will provide the subcontract number in the notes section and select the correct document type which determines the destination of the submission. The work order purpose never changes and always says "This Work

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Order is for Submitting Required Documentation." The Track-It! URL is: https://trackit.fncac.org:9001/TrackItWeb/SelfService

E. Method of Payment

1. Payment Clause.

a. The Network shall pay the Provider for the delivery of service provided in accordance with the terms of this subcontract, subject to the availability of funds.

b. The Provider shall request payment on a monthly basis through the submission of a properly completed invoice (see Attachment III) to the Network contract manager in accordance with the following schedule. The invoice shall be due each month on the 25th day of the month following the month of service expenses.

c. Any payment due under the terms of this subcontract may be withheld until any or all reports or other requested information due from the Provider are received by the Network and necessary adjustments have been made and approved by the Network. It is agreed that the Network's determination of acceptable service shall be conclusive. If the Provider fails to achieve the deliverables in accordance with the subcontract, the Provider will be assessed a financial consequence in the amount of 3% of the total monthly reimbursement request.

d. The Provider agrees to refund to the Network, any payments made by the Network which are subsequently disallowed pursuant to the terms of the subcontract. Such refunds shall be due within forty (40) days following the end of the subcontract or from the time the overpayment is discovered.

e. Late submission of any invoices, reports, necessary budget revisions, or other documentation may result in the Provider's invoice being held for payment until all required documentation has been received. If the Provider fails to achieve the deliverables in accordance with the subcontract, the Provider will be assessed a financial consequence in the amount of 3% of the total monthly reimbursement request.

f. Financial Consequences.

If the Provider fails to achieve the deliverables in accordance with the subcontract, the Provider will be assessed a financial consequence in the amount of 3% of the total monthly reimbursement request.

1) In the event FNCAC requires a Corrective Action Plan (CAP), FNCAC may withhold an amount up to 3% of the Providers monthly reimbursement, depending on the severity of the deficiency and the length of time the Provider proposes to cure the deficiency(ies). If the Provider fails to correct the deficiency(ies) within the time allowed, the Provider will forfeit the withheld amounts as liquidated damages. If the deficiency(ies) are cured by the due date, the withheld amounts will be returned to the Provider.

2) Failure to notify the Network contract manager in writing within five (5) working days of any of the following may result in a 3% invoice penalty; unless the penalty is waived or reduced at the discretion of the Network.

a) subcontract-funded staff hired and/or terminated.

a) changes to any information on the Provider Information Form.

3) Multiple penalties, as listed in this sub section f., may be added for a total amount to be deducted from an invoice.

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4) Execution of future subcontracts and/or amendments may be withheld pending receipt of late penalties, deliverables, required documents and requested information (to include monitoring report corrective actions).

F. Special Provisions.

1. Cost proposals. All anticipated expenditures shall appear in the Provider's submitted cost proposal (budget), using the form and format prescribed by the Network. No costs may be incurred without prior approval of budget line items by the Network contract manager. Possible changes should be sent to the contract manager in advance of a formal budget revision to determine if costs are allowable and a budget revision is necessary. It is incumbent upon the Provider to submit considered changes as soon as possible to allow sufficient time to review the request. Expenditures should be tracked throughout the year to ensure all funds will be expended timely. The cost proposal must include a budget narrative to describe and justify how each line item is related to program activities. The cost proposal will not be approved without a detailed budget narrative with sufficient explanation. Cost proposal date restrictions apply as follows:

1) The Provider shall review the budget proposal monthly to verify expenditures align and make necessary adjustments to ensure all funds will be expended during the subcontract period.

2) Cost proposal revisions will not be accepted after May 30 of the current fiscal year, unless permitted by the Network contract manager.

a. Prior approval shall be obtained from the Network contract manager for any travel and/or training not specifically identified and approved in the current cost proposal. If line items include travel to a conference or training, an agenda, presenter credentials and itemized costs are required to be submitted for prior approval.

2. Publication Requirement. The Provider agrees to acknowledge the Office of the Attorney General in all publications and advertisements that are funded wholly or in part with this Subcontract. The Provider shall submit for review one copy of all proposed publications resulting from this Subcontract prior to printing. The Provider shall submit for review one copy of all proposed media or program advertisements at least twenty (20) days prior to public release and in accordance with this attachment, Section F.1.a. Any publications, media or program advertisements shall contain the following statement:

"This project was supported by AGREEMENT Grant No. K05173, awarded by State of Florida, Department of Legal Affairs, Office of the Attorney General and Florida Network of Children's Advocacy Centers."

3. Although an audit may not be required in accordance with Attachment II, if performed, a copy of the report, along with any management letters, attestations or other information issued by the auditor, shall be submitted to the Network contract manager within 45 days after delivery of the audit report, but no later than six months after the Provider's fiscal year end.

4. Anything that is produced or developed in connection with this subcontract shall be the exclusive property of the Office of the Attorney General and may not be copyrighted, patented, or otherwise restricted as provided by law. Neither the Provider or any other individual employed under this subcontract shall have any

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proprietary interest in any product(s) developed or produced under this subcontract.

2. If the Provider's certification status is revoked and all appeals (in accordance with the National Children's Alliance's (NCA) Certification Appeals Process) have been denied, this subcontract shall be terminated, effective immediately. Accordingly, funding shall also be terminated at that time. If the Provider is denied certification in one or more but not all counties previously acknowledged as receiving services, funding will be reduced accordingly.

6. This subcontract may be terminated within sixty (60) days of the Network being advised that the Provider has had a contract or funding terminated by any state or federal agency for cause.

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ATTACHMENT II

FINANCIAL AND COMPLIANCE AUDIT

The administration of resources awarded by the Network to the Provider may be subject to audits and/or monitoring by the Network, as described in this section.

MONITORING

In addition to reviews of audits conducted in accordance with 2 CFR Part §200.500,formerly OMB A-133 and Section 215.97, F.S., monitoring procedures may include, but not be limited to, on-site visits by Network staff, limited scope audits, and/or other procedures. By entering into this agreement, the provider agrees to comply and cooperate with any monitoring procedures/processes deemed appropriate by the Network. In the event the Network determines that a limited scope audit of the provider is appropriate, the provider agrees to comply with any additional instructions provided by the Network to the provider regarding such audit. The provider further agrees to comply and cooperate with any inspections, reviews, investigations, or audits deemed necessary by the Network, the Department of Health, the Chief Financial Officer (CFO) or Auditor General.

AUDITS

PART I: FEDERALLY FUNDED

This part is applicable if the provider is a State or local government or a non-profit organization as defined in 2 CFR Part §200.500.

1. In the event that the provider expends $750,000 or more in Federal awards during its fiscal year, the provider must have a single or program-specific audit conducted in accordance with the provisions of 2 CFR Part §200.501. EXHIBIT 1 to this agreement indicates Federal resources awarded through the Network by this agreement. In determining the Federal awards expended in its fiscal year, the provider shall consider all sources of Federal awards, including Federal resources received from the Network. The determination of amounts of Federal awards expended should be in accordance with the guidelines established by 2 CFR Part §200.502-§503. An audit of the provider conducted by the Auditor General in accordance with the provisions of 2 CFR Part 200.500 will meet the requirements of this part.

2. In connection with the audit requirements addressed in Part I, paragraph 1, the provider shall fulfill the requirements relative to auditee responsibilities as provided in 2 CFR Part §200.508 - §200.512.

3. If the provider expends less than $750,000 in Federal awards in its fiscal year, an audit conducted in accordance with the provisions of 2 CFR Part §200.501(d) is not required. In the event that the provider expends less than $750,000 in Federal awards in its fiscal year and elects to have an audit conducted in accordance with the provisions of 2 CFR Part §200.506, the cost of the audit must be paid from non-Federal resources (i.e., the cost of such audit must be paid from provider resources obtained from sources other than Federal entities.)

4. An audit conducted in accordance with this part shall cover the entire organization for the organization's fiscal year. Compliance findings related to agreements with the Network shall be based on the agreement's requirements, including any rules, regulations, or statutes referenced in the agreement. The financial statements shall disclose whether or not the matching requirement was met for each applicable agreement. All questioned costs and liabilities due to the Network shall be fully disclosed in the audit report with reference to the Network agreement involved. If not otherwise disclosed as required by 2 CFR Part §200.510, the schedule of expenditures of Federal awards shall identify expenditures by funding source and contract number for each agreement with the Network in effect during the audit period. Financial reporting packages required under this part must be submitted within the earlier of 30 days after receipt of the audit report or 9 months after the end of the provider's fiscal year end.

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PART II: STATE FUNDED

This part is applicable if the provider is a nonstate entity as defined by Section 215.97(2), Florida Statutes.

1. In the event that the provider expends a total amount of state financial assistance equal to or in excess of $500,000 in any fiscal year of such provider (for fiscal years ending September 30, 2004 or thereafter), the provider must have a State single or project-specific audit for such fiscal year in accordance with Section 215.97, Florida Statutes; applicable rules of the Department of Financial Services; Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), and Rules of the Auditor General. EXHIBIT I to this agreement indicates state financial assistance awarded through the Network by this agreement. In determining the state financial assistance expended in its fiscal year, the provider shall consider all sources of state financial assistance, including state financial assistance received from the Network, the Department of Health, other state agencies, and other nonstate entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a nonstate entity for Federal program matching requirements.

2. In connection with the audit requirements addressed in Part II, paragraph 1, the provider shall ensure that the audit complies with the requirements of Section 215.97(8), Florida Statutes. This includes submission of a financial reporting package as defined by Section 215.97(2), Florida Statutes, and Chapter 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General.

3. If the provider expends less than $500,000 in state financial assistance in its fiscal year (for fiscal years ending September 30, 2004 or thereafter), an audit conducted in accordance with the provisions of Section 215.97, Florida Statutes, is not required. In the event that the provider expends less than $500,000 in state financial assistance in its fiscal year and elects to have an audit conducted in accordance with the provisions of Section 215.97, Florida Statutes, the cost of the audit must be paid from the nonstate entity's resources (i.e., the cost of such an audit must be paid from the provider resources obtained from other than State entities).

4. An audit conducted in accordance with this part shall cover the entire organization for the organization's fiscal year. Compliance findings related to agreements with the Network shall be based on the agreement's requirements, including any applicable rules, regulations, or statutes. The financial statements shall disclose whether or not the matching requirement was met for each applicable agreement. All questioned costs and liabilities due to the Network shall be fully disclosed in the audit report with reference to the Network agreement involved. If not otherwise disclosed as required by Rule 69I-5.003, Fla. Admin. Code, the schedule of expenditures of state financial assistance shall identify expenditures by agreement number for each agreement with the Network in effect during the audit period. Financial reporting packages required under this part must be submitted within 45 days after delivery of the audit report, but no later than 9 months after the provider's fiscal year end for local governmental entities. Non-profit or for-profit organizations are required to be submitted within 45 days after delivery of the audit report, but no later than 9 months after the provider's fiscal year end. Notwithstanding the applicability of this portion, the Network retains all right and obligation to monitor and oversee the performance of this agreement as outlined throughout this document and pursuant to law.

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PART III: REPORT SUBMISSION

1. Copies of reporting packages for audits conducted in accordance with 2 CFR Part §200.512 will be submitted by or on behalf of the provider directly to each of the following:

   A. The Network as follows:

      Submit to the Network's Contract Manager via Track IT

      Audits must be submitted in accordance with the instructions set forth in Exhibit 2 hereto and accompanied by the "Single Audit Data Collection Form." Files which exceed 8 MB may be submitted on a CD or other electronic storage medium and mailed to:

      Florida Network of Children's Advocacy Centers
      2940 E. Park Avenue, Suite 2B
      Tallahassee, Florida 32301

   B. The Federal Audit Clearinghouse designated in 2 CFR Part §200.36 should submit a copy to the Federal Audit Clearinghouse), at the following address:

      Federal Audit Clearinghouse
      Bureau of the Census
      1201 East 10th Street
      Jeffersonville, IN 47132

   C. Other Federal agencies and pass-through entities in accordance with 2 CFR Part §200.331.

2. Pursuant to 2 CFR Part 200.521 the provider shall submit a copy of the reporting package and any management letter issued by the auditor, to the Department of Health as follows:

   SingleAudits@flhealth.gov

   Audits must be submitted in accordance with the instructions set forth in Exhibit 2 hereto and accompanied by the "Single Audit Data Collection Form." Files which exceed 8 MB may be submitted on a CD or other electronic storage medium and mailed to: Bureau of Finance & Accounting, Attention: Single Audit Review, 4052 Bald Cypress Way, Bin B01 (HAFA), Tallahassee, FL 32399-1729.

3. Additionally, copies of financial reporting packages required by Part II of this agreement shall be submitted by or on behalf of the provider directly to each of the following:

   A. The Department of Health as follows:

      : SingleAudits@flhealth.gov

      Audits must be submitted in accordance with the instructions set forth in Exhibit 2 hereto and accompanied by the "Single Audit Data Collection Form." Files which exceed 8 MB may be submitted on a CD or other electronic storage medium and mailed to: Bureau of Finance & Accounting, Attention: Single Audit Review, 4052 Bald Cypress Way, Bin B01 (HAFA), Tallahassee, FL 32399-1729.

   B. The Auditor General's Office at the following address:

      Auditor General's Office
      Claude Pepper Building, Room 401
      111 West Madison Street
      Tallahassee, Florida 32399-1450

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4. Any reports, management letter, or other information required to be submitted to the Network pursuant to this agreement shall be submitted timely in accordance with OMB Circular A-133, Florida Statutes, and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, as applicable.

5. Providers, when submitting financial reporting packages to the Network for audits done in accordance with OMB Circular A-133 or Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, should indicate the date that the reporting package was delivered to the provider in correspondence accompanying the reporting package.

PART IV: RECORD RETENTION

The provider shall retain sufficient records demonstrating its compliance with the terms of this agreement for a period of six years from the date the audit report is issued, and shall allow the Network, the Department of Health or its designee, the CFO or Auditor General access to such records upon request. The provider shall ensure that audit working papers are made available to the Network, the Department of Health, or its designee, CFO, or Auditor General upon request for a period of six years from the date the audit report is issued, unless extended in writing by the Network.

End of Text

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EXHIBIT – 1

1. FEDERAL RESOURCES AWARDED TO THE SUBRECIPIENT PURSUANT TO THIS AGREEMENT CONSIST OF THE FOLLOWING:

Federal Program 1_____ CFDA# _____Title_____$_____

Federal Program 2 _____CFDA#_____Title_____$_____

TOTAL FEDERAL AWARDS $_____

COMPLIANCE REQUIREMENTS APPLICABLE TO THE FEDERAL RESOURCES AWARDED PURSUANT TO THIS AGREEMENT ARE AS FOLLOWS:

2. STATE RESOURCES AWARDED TO THE RECIPIENT PURSUANT TO THIS AGREEMENT CONSIST OF THE FOLLOWING:

Matching resources for federal program(s) N/A CFDA# _____Title_____$_____

State financial assistance subject to Sec. 215.97, F.S.: CSFA#41.031 Title: The Florida Network of Children's Advocacy Centers

TOTAL STATE FINANCIAL ASSISTANCE AWARDED PURSUANT TO SECTION 215.97, F.S.: $63190.64

COMPLIANCE REQUIREMENTS APPLICABLE TO STATE RESOURCES AWARDED PURSUANT TO THIS AGREEMENT ARE AS FOLLOWS:

FL Dept. of Financial Services, Reference Guide for State Expenditures

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EXHIBIT 2

PART I: AUDIT RELATIONSHIP DETERMINATION

Providers who receive state or federal resources may or may not be subject to the audit requirements of OMB Circular A-133, as revised, and/or Section 215.97, Fla. Stat. Providers who are determined to be recipients or subrecipients of federal awards and/or state financial assistance may be subject to the audit requirements if the audit threshold requirements set forth in Part I and/or Part II of Exhibit 1 are met. Providers who have been determined to be vendors are not subject to the audit requirements of OMB Circular A-133, as revised, and/or Section 215.97, Fla. Stat. Regardless of whether the audit requirements are met, providers who have been determined to be recipients or subrecipients of Federal awards and/or state financial assistance, must comply with applicable programmatic and fiscal compliance requirements.

In accordance with Sec. 210 of OMB Circular A-133 and/or Rule 691-5.006, FAC, provider has been determined to be:

_____Vendor not subject to OMB Circular A-133 and/or Section 215.97, F.S.
__X__Recipient/subrecipient subject to OMB Circular A-133 and/or Section 215.97, F.S.
_____Exempt organization not subject to OMB Circular A-133 and/or Section 215.97, F.S. For Federal awards, for-profit organizations are exempt; for state financial assistance projects, public universities, community colleges, district school boards, branches of state (Florida) government, and charter schools are exempt. Exempt organizations must comply with all compliance requirements set forth within the contract or award document.

NOTE: If a provider is determined to be a recipient/subrecipient of federal and or state financial assistance and has been approved by the Council to subcontract, they must comply with Section 215.97(7), F.S., and Rule 69I-.006(2), FAC [state financial assistance] and Section _ .400 OMB Circular A-133 [federal awards].

PART II: FISCAL COMPLIANCE REQUIREMENTS

FEDERAL AWARDS OR STATE MATCHING FUNDS ON FEDERAL AWARDS. Providers who receive Federal awards, state maintenance of effort funds, or state matching funds on Federal awards and who are determined to be a subrecipient, must comply with the following fiscal laws, rules, and regulations:

STATES, LOCAL GOVERNMENTS, AND INDIAN TRIBES MUST FOLLOW:
2 CFR 225 a/k/a OMB Circular A-87 – Cost Principles*
OMB Circular A-102 – Administrative Requirements**
OMB Circular A-133 – Audit Requirements
Reference Guide for State Expenditures
Other fiscal requirements set forth in program laws, rules, and regulations.

NON-PROFIT ORGANIZATIONS MUST FOLLOW:
2 CFR 230 a/k/a OMB Circular A-122 – Cost Principles*
2 CFR 215 a/k/a OMB Circular A-110 – Administrative Requirements
OMB Circular A-133 – Audit Requirements
Reference Guide for State Expenditures
Other fiscal requirements set forth in program laws, rules, and regulations.

EDUCATIONAL INSTITUTIONS (EVEN IF A PART OF A STATE OR LOCAL GOVERNMENT) MUST FOLLOW:
2 CFR 220 a/k/a OMB Circular A-21 – Cost Principles*
2 CFR 215 a/k/a OMB Circular A-110 – Administrative Requirements
OMB Circular A-133 – Audit Requirements
Reference Guide for State Expenditures
Other fiscal requirements set forth in program laws, rules, and regulations.

*Some Federal programs may be exempted from compliance with the Cost Principles Circulars as noted in the OMB Circular A-133 Compliance Supplement, Appendix 1.
**For funding passed through U.S. Health and Human Services, 45 CFR 92; for funding passed through U.S. Department of Education, 34 CFR 80.

STATE FINANCIAL ASSISTANCE. Providers who receive state financial assistance and who are determined to be a recipient/subrecipient, must comply with the following fiscal laws, rules, and regulations:

Section 215.97, Fla. Stat.
Chapter 69I-5, Fla. Admin. Code
State Projects Compliance Supplement
Reference Guide for State Expenditures
Other fiscal requirements set forth in program laws, rules, and regulations.

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Attachment III FNCAC GR/CPT Invoice 2021/2022

Provider:	**Subcontract Number:**
Address:	**Telephone:**

Service Period (check one):

Jul 2021	_____	Nov 2021	_____	Mar 2022	_____
Aug 2021	_____	Dec 2021	_____	Apr 2022	_____
Sept 2021	_____	Jan 2022	_____	May 2022	_____
Oct 2021	_____	Feb 2022	_____	Jun 2022	_____

FNCAC GR/FNCAC CPT/Line-Item Monthly Rate

July 2021 -June 2022

COST

Summary of Payments

	FNCAC CPT	GR	Line Item
SFY 2021/2022 Allocation:	$0.00	$0.00	$0.00
Total Funds Requested This Month:			
Actual Expenditures to Date:	$0.00	$0.00	$0.00
Balance:	$0.00	$0.00	$0.00

(Actual Expenditures to Date (AED) should equal the amount expended through the period checked above. Monthly invoice AED amount should equal total indicated on the Monthly Expenditure Report per fund)

(NOTE: ALL FUNDS MUST BE EXPENDED BY JUNE 30th)

(FOR FNCAC USE ONLY)

Combined Monthly Total: $0.00

Penalties

Description:

_____ $_____

_____ $_____

_____ $_____

_____ $_____

Total County Funding Amount: $_____ Has not changed for FY 21/22

Total Penalties: $0.00

I Certify that the above report is a true and correct reflection of this period's activities, as stipulated in this contract and no expenses requested have been paid by another funding source.

Payment Approval

Total Approved for Payment by the Network: $0.00

Signature of Provider Agency Official	Date	Signature	Date
Title	Phone #		

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HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:	**Richard Fleeger, Parks and Facility Superintendent**
SUBJECT/TITLE:	**Request appointment of Vicki Pontius as a regular voting member to the Recreation and Parks Advisory Committee (RPAC).**

STATEMENT OF ISSUE

The Recreation and Parks Advisory Committee (RPAC) serves as the recommending body to the Board of County Commissioners for county-wide recreational infrastructure projects and funding. The Committee is comprised of ten voting members and five alternate voting members that are nominated by three local governments, two county-wide Agencies and the Board of County Commissioners. Members are required to abide by the Sunshine Law and are appointed to a four-year term.
A vacancy occurred in February and the position was publicly noticed and advertised on the county website and no other resumes were received.

RECOMMENDED ACTION

Move to appoint Vicki Pontius as a regular member to the Recreation and Parks Advisory Committee, representing the Board of County Commissioners.

FISCAL IMPACT

No fiscal impact

Attachments: Vicki Ponitus 06.10.2021.pdf

Resume´

(To request appointment to a board, committee, authority or other special activity)

Name Vicki Pontius

Address: 9012 CR-635 Sebring, FL 33875

Phone: (863) 414-2917

I wish to be appointed to the following board, committee, authority or special activity of the Highlands County Board of County Commissioners: R.P.A.C.

as a: (regular member) alternate advisory only

Employment experience

Current: Retired

Brief description:

Previous: Leisure Services Director for HCBCC

Brief description: Management + supervision of multiple departments of the BCC including Parks + Recreation, Tourism, Libraries, Carpentry, Natural resources + invasive plants.

Education/special training

High School: Sebring High

College: South Florida State College, Hodges University - BA

Special training: Past member and director of Florida Recreation + Parks Assoc. (FRPA)

Activities & interests:

Outdoor activities including hiking, swimming, biking, and camping.

List any boards or committees to which you are currently appointed, elected offices held, or law enforcement positions held:

Tourist Development Council
Highlands Co., Insurance Committee

Are you related to any county employee or county commissioner ? (Yes) No

Name of relative: Alexis Cooper-Joe Cooper **Relationship:** Daughter Son-in-law

Important:

The Highlands County Board of County Commissioners has an adopted Code of Conduct for persons serving on committees, boards, and panels appointed by the Highlands County Board of County Commissioners. Part II, number 10, of the Code of Conduct prohibits Being *convicted of a felony or first degree misdemeanor as defined by Florida Statutes or any other crime involving moral turpitude.* Have you ever been convicted of a crime that would preclude you from serving on a committee, board or panel? Yes (No)

Signature Vicki Pontius Date submitted May 10, 2021

Revised 08/22/03

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Paul Blackman, Sheriff**

SUBJECT/TITLE: **Request acceptance of Edward Byrne Memorial Justice Assistance Grant (JAG-C) grant for FY 21-22.**

STATEMENT OF ISSUE

Attached is a grant application in the amount of $50,648.00 for the JAG Countywide grant program for FY 21-22.

RECOMMENDED ACTION

Move to approve and accept grant award Contract No. 2021-JAGC-HIGH-2-3B-023 in the amount of $50,648.00 with no required match and authorize the chair to sign the required Acceptance of Federal Funding Assistance page.

FISCAL IMPACT

There is no fiscal impact to Fund 005 (General) or the overall budget. The Sheriff's budget proposal for FY 21-22 includes this revenue and there is no match requirement.

Attachments: Sheriff-JAGC-HIGH-2-3B-023 APPLICATION.pdf
Sheriff-JAGC-HIGH-2-3B-023 SIGNATURE PAGES.pdf

Application for Funding Assistance

Florida Department of Law Enforcement
Justice Assistance Grant - County-wide

Section 1: Administration

Subgrant Recipient

Organization Name: Highlands County Board of Commissioners
County: Highlands

Chief Official

Name: Scott Kirouac
Title: Chairman
Address: 600 South Commerce Avenue
City: Sebring
State: FL **Zip:** 33870-3809
Phone: 863-402-6500 **Ext:**
Fax:
Email: skirouac@highlandsfl.gov

Chief Financial Officer

Name: Jerome Kaszubowski
Title: Clerk of Circuit Court & Comptroller
Address: 590 South Commerce Avenue
City: Sebring
State: FL **Zip:** 33870-3867
Phone: 863-402-6566 **Ext:**
Fax: 863-402-6768
Email: jkasz@highlandsclerkfl.gov

Application for Funding Assistance

Florida Department of Law Enforcement
Justice Assistance Grant - County-wide

Section 1: Administration

Implementing Agency

Organization Name: Highlands County Sheriff's Office
County: Highlands

Chief Official

Name: Paul Blackman
Title: Sheriff
Address: 400 South Eucalyptus Street
City: Sebring
State: FL **Zip:** 33870-3700
Phone: 863-402-7244 **Ext:**
Fax: 863-402-7296
Email: pblackman@highlandssheriff.org

Project Director

Name: Robin Reed
Title: Business Administrator
Address: 400 South Eucalyptus
City: Sebring
State: FL **Zip:** 33870-3700
Phone: 863-402-7215 **Ext:**
Fax: 863-402-7205
Email: rareed@highlandssheriff.org

Application for Funding Assistance

Florida Department of Law Enforcement

Justice Assistance Grant - County-wide

Section 2: Project Overview

General Project Information

Project Title: HIGHLANDS COUNTY JAGC FY 21-22

Subgrant Recipient: Highlands County Board of Commissioners

Implementing Agency: Highlands County Sheriff's Office

Project Start Date: 10/1/2021 **End Date:** 9/30/2022

Problem Identification

Highlands County is located in the heart of Florida and encompasses 1,106 square miles with a permanent population of just over 100 thousand people. Highlands is a rural county, relying on agriculture and tourism for most of its economic activity. Population swells about 35% in the winter months, straining local law enforcement resources.

Highlands County is a poor County. According to US Census data QuickFacts, Median household income in Highlands County of $40,942 is just 74% of the Florida average in 2019. Census data reports that the poverty rate in Highlands County is 15.8%, almost 25% higher than Florida?s 12.7%. The bulk of funding for the Highlands County Sheriffs Office is derived from local property taxes, and the median property value for owner-occupied units in the County is $108.1 thousand, compared to $215.3 thousand in Florida. This drastic difference causes a severe strain on the ability of the County Commissioners to provide the necessary financial resources for the Highlands County Sheriffs Office. Highlands County is a Rural Area of Opportunity which is defined as a community struggling to generate sufficient revenues necessary to provide critical government services, including public safety. Highlands County is economically distressed as evidenced by a number of independent measures.

Upon notification of the federal FY21 JAGC program funding announcement, Highlands County created a multi-agency JAGC project. The project includes the Highlands County Sheriffs Office (HCSO), the Sebring Police Department (SPD) and the Town of Lake Placid Police Department (LPPD). The project team, consisting of representatives from each agency, identified unfunded but essential needs for the agency.

The HCSO, SPD and LPPD are in need of an assortment of equipment necessary for various law enforcement needs. This equipment will improve the ability of these organizations to reduce crime and improve the security and safety of members and the general public alike. Due to increasing narcotics criminal activity, the HCSO and SPD have needs to improve surveillance technology with the acquisition and deployment of surveillance equipment for use in investigations. The LPPD has a need for two laptop computer systems to deploy to patrol vehicles.

The HCSO will act as the lead agency to administer the FY 21 JAGC award and acquire and distribute equipment on behalf of and to the partner agencies.

Project Summary (Scope of Work)

The three agencies involved in this grant application are the Highlands County

Sheriff's Office (HCSO), the Sebring Police Department (SPD) and the Lake Placid Police Department (LPPD). The following information details each agency's request individually. The HCSO will act as the lead agency to administer the FY21 JAGC award and acquire and distribute equipment on behalf of and to the partner agencies. Inventory controls will be handled by the respective agencies.

HCSO: The main north-south corridor in Highlands County is US Highway 27. Virtually all traffic uses this corridor daily. The HCSO would like to deploy additional advanced license plate reader technology in this corridor to assist law enforcement to identify and apprehend offenders. The technology has been proven to improve the effectiveness of law enforcement to automatically scan and read vehicle license plates and by cross-referencing the plate information with criminal databases.

SPD: The Sebring Police Department has a need for two networked surveillance cameras to assist in the investigation and prosecution of criminal narcotics activity. The surveillance equipment consists of a cover box, rugged vehicle router, network camera, antenna, power supplies and software. The surveillance cameras are planned to be mounted on telephone poles or at intersections on traffic light installations; however, they are movable and will not be permanently affixed to any specific location. The cameras will be placed on existing poles; no cameras will be placed anywhere that requires construction or ground breaking during the period of the grant.

LPD: The LPPD is in need of two notebook computer systems to install in patrol vehicles. Both notebook computer systems will be configured identically and will include a standard operating system, 8GB of DDR4 RAM, an i5 processor, a 256B solid state hard drive, 14 inch display, camera, microphone, power supply, keyboard, mouse and a 1 year warranty.

This project requests federal grant funding for a law enforcement or criminal justice technology related project and may be subject to review and approval by the State Information Technology (IT) Point of Contact. By utilizing funds for this project, the subrecipient and implementing agency agree to conform to all state and national standards for technology and information sharing systems that connect to, and/or interface with state and national systems, and/or reside on the state Criminal Justice Network (CJNet). These standards include, but are not limited to, the FBI CJIS Security Policy and any rules, regulations or guidance enacted by the Criminal and Juvenile Justice Information System (CJJIS) Council under F.S. 943.06.

Documentation of deliverables must be maintained by the subrecipient and/or implementing agency and made available for monitoring. Example documentation for the purchase of items and services include, but are not limited to procurement records (including quotes, competitive solicitation/bids, etc.), purchase orders, packing slips, delivery/receivable documents, invoices and proof of payment, etc.

Deliverables will be completed in accordance with the contractual agreement(s) between the subrecipient(s) and their vendor/provider. Minimum performance required for drawdown of funds includes the completion of at least one activity described above as attested to on the financial expenditure report. All activities discussed in the scope of work or project deliverables are for the equipment and supplies for the HCSO, SPD and LPPD.

The expected timeline for the work follows. Within 30 days following the approval and acceptance of the award, quotes will be gathered and vendors will be selected. Purchase orders will be submitted by the purchasing manager under authorization from the Sheriff for all equipment listed in the nine projects identified in the Budget Narrative. Once the equipment has been received, necessary training will be provided and all the equipment will be deployed for respective assignment to officers in the field.

Any amount over the approved allotted budget will be paid for by Highlands County.

Documentation of deliverables performed by the subrecipient and their local vendor/providers must be maintained by the subrecipient and made available for monitoring. Example documentation includes, but is not limited to:

-client activity logs, participant sign in sheets, billing documentation, travel vouchers, etc.

-For Expenses and OCO use: procurement records (including quotes, solicitations/bids, etc.), purchase orders, packing slips, delivery/receivable documents, invoices, proof of payment, etc.

Documentation and minimum performance required for drawdown of funds includes the completion of at least one activity described in the scope of work above as attested on the financial expenditure/claim report.

All deliverables above are cost-reimbursement deliverables. Only costs previously paid for by the subrecipient and supported by the appropriate documentation will be reimbursed.

Application for Funding Assistance

Florida Department of Law Enforcement

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Section 2: Project Overview

Section Questions:

Question: What percentage of the total cost of this project is being funded by sources other than this award?

Answer: 0

Question: What is the combined population of the jurisdiction(s) your agency provides services to (according to the 2010 census)?

Answer: 98766

Question: What is the address of the location being used to provide services for this project?

Answer: 400 South Eucalyptus Street, Sebring, Florida 33870.

Question: Does the subgrantee receive a single grant in the amount of $750,000 or more from the U.S. Department of Justice?

Answer: No

Question: In your organization's preceding completed fiscal year, did your organization (the subgrantee) receive at least (a) 80 percent or (b) $25,000,000 of your annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

Answer: No

Question: If you answered yes above, does the public have access to information about the compensation of the executives in your organization (the subgrantee) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986? If answer to Part 1, above, was "no," answer N/A.

Answer: N/A.

Application for Funding Assistance

Florida Department of Law Enforcement

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Section 3: Performance

General Performance Info:

Performance Reporting Frequency: Quarterly

Prime Purpose Area: 01 - Law Enforcement (Includes Task Forces)

State Purpose Area: 1G - General Questions

Objectives and Measures

Objective: General Questions - General Questions for All Recipients

Measure: General 01

Will your organization be using the crimesolutions.gov website during the grant period regardless of JAG funding? Crimesolutions.gov provides information on several crime reduction and prevention programs and practices.

Goal: Yes

Measure: General 02

Will your organization be using the The National Training and Technical Assistance Center (NTTAC) during the grant period, regardless of JAG funding? The NTTAC serves as BJA's training and technical assistance center. You can find resources, tools, webinars, and TTA support on a variety of criminal justice issues and initiatives.

Goal: Yes

Measure: General 03

Will your organization be using the NCJP.org website during the grant period, regardless of JAG funding? NCJP.org contains resources to support strategic planning, program development, and implementation of evidence-based policy and practice.

Goal: Yes

Measure: General 04

Will your organization be using the Evidence-Based Policing Matrix during the grant period regardless of JAG funding? The Evidence-Based Policing Matrix provides information on evidence-based practices for law enforcement.

Goal: Yes

Measure: General 05

Will your organization be using the What Works in Reentry Clearinghouse during the grant period regardless of JAG funding? The clearinghouse provides research on the effectiveness of reentry programs and practices.

Goal: Yes

Measure: General 06

Section 3: Performance

Will your organization be using Research to Practice during the grant period regardless of JAG funding? Research to Practice promotes the dissemination of research on drug courts to practitioners and policymakers.

Goal: Yes

Measure: General 07

Will your organization be using any other resources during the grant period regardless of JAG funding? If yes, please describe them.

Goal: We utilize a variety of resources from the US Department of Justice. Many of these resources are obtained from the Office of Community Oriented Policing.

Measure: General 08

During the grant period, will your agency conduct or sponsor (with or without JAG funds) a survey or focus group of citizens on any of the following topics? Enter all that apply from the following list: Public satisfaction with police services; public satisfaction with prosecution services; public satisfaction with public defender/indigent defense services; public satisfaction with courts; public perceptions of crime/disorder problems; personal crime experiences of citizens; none of the above; unsure/don't know.

Goal: Unsure.

Measure: General 09

During the grant period, which of the following community activities will your organization be involved in, with or without JAG funds and how often will they each occur (yearly, monthly, etc.)? Choose from the following list: Hosting community meetings; attending community meetings; distributing a newsletter, e-mail, or other bulletin; attending community events; conducting social media activities; conducting outreach to minority populations; other (please describe)

Goal: We are actively involved with the community. For instance, we attend community meetings monthly, operate and update social media websites daily, distribute a quarterly newsletter, operate an Agency website, operate and update an android and iphone phone application, operate a Citizen's Police Academy, operate K-12 school programs, and operate a police cadet program, just to name a few.

Measure: General 10

Law Enforcement Agencies ONLY: In which of the following ways has your agency fostered community involvement in the last year? Enter all that apply from the following list: Citizen Review Board or other review board with citizen representation, Citizen's Police Academy, Internships for university or high school students, Volunteer Program, Auxiliary police officer program, Police Cadet Program, k-12 school programs, Youth Athletic Programs, Other (please Describe), None of the above,

Section 3: Performance

Unsure/Don't know.

Goal: We are actively involved with the community. For instance, we attend community meetings monthly, operate and update social media websites daily, distribute a quarterly newsletter, operate an Agency website, operate and update an android and iphone phone application, operate a Citizen's Police Academy, operate K-12 school programs, and operate a police cadet program, just to name a few.

Measure: General 11

Identify the goal(s) you hope to achieve with your funding. If you have multiple goals, describe each goal separately.

Goal: Our goal with this project is to purchase and deploy law enforcement equipment to improve the safety and efficiency of law enforcement operations in Highlands County, Florida.

Measure: General 12

Are the subrecipient and implementing agency aware that they will be required to report on the status of the identified goals during each reporting period?

Goal: Yes

Measure: General 13

Describe any barriers you may encounter which may prevent you from achieving your identified goal(s).

Goal: No barriers are anticipated.

Measure: General 14

Are you aware that the Office of Criminal Justice Grants encourages recipients to report on any noteworthy accomplishments, success stories, or program results that they would like to showcase?

Goal: Yes

Measure: General 11b

What major activities are planned for each of your goals listed in question 11?

Goal: Our plans are to complete the projects as described as efficiently as possible.

State Purpose Area: 3E - Equipment, Supplies, and Technology Enhancements

Objectives and Measures

Objective: Equipment - Questions for all recipients purchasing Equipment, Supplies, and Technology Enhancements.

Measure: Equipment 1

Section 3: Performance

Do the Subrecipient and Implementing agencies understand that they will be required to submit an itemized account of all items purchased during each reporting period as part of their performance reporting?

Goal: Yes

State Purpose Area: R25 - Questions for recipients of an award $25,000 or more.

Objectives and Measures

Objective: LE General - Law enforcement questions for recipients of an award $25,000 or more.

Measure: LE01

How many sworn personnel with general arrest powers does your agency have on staff?

Goal: 166

Measure: LE02

Of the sworn personnel, how many are JAG funded?

Goal: 0

Measure: LE03

How many non-sworn employees does your agency have on staff?

Goal: 128

Measure: LE04

Of the non-sworn personnel, how many are JAG funded?

Goal: 0

Measure: LE05

Does your agency utilize a strategic management accountability system to gather and disseminate information within the agency (e.g., CompStat, stratified policing)? Strategic management accountability systems typically include a focus on the use of relevant and timely data, the production of reports detailing problems and actions taken to solve them, and regular meetings with management to discuss strategies.

Goal: Yes

Measure: LE06

Does your agency use any of the following deconfliction tools? Choose all that apply from the following list: RISSafe, SAFETNet, Case Explorer, None of the above, unsure/don't know.

Goal: Unsure

Application for Funding Assistance

Florida Department of Law Enforcement

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Section 3: Performance

Application for Funding Assistance

Florida Department of Law Enforcement

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Section 4: Financial

General Financial Info:

Note: All financial remittances will be sent to the Chief Financial Officer of the Subgrantee Organization.

Financial Reporting Frequency for this Subgrant: Quarterly

Is the subgrantee a state agency?: No

FLAIR / Vendor Number: 596000655

Budget:

Budget Category	Prime	Match	Total
Salaries and Benefits	$0.00	$0.00	$0.00
Contractual Services	$0.00	$0.00	$0.00
Expenses	$1,372.00	$0.00	$1,372.00
Operating Capital Outlay	$49,276.00	$0.00	$49,276.00
Indirect Costs	$0.00	$0.00	$0.00
-- Totals --	**$50,648.00**	**$0.00**	**$50,648.00**
Percentage	**100.0**	**0.0**	**100.0**

Project Generated Income:

Will the project earn project generated income (PGI)? No

Section 4: Financial (cont.)

Budget Narrative:

Highlands County Sheriff?s Office:

Operating Capital Outlay - $43,861.00.

This hardware consists of a Fixed ALPR (automatic license plate reader) camera system. Quantity 4 at price each of $14,450.00 for a total of $57,800.00, less HCSO contribution of $13,939.00 for a net grant cost of $43,861.00. Price includes delivery and one year warranty. Please note that the final documentation and invoice may include additional costs for service package, delivery, installation, travel, and commissioning, but these costs exceed the grant allocation and will be paid by the Sheriff's Office.

Sebring Police Department:

Operating Capital Outlay - $5,415.00.

This project consists of two network surveillance camera systems assembled by SPD from various supplier parts. The project is considered operating capital because the total cost of each surveillance camera system after assembly exceeds the Agency capital spending threshold. The surveillance equipment consists of a cover box, rugged vehicle router, network camera, antenna, power supplies and software. The surveillance cameras will be mounted on telephone poles, but will be movable and not permanently fixed to specific poles.

Parts for each camera system cost total $2,936.0 x 2 each = $5,872.00, less Sebring PD contribution of $457.00, for a net grant cost of $5,415.00. Price includes delivery and one-year warranty.

Lake Placid Police Department: Notebook computers.

Operating Expenses - $1,372.00.

2 Notebook computer systems, with each system including a standard operating system, 8GB of DDR4 RAM, an i5 processor, a 256B solid state hard drive, 14 inch display, camera, microphone, power supply, keyboard, and mouse. Estimated cost each = $800.00 (x 2), for a total cost, including shipping and warranty = $1,600.00, less LPD contribution of $228.00, for a net grant cost of $1,372.00.

Total Grant:

Operating Expenses: $ 1,372.00
Operating Capital: $49,276.00
Total: $50,648.00

The above listed item(s) may include additional individually priced, operationally necessary accessories, components, and/or peripherals and may be categorized as a ?kit?, ?bundle?, ?system? etc.
Grant funds may be used to pay for any applicable shipping, freight, and/or installation costs.
Grant funds will NOT be used to pay for extended warranties, service agreements,

Budget Narrative (Continued):

contracts, etc., covering any periods that extend beyond the project end date. Funds may be prorated for services within the project period.

Any costs that exceed the grant allocation will be the responsibility of the subrecipient and/or implementing agency.

All items, quantities, and/or prices above are estimates based on the information available at the time of application.

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Section 4: Financial

Section Questions:

Question: If Expenses or Operating Capital Outlay and you are procuring via inter-governmental agreement (e.g. state term contract, government contract, etc.)? If yes, identify the agency and agreement number.

Answer: N/A

Question: If indirect cost is included, explain the indirect cost plan. Provide documentation of approval.

Answer: N/A

Question: If contractual services in the budget are based on unit costs, provide a definition and breakdown of cost for each service. Include the methodology for the unit cost plan and when it was approved.

Answer: N/A

Question: If the budget contains salaries and benefits, does this application create a new position that results in a net personnel increase?

Answer: N/A

Question: What is the Operating Capital Outlay threshold used by the subgrantee? If the implementing agency is a sheriff's office, indicate the sheriff's office's threshold instead.

Answer: 1000

Question: If the budget contains salaries and benefits and does not result in a new position, describe how the existing position was previously funded.

Answer: N/A

Question: Will any procurements be made via sole source (see 2 C.F.R. 200.320(f))? If yes and the aggregate dollar amount is $10,000 or more, include a Sole Source Justification Form.

Answer: No

OFFICE OF CRIMINAL JUSTICE GRANTS
SUBAWARD STANDARD CONDITIONS

The Florida Department of Law Enforcement (FDLE), Office of Criminal Justice Grants (OCJG) serves as the State Administering Agency (SAA) for various federal grant programs awarded through the U.S. Department of Justice (DOJ), Office of Justice Programs (OJP). FDLE has been assigned as the certified Fiscal Agent for the 2020 Project Safe Neighborhoods grants by the U.S. Attorney. OCJG awards funds to eligible applicants, and requires compliance with the agreement and Standard Conditions upon signed acceptance of the subaward.

The Department will only reimburse subrecipients for authorized activities. The Department will not reimburse for costs incurred for any purpose other than those specified in the agreement. Failure to comply with provisions of this agreement, or failure to perform grant activities as specified in the agreement, will result in required corrective action up to and including financial consequences. A financial consequence may be imposed for non-compliance in accordance with 2 C.F.R. § 200 and these Standard Conditions, including but not limited to project costs being disallowed, withholding of federal funds and/or termination of the project.

For NCHIP and NARIP Subawards

Comprehensive Evaluation - In order to ensure that the National Criminal History Improvement Program (NCHIP) and the NICS Act Record Improvement Program (NARIP) are realizing the objectives in the most productive manner, the subrecipient agrees to participate in a comprehensive evaluation effort. It is anticipated that the evaluation will take place during the course of the program and will likely involve each participating agency. It is expected that the evaluation will have a minimal impact on an agency's program personnel and resources.

GENERAL REQUIREMENTS

All subrecipients must comply with the financial and administrative requirements set forth in the following:

Current edition of the U.S. Department of Justice (DOJ) Grants Financial Guide
https://ojp.gov/financialguide/doj/pdfs/DOJ_FinancialGuide.pdf

Office of Management and Budget (OMB) Uniform Grant Guidance (2 CFR Part 200)
- Subpart A, Definitions
- Subparts B-D, Administrative Requirements
- Subpart E, Cost Principles
- Subpart F, Audit Requirements and all applicable Appendices

Code of Federal Regulations: www.gpo.gov/fdsys/
- 2 C.F.R. §175.15(b), Award Term for Trafficking in Persons
- 28 C.F.R. §38, Equal Treatment for Faith-Based Organizations
- 28 C.F.R. § 66, U.S. Department of Justice Common Rule for State and Local Governments
- 28 C.F.R. § 83, Government-Wide Requirements for Drug-Free Workplace
- 28 C.F.R. §§ 18, 22, 23, 30, 35, 42, 61, and 63

U.S. Code:
Title 34, U.S. Code, Crime Control and Law Enforcement
Title 41, U.S. Code § 4712, Enhancement of Contractor Protection from Reprisal for Disclosure of Certain Information
Title 34, U.S. Code, § 10101 et seq., "Omnibus Crime Control and Safe Streets Act of 1968"

State of Florida General Records Schedule GS1-SL for State and Local Government Agencies:
https://fldoswebumbracoprod.blob.core.windows.net/media/703328/gs1-sl-2020.pdf and
http://dos.myflorida.com/media/698314/gs2-sl-2017-final.pdf

State of Florida Statutes
- Section 112.061, F.S., Per diem/travel expenses of public officers, employees, authorized persons
- Chapter 119, F.S., Public Records
- Section 215.34(2), F.S., State funds; non-collectible items; procedure
- Section 215.97, F.S. Florida Single Audit Act
- Section 215.971, F.S., Agreements funded with federal or state assistance
- Section 215.985, F.S., Transparency in government spending
- Section 216.181(6), F.S., Approved budgets for operations and fixed capital outlay

For NCHIP and NARIP:
FY2020 National Criminal History Improvement Program (NCHIP) guidance
(https://www.bjs.gov/index.cfm?ty=tp&tid=47) (https://www.bjs.gov/content/pub/pdf/nchip20_sol.pdf)

FY2020 NICS Act Record Improvement Program (NARIP) guidance
(https://www.bjs.gov/content/pub/pdf/narip20_sol.pdf)

DEFINITIONS

Disallowed costs means those charges to a Federal award that the Federal awarding agency or pass-through entity determines to be unallowable, in accordance with the applicable Federal statutes, regulations, or the terms and conditions of the Federal award.

Equipment means tangible personal property (including information technology systems) having a useful life of more than one year and a per-unit acquisition cost which equals or exceeds the lesser of the capitalization level established by the non-Federal entity for financial statement purposes, or $5,000. *See also §§200.12 Capital assets, 200.20 Computing devices, 200.48 General purpose equipment, 200.58 Information technology systems, 200.89 Special purpose equipment, and 200.94 Supplies.*

Fiscal Agent refers to the agency responsible for the administration of the PSN grant programs. FDLE has been assigned as the certified Fiscal Agent for PSN grants.

Grant agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that, consistent with 31 U.S.C. 6302, 6304, is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal awarding agency or pass-through entity's direct benefit or use; and is distinguished from a cooperative agreement in that it does not provide for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.

Improper payment means any payment that should not have been made or that was made in an incorrect amount (including overpayments and underpayments) under statutory, contractual, administrative, or other legally applicable requirements. Improper payment also includes any payment to an ineligible party, any payment for an ineligible good or service, any duplicate payment, any payment for a good or service not received (except for such payments where authorized by law), any payment that does not account for credit for applicable discounts, and any payment where insufficient or lack of documentation prevents a reviewer from discerning whether a payment was proper.

Micro-purchase means a purchase of supplies or services using simplified acquisition procedures, the aggregate amount of which does not exceed the micro-purchase threshold. The non-Federal entity uses such procedures in order to expedite the completion of its lowest-dollar small purchase transactions and minimize the associated administrative burden and cost. The micro-purchase threshold is set by the Federal Acquisition Regulation
in 48 CFR Subpart 2.1 (Definitions). It is $10,000 except as otherwise discussed in Subpart 2.1 of that regulation, but this threshold is periodically adjusted for inflation.

Modified Total Direct Cost (MTDC) means all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first $25,000 of each subaward (regardless of the period of performance of the subawards under the award). MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each subaward in excess of $25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency for indirect costs.

Non-Federal entity is a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Non-federal pass-through entity is a non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program; the Florida Department of Law Enforcement (FDLE) is the non-federal pass-through entity for this agreement, also referred to as the State Administering Agency (SAA).

Performance goal means a target level of performance expressed as a tangible, measurable objective, against which actual achievement can be compared, including a goal expressed as a quantitative standard, value, or rate. In some instances (e.g., discretionary research awards), this may be limited to the requirement to submit technical performance reports (to be evaluated in accordance with agency policy).

Period of performance means the time during which the non-Federal entity may incur new obligations to carry out the work authorized under the Federal award. The Federal awarding agency or pass-through entity must include start and end dates of the period of performance in the Federal award (see §§200.211 Information contained in a Federal award paragraph (b)(5) and 200.332 Requirements for pass-through entities, paragraph (a)(1)(iv)).

Protected Personally Identifiable Information (PII) means an individual's first name or first initial and last name in combination with any one or more of types of information, including, but not limited to social security numbers; passport numbers; credit card numbers; clearances; bank numbers; biometrics; date and place of birth; mother's maiden name; criminal, medical, and financial records; and educational transcripts. This does not include PII that is required by law to be disclosed. (See also § 200.79 Personally Identifiable Information (PII)).

Questioned cost means a cost that is questioned by the auditor because of an audit finding 1) that resulted from a violation or possible violation of a statute, regulation, or the terms and conditions of a Federal award, including for funds used to match Federal funds; 2) where the costs, at the time of the audit, are not supported by adequate documentation; or 3) where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

Simplified acquisition threshold means the dollar amount below which a non-Federal entity may purchase property or services using small purchase methods. Non-Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 C.F.R. Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. § 1908. As of the publication of this part, the simplified acquisition threshold is $250,000, but this threshold is periodically adjusted for inflation. (Also see definition of Micro-purchase, 2 C.F.R.§ 200.67)

Subaward is an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual who is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Supplies means all tangible personal property other than those described in §200.33 Equipment. A computing device is a supply if the acquisition cost is less than the lesser of the capitalization level established by the non-Federal entity for financial statement purposes or $5,000, regardless of the length of its useful life. See also §§200.20 Computing devices and 200.33 Equipment.

For PSN: Task Forces are established by each USAO to collaborate with a PSN team of federal, state, local, and tribal (where applicable) law enforcement and other community members to implement a strategic plan for investigating, prosecuting, and preventing violent crime.

SECTION I: TERMS AND CONDITIONS

1.0 Payment Contingent on Appropriation and Available Funds - The State of Florida's obligation to pay under this agreement is contingent upon an annual appropriation by the Florida Legislature. Furthermore, the obligation of the State of Florida to reimburse subrecipients for incurred costs is subject to available federal funds.

2.0 Commencement of Project - If a project is not operational within 60 days of the original start date of the award period, the subrecipient must report by letter to the Department the steps taken to initiate the project, the reasons for delay, and the expected start date.

If a project is not operational within 90 days of the original start date of the award period, the subrecipient must submit a second statement to the Department explaining the implementation delay.

Upon receipt of the ninety (90) day letter, the Department shall determine if the reason for delay is justified or shall, at its discretion, unilaterally terminate this agreement and re-obligate subaward funds to other Department approved projects. The Department, where warranted by extenuating circumstances, may extend the starting date of the project

past the ninety (90) day period, but only by formal written adjustment to this agreement.

3.0 Supplanting - The subrecipient agrees that funds received under this award will not be used to supplant state or local funds, but will be used to increase the amounts of such funds that would, in the absence of federal funds, be made available for law enforcement activities.

4.0 Personnel Changes - The subrecipient agrees to promptly notify the Department through the SIMON Help Desk of any change in chief officials or key project staff, including changes to contact information or title changes. The subrecipient acknowledges that some changes in points of contact will require formal grant adjustment to reflect the change in the agreement.

5.0 Non-Procurement, Debarment and Suspension - The subrecipient agrees to comply with Executive Order 12549, Debarment and Suspension and 2 C.F.R. § 180, "OMB Guidelines To Agencies On Governmentwide Debarment And Suspension (Non-procurement)". These procedures require the subrecipient to certify it shall not enter into any lower tiered covered transaction with a person who is debarred, suspended, declared ineligible or is voluntarily excluded from participating in this covered transaction, unless authorized by the Department. If the subaward is $100,000 or more, the sub recipient and implementing agency certify that they and their principals:

1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of federal benefits by a state or federal court, or voluntarily excluded from covered transactions by any federal department or agency;

2) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (a)(ii) of the "Lobbying, Debarment and Drug Free Workplace" certification; and

4) Have not within a three-year period preceding this application had one or more public transactions (federal, state, or local) terminated for cause or default.

6.0 Federal Restrictions on Lobbying - In general, as a matter of federal law, federal funds may not be used by any subrecipient at any tier, either directly or indirectly, to support or oppose the enactment, repeal, modification, or adoption of any law, regulation, or policy, at any level of government. See 18 U.S.C. § 1913.

Another federal law generally prohibits federal funds from being used by any subrecipient at any tier, to pay any person to influence (or attempt to influence) a federal agency, a Member of Congress, or Congress (or an official or employee of any of them) with respect to the awarding of a federal grant or cooperative agreement, subgrant, contract, subcontract, or loan, or with respect to actions such as renewing, extending, or modifying any such award. See 31 U.S.C. § 1352.

7.0 State Restrictions on Lobbying - In addition to the provisions contained above, the expenditure of funds for the purpose of lobbying the legislature or a state agency is prohibited under this agreement.

8.0 Additional Restrictions on Lobbying - The subrecipient understands and agrees that it cannot use any federal funds, either directly or indirectly, in support of the enactment, repeal, modification or adoption of any law, regulation or policy, at any level of government, without the express prior written approval of the Office of Justice Programs.

9.0 "Pay–to–Stay" - Funds from this award may not be used to operate a "pay-to-stay" program in any local jail. Furthermore, no funds may be given to local jails that operate "pay-to-stay" programs. "Local jail", as referenced in this condition, means an adult facility or detention center owned and/or operated by city, county, or municipality. It does not include juvenile detention centers. "Pay-to-stay" programs as referenced in this condition, means a program by which extraordinary services, amenities and/or accommodations, not otherwise available to the general inmate population, may be provided, based upon an offender's apparent ability to pay, such that disparate conditions of confinement are created for the same or similar offenders within a jurisdiction.

10.0 The Coastal Barrier Resources Act - The subrecipient will comply and assure the compliance of all contractors with the provisions of the Coastal Barrier Resources Act (P.L. No. 97-348) dated October 18, 1982 (16 USC 3501 et seq.) which prohibits the expenditure of most new federal funds within the units of the Coastal Barrier Resources System.

11.0 Background Check - Whenever a background screening for employment or a background security check is required by law for employment, unless otherwise provided by law, the provisions of § 435, F.S. shall apply.

All employees in positions designated by law as positions of trust or responsibility shall be required to undergo security background investigations as a condition of employment and continued employment. For the purposes of the subsection, security background investigations shall include, but not be limited to, employment history checks, fingerprinting for all purposes and checks in this subsection, statewide criminal and juvenile records checks through the Florida Department of Law Enforcement, and federal criminal records checks through the Federal Bureau of Investigation, and may include local criminal records checks through local law enforcement agencies.

Such background investigations shall be conducted at the expense of *the employing agency or employee.*

12.0 Confidentiality of Data - The subrecipient (at any tier) must comply with all confidentiality requirements of 34 U.S.C. § 10231 and 28 C.F.R. Part 22 that are applicable to collection, use, and revelation of data or information. The subrecipient further agrees, as a condition of award approval, to submit a Privacy Certificate in accordance with the requirements of 28 C.F.R. Part 22 and, in particular, 28 C.F.R. 22.23. Privacy Certification forms must be signed by the subrecipient or implementing agency chief official or an individual with formal, written signature authority for the chief official.

13.0 Conferences and Inspection of Work - Conferences may be held at the request of any party to this agreement. At any time, a representative of the Department, of the U.S. Department of Justice, or the Auditor General of the State of Florida, have the right of visiting the project site to monitor, inspect and assess work performed under this agreement.

14.0 Insurance for Real Property and Equipment - The subrecipient must, at a minimum, provide the equivalent insurance coverage for real property and equipment acquired or improved with Federal funds as provided to property owned by the non-Federal entity.

15.0 Flood Disaster Protection Act - The sub recipient will comply with Section 102(a) of the Flood Disaster Protection Act of 1973, Public Law 93-234, 87 Stat. 975, requiring that the purchase of flood insurance in communities where such insurance is available as a condition of the receipt of any federal financial assistance for construction or acquisition purposes for use in any area that has been identified as an area having special flood hazards.

16.0 General Appropriations Restrictions – The subrecipient must comply with all applicable restrictions on the use of federal funds set out in federal appropriations statutes as set forth in the Consolidated Appropriations Act, 2018.

17.0 Immigration and Nationality Act - No public funds will intentionally be awarded to any contractor who knowingly employs unauthorized alien workers, constituting a violation of the employment provisions contained in 8 U.S.C. Section 1324(a), Section 274(A) of the Immigration and Nationality Act ("INA"). The Department shall consider the employment by any contractor of unauthorized aliens a violation of Section 274(A) of the INA. Such violation by the subrecipient of the employment provisions contained in Section 274(A) of the INA shall be grounds for unilateral cancellation of this contract by the Department.

18.0 For NCHIP & NARIP: Enhancement of Security - If funds are used for enhancing security, the subrecipient must:

1) Have an adequate process to assess the impact of any enhancement of a school security measure that is undertaken on the incidence of crime in the geographic area where the enhancement is undertaken.

2) Conduct such an assessment with respect to each such enhancement; and submit to the Department the aforementioned assessment in its Final Program Report.

19.0 Personally Identifiable Information Breaches – The subrecipient (at any tier) must have written procedures in place to respond in the event of actual or imminent "breach" (OMB M-17-12) if it: 1) creates, collects, uses, processes, stores, maintains, disseminates, discloses, or disposes of "personally identifiable information (PII)" within the scope of an OJP grant-funded program or activity, or 2) uses or operates a "federal information system" (OMB Circular A-130). The subrecipient's breach procedures must include a requirement to report actual or imminent breach of PII to

FDLE's Office of Criminal Justice Grants for subsequent reporting to the OJP Program Manager no later than 24 hours after an occurrence of an actual breach, or the detection of an imminent breach.

SECTION II: CIVIL RIGHTS REQUIREMENTS

1.0 Participant Notification of Non-discrimination FDLE does not discriminate on the basis of race, color, religion, national origin, sex, disability or age in the delivery of services, benefits or in employment.

2.0 Title VI of the Civil Rights Act of 1964 - The subrecipient at any tier, must comply with all applicable requirements of 28 CFR § 42, specifically including any applicable requirements in Subpart E that relate to an equal employment opportunity program.

Equal Employment Opportunity Certification (EEOC) - A subrecipient and/or implementing agency must submit an EEO Certification annually within 120 days of award.

Equal Employment Opportunity Program (EEOP) - A subrecipient and/or implementing agency must comply with all applicable requirements in 28 C.F.R. §42, Subpart E.

Subrecipients are advised to use the Office for Civil Rights EEO Reporting Tool to satisfy this condition (https://ojp.gov/about/ocr/eeop.htm).

3.0 Title IX of the Education Amendments of 1972 If the subrecipient operates an education program or activity, the subrecipient must comply with all applicable requirements of 28 C.F.R. § 54, "Nondiscrimination on the basis of sex in education programs or activities receiving federal financial assistance."

4.0 Equal Treatment for Faith Based Organizations The subrecipient at any tier, must comply with all applicable requirements of 28 C.F.R. § 38, "Equal Treatment for Faith Based Organizations", specifically including the provision for written notice to current or prospective program beneficiaries.

5.0 Americans with Disabilities Act - Subrecipients must comply with the requirements of the Americans with Disabilities Act (ADA), Public Law 101-336, which prohibits discrimination on the basis of disability including provision to provide reasonable accommodations.

6.0 Section 504 of the Rehabilitation Act of 1973 (28 C.F.R. § 42, Subpart G) - Subrecipients must comply with all provisions prohibiting discrimination on the basis of disability in both employment and the delivery of services**.**

7.0 Age Discrimination Act of 1975 - Subrecipients must comply with all requirements in Subpart I of 28 C.F.R. §42 which prohibits discrimination based on age in federally assisted programs.

8.0 Limited English Proficiency (LEP) - In accordance with Department of Justice Guidance pertaining to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, subrecipients of federal financial assistance must take reasonable steps to provide meaningful access to their programs and activities for persons with LEP. FDLE strongly advises subrecipients to have a written LEP Language Access Plan. For more information visit www.lep.gov.

9.0 Finding of Discrimination - In the event a federal or state court or federal or state administrative agency makes, after a due process hearing, a finding of discrimination on the grounds of race, color, religion, national origin, sex, or disability against a subrecipient of funds, the subrecipient will forward a copy of the finding to FDLE and to the Office for Civil Rights, Office of Justice Programs.

10.0 Filing a Complaint - If the subrecipient or any of its employees, contractors, vendors, or program beneficiaries has a discrimination complaint, they may file a complaint with the subrecipient, with FDLE, or with the Office for Civil Rights.

Discrimination complaints may be submitted to FDLE at Office of the Inspector General, Post Office Box 1489, Tallahassee, Florida 32302-1489, or online at info@fdle.state.fl.us. Any discrimination complaints filed with FDLE will be reviewed by FDLE's Inspector General and referred to the Office for Civil Rights, the Florida Commission on Human Relations, or the Equal Employment Opportunity Commission, based on the nature of the complaint.

Discrimination complaints may also be submitted to the Office for Civil Rights, Office of Justice Programs, U.S. Department of Justice, 810 7th Street, Northwest, Washington, D.C. 20531, or by phone at (202) 307-0690.

11.0 Retaliation - In accordance with federal civil rights laws, the subrecipient shall not retaliate against individuals for taking action or participating in action to secure rights protected by these laws.

12.0 Non-discrimination Contract Requirements -Subrecipients must include comprehensive Civil Rights nondiscrimination provisions in all contracts funded by the subrecipient.

13.0 Pass-through Requirements - Subrecipients are responsible for the compliance of contractors and other entities to whom they pass-through funds including compliance with all Civil Rights requirements. These additional tier subrecipients must be made aware that they may file a discrimination complaint with the subrecipient, with FDLE, or with the USDOJ Office for Civil Rights and provided the contact information.

SECTION III: FINANCIAL REQUIREMENTS AND RESPONSIBILTY

1.0 Fiscal Control and Fund Accounting Procedures - All expenditures and cost accounting of funds shall conform to the DOJ Grants Financial Guide, the 28 C.F.R. § 66, and 2 C.F.R. § 200 as applicable, in their entirety.

Subrecipients are required to establish and maintain adequate accounting systems and financial records and to accurately account for funds awarded to them. Financial management systems must be able to record and report on the receipt, obligation, and expenditure of grant funds; and able to accommodate a fund and account structure to separately track receipts, expenditures, assets, and liabilities for awards, programs, and additional tiered subrecipients. The awarded funds may or may not be an interest bearing account, but any earned interest must be used for program purposes and expended before the federal grant period end date. Any unexpended interest remaining at the end of the federal grant period must be submitted to the Office of Criminal Justice Grants for transmittal to DOJ.

2.0 Match - The value or amount of any "non-federal share," "match," or cost-sharing contribution incorporated into the approved budget is part of the "project cost" for purposes of the 2 C.F.R. § 200 Uniform Requirements, and is subject to audit. In general, the rules and restrictions that apply to award funds from federal sources also apply to funds in the approved budget that are provided as "match" or through "cost sharing."

SECTION IV: SUBAWARD MANAGEMENT AND REPORTING REQUIREMENTS

1.0 Obligation of Subrecipient Funds - Subaward funds shall not under any circumstances be obligated prior to the effective date, or subsequent to the termination date, of the period of performance. Only project costs incurred on or after the effective date, and on or prior to the termination date of the subrecipient's project are eligible for reimbursement. All payments must be completed within forty-five (45) days of the end of the subaward period of performance.

2.0 Use of Funds - Grant funds may be used only for the purposes in the subrecipient's approved application. Subrecipients shall not undertake any work or activities not described in the approved grant award, and that use staff, equipment, or other goods or services paid for with grant funds, without prior written approval from FDLE's Office of Criminal Justice Grants (OCJG).

3.0 Advance Funding - Advance funding may be provided to a subrecipient upon a written request to the Department. The request must be electronically signed by the subrecipient or implementing agency's Chief Financial Officer or the Chief Financial Officer designee.

4.0 Performance and Reporting

Reporting Time Frames - The Project Director, Application Manager, or Performance Contacts shall submit Monthly or Quarterly Project Performance Reports to the Department, within fifteen (15) days after the end of the reporting period. In addition, if the subaward period is extended beyond the "original" project period, additional Project Performance Reports shall be submitted.

Failure to Submit - Performance Reports that are not complete, accurate, and timely may result in sanctions, as specified in Section IV, Subaward Management and Reporting Requirements.

Report Contents - Performance Reports must include a response to all objectives included in your subaward. A detailed response is required in the narrative portion for yes/no performance objectives. Submitted performance reports must clearly articulate, where appropriate, performance during the execution of the award has met a standard against which the subrecipient's performance can be measured. The narrative must also reflect on accomplishments for the period and identify problems with project implementation and address actions being taken to resolve the problems. Additional information may be required if necessary to comply with federal reporting requirements.

Requirement for Data on Performance and Effectiveness Under the Award - The subrecipient must collect and maintain data that measures the performance and effectiveness of work under this award. The data must be provided to OCJG in the manner (including within the timeframes) specified by OCJG. Data collection supports compliance with the Government Performance and Results Act (GPRA) and the GPRA Modernization Act of 2010, and other applicable laws.

Financial Consequences for Failure to Perform - In accordance with s. 215.971 F.S., payments for state and federal financial assistance must be directly related to the scope of work and meet the minimum level of performance for successful completion. If the subrecipient fails to meet the minimum level of service or performance identified in this agreement, or is customary for subawards, then the Department will apply financial consequences commensurate with the deficiency. Financial consequences may include but are not limited to withholding payments or reimbursement until the deficiency is resolved, tendering only partial payment/reimbursement, imposition of other financial consequences according to the Standard Conditions as applicable, and/or termination of contract and requisition of goods or services from an alternate source. Any payment made in reliance on subrecipient's evidence of performance, which evidence is subsequently determined to be erroneous, will be immediately due to the Department as an overpayment.

5.0 Grant Adjustments - Subrecipients must submit a grant adjustment through SIMON for major substantive changes such as changes in project activities or scope of the project, target populations, service providers, implementation schedules, project director, and designs or research plans set forth in the approved agreement and for any budget changes that affect a cost category that was not included in the original budget. Adjustments are also required when there will be a transfer of 10% or more of the total budget between budget categories, or there is an indirect cost rate category change.

Subrecipients may transfer up to 10% of the total budget between current, approved budget categories without prior approval as long as the funds are transferred to an existing line item.

Under no circumstances can transfers of funds increase the total budgeted award.

Requests for changes to the subaward agreement must be electronically signed by the subrecipient or implementing agency's chief official or the chief official's designee.

Retroactive (after-the-fact) approval of project adjustments or items not currently in the approved subaward will only be considered under extenuating circumstances. Subrecipients who incur costs prior to approval of requested adjustments do so at the risk of the items being ineligible for reimbursement under the award.

All requests for changes, including all requests for project period extensions, must be submitted in SIMON no later than thirty (30) days prior to grant expiration date.

6.0 Financial Expenditures and Reporting

Reporting Requirements - The subrecipient shall have a choice of submitting either a Monthly or a Quarterly Project Expenditure Report to the Department. Project Expenditure Reports are due thirty (30) days after the end of the reporting period. In addition, if the subaward period is extended, additional Project Expenditure Reports shall be submitted.

All project expenditures for reimbursement of subrecipient costs shall be submitted on the Project Expenditure Report Forms prescribed and provided by the Office of Criminal Justice Grants (OCJG) through the SIMON (Subgrant Information Management Online).

All Project Expenditure Reports shall be submitted in sufficient detail for proper pre-audit and post-audit.

All reports must relate financial data to performance accomplishments.

Before the "final" Project Expenditure Report will be processed, the subrecipient must submit to the Department all outstanding project reports and must have satisfied all special conditions. Failure to comply with the above provisions shall result in forfeiture of reimbursement.

Reports are to be submitted even when no reimbursement is being requested.

Submission - The report must be electronically signed by the subrecipient or implementing agency's Chief Financial Officer or the Chief Financial Officer designee.

7.0 Project Generated Income (PGI) - All income generated as a direct result of a sub project shall be deemed program income. Program income from asset seizures and forfeitures is considered earned when the property has been adjudicated to the benefit of the plaintiff (i.e., law enforcement entity).

Required Reports - The subrecipient shall submit Quarterly PGI Earnings and Expenditures Reports to the Department within thirty (30) days after the end of the reporting period covering subaward project generated income and expenditures during the previous quarter.

PGI Expenditure - Program income should be used as earned and expended as soon as possible and used to further the objectives for which the award was made.

Submission - PGI Earnings and Expenditures reports must be electronically signed by the subrecipient or implementing agency's chief financial officer or the chief financial officer's designee.

Unexpended PGI - If any PGI remains unspent after the subaward ends, the subrecipient must continue submitting quarterly PGI reports until all funds are expended.

Additionally, any unexpended PGI remaining at the end of the federal grant period must be submitted to OCJG for transmittal to the Bureau of Justice Assistance.

8.0 Subrecipient Integrity and Performance Matters - Requirement to report information on certain civil, criminal, and administrative proceedings to OCJG, SAM and FAPIIS.

The subrecipient must comply with any and all applicable requirements regarding reporting of information on civil, criminal, and administrative proceedings connected with (or connected to the performance of) either this award or any other grant, cooperative agreement, or procurement contract from the federal government. Under certain circumstances, subrecipients of OJP awards are required to report information about such proceedings, through the federal System for Award Management ("SAM"), to the designated federal integrity and performance system ("FAPIIS").

SECTION V: MONITORING AND AUDITS

1.0 Access to Records - The Florida Department of Law Enforcement, the Auditor General of the State of Florida, the U.S. Department of Justice, the U.S. Comptroller General or any of their duly authorized representatives, shall have access to books, documents, papers and records of the subrecipient, implementing agency and contractors for the purpose of audit and examination according to the Financial Guide and the 28 C.F.R. § 66. At any time, a representative of the Department, the U.S. Department of Justice, or the Auditor General of the State of Florida, have the right to visit the project site to monitor, inspect and assess work performed under this agreement.

The Department reserves the right to unilaterally terminate this agreement if the subrecipient, implementing agency, or contractor refuses to allow public access to all documents, papers, letters, or other materials subject to provisions of s. 119, F.S., unless specifically exempted and/or made confidential by operation of s. 119, F.S., and made or received by the subrecipient or its contractor in conjunction with this agreement.

The subrecipient will give the awarding agency or the General Accounting Office, through any authorized representative, access to and the right to examine all paper or electronic records related to the financial assistance.

2.0 Monitoring - The recipient agrees to comply with FDLE's grant monitoring guidelines, protocols, and procedures; and to cooperate with FDLE on all grant monitoring requests, including requests related to desk reviews, enhanced programmatic desk reviews, and/or site visits. The recipient agrees to provide FDLE all documentation necessary to complete monitoring of the award. Further, the recipient agrees to abide by reasonable deadlines set by FDLE for providing requested documents. Failure to cooperate with grant monitoring activities may result in sanctions affecting the recipient's award, including, but not limited to: withholding and/or other restrictions on the recipient's access to funds, referral to the Office of the Inspector General for audit review, designation of the recipient as a FDLE High Risk grantee, or termination of award(s).

3.0 Property Management - The subrecipient shall establish and administer a system to protect, preserve, use, maintain and dispose of any property furnished to it by the Department or purchased pursuant to this agreement according to federal property management standards set forth in the DOJ Grants Financial Guide, and 28 C.F.R. § 66. This obligation continues as long as the subrecipient retains the property, notwithstanding expiration of this agreement.

Property Use - The subrecipient must use equipment acquired under a Federal award for the authorized purposes of the project during the period of performance, or until the property is no longer needed. Subrecipients must use, manage

and dispose of equipment acquired under a Federal award in accordance with ss. 274, F.S. Tangible Property and 2 C.F.R. 200.313, Equipment.

4.0 Subaward Closeout - A Financial Closeout Audit shall be submitted to the Department within forty-five (45) days of the end date of the performance period.

The Financial Closeout Audit report located in SIMON must be electronically signed by the subrecipient or implementing agency's Chief Financial Officer or the Chief Financial Officer designee.

Subaward Closeout will be initiated by the Department after the Financial Closeout has been completed and approved. Failure to submit closeout reports timely will result in an Administrative Closeout by the Department.

5.0 High Risk Subrecipients - If a subrecipient is designated "high risk" by a federal grant-making agency, currently or at any time during the course of the period of performance under this award, the subrecipient must disclose that fact and certain related information to FDLE's OCJG. For purposes of this disclosure, high risk includes any status under which a federal awarding agency provides additional oversight due to the subrecipient's past performance, or other programmatic or financial concerns with the subrecipient. The subrecipient's disclosure must include the following: 1. The federal awarding agency that currently designates the subrecipient high risk, 2. The date the subrecipient was designated high risk, 3. The high-risk point of contact at that federal awarding agency (name, phone number, and email address), and 4. The reasons for the high-risk status, as set out by the federal awarding agency.

6.0 Imposition of Additional Requirements - The subrecipient agrees to comply with any additional requirements that may be imposed by OCJG during the period of performance for this award, if the subrecipient is designated as "high risk" for purposes of the DOJ high-risk grantee list.

7.0 Retention of Records - The subrecipient shall maintain all records and documents for a minimum of five (5) years from the date of the final financial statement and be available for audit and public disclosure upon request of duly authorized persons. The subrecipient shall comply with State of Florida General Records Schedule GS1-SL for State and Local Government Agencies:
https://fldoswebumbracoprod.blob.core.windows.net/media/703328/gs1-sl-2020.pdf.

8.0 Disputes and Appeals - The Department shall make its decision in writing when responding to any disputes, disagreements, or questions of fact arising under this agreement and shall distribute its response to all concerned parties. The subrecipient shall proceed diligently with the performance of this agreement according to the Department's decision. If the subrecipient appeals the Department's decision, the appeal also shall be made in writing within twenty-one (21) calendar days to the Department's clerk (agency clerk). The subrecipient's right to appeal the Department's decision is contained in § 120, F.S., and in procedures set forth in Rule 28-106.104, Florida Administrative Code. Failure to appeal within this time frame constitutes a waiver of proceedings under Chapter 120, F.S.

9.0 Failure to Address Audit Issues - The subrecipient understands and agrees that FDLE's OCJG may withhold award funds, or may impose award conditions or other related requirements, if (as determined by OCJG) the subrecipient does not satisfactorily and promptly address outstanding issues from audits required by the 2 C.F.R. § 200 Uniform Requirements (or by the terms of this award), or other outstanding issues that arise in connection with audits, investigations, or reviews.

10.0 Single Annual Audit - Subrecipients that expend $750,000 or more in a year in federal awards shall have a single audit or program-specific audit conducted for that year. The audit shall be performed in accordance with the OMB 2 C.F.R. § 200 Subpart F – Audit Requirements and other applicable federal law. The contract for this agreement shall be identified in the Schedule of Federal Financial Assistance in the subject audit. The contract shall be identified as federal funds passed through the Florida Department of Law Enforcement and include the contract number, CFDA number, award amount, contract period, funds received and disbursed. When applicable, the subrecipient shall submit an annual financial audit that meets the requirements of 2 C.F.R. § 200 Subpart F, "Audit Requirements" s. 215.97, F.S., "Florida Single Audit Act" and Rules of the Auditor General, Chapter 10.550, and Chapter 10.650, "Local Governmental Entity Audits" and "Florida Single Audit Act Audits Nonprofit and For-Profit Organizations."

A complete audit report that covers any portion of the effective dates of this agreement must be performed and submitted to the Federal Audit Clearinghouse within the earlier of thirty (30) calendar days after receipt of the auditor's report(s), or nine (9) months after the end of the audit period. Submissions must include required elements described in Appendix X to 2 C.F.R. § 200 on the specified Data Collection Form (Form SF-SAC).

Records shall be made available upon request for a period of five (5) years from the date the audit report is issued, unless extended in writing by the Department.

Subrecipients that expend less than $750,000 in federal awards during a fiscal year are exempt from the Single Audit Act audit requirements for that fiscal year. In this case, written notification, in the form of the "Certification of Audit Exemption" form, shall be provided to the Department by the Chief Financial Officer, or designee, that the subrecipient is exempt. This notice shall be provided to the Department no later than March 1 following the end of the fiscal year.

SECTION VI: SUBAWARD PROCUREMENT AND COST PRINCIPLES

1.0 Procurement Procedures - Subrecipients must have written procedures for procurement transactions. Procedures must conform to applicable Federal law and the standards in 2 C.F.R. §§ 200.318-326.

This condition applies to agreements that OCJG considers to be a procurement "contract", and not a second tier subaward.

The details of the advance approval requirement to use a noncompetitive approach in a procurement contract under this award are posed on the OJP website at https://ojp.gov/funding/Explore/NoncompetitiveProcurement.htm.

Additional information on Federal purchasing guidelines can be found in the Guide to Procurements Under DOJ Grants and Cooperative agreements at https://ojp.gov/funding/Implement/Resources/GuideToProcurementProcedures.pdf.

2.0 Cost Analysis - A cost analysis must be performed by the subrecipient if the cost or price is at or above the $35,000 acquisition threshold and the contract was awarded non-competitively in accordance with s. 216.3475, F.S. The subrecipient must maintain records to support the cost analysis, which includes a detailed budget, documented review of individual cost elements for allowability, reasonableness, and necessity. See also: Reference Guide for State Expenditures.

3.0 Allowable Costs - Allowance for costs incurred under the subaward shall be determined according to the general principles and standards for selected cost items set forth in the DOJ Grants Financial Guide, 28 C.F.R. § 66, "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments", and 2 CFR Subpart E, "Cost Principles".

4.0 Unallowable Costs - Payments made for costs determined to be unallowable by either the Federal awarding agency, or the Department, either as direct or indirect costs, must be refunded (including interest) to FDLE and the Federal Government in accordance with instructions that determined the costs are unallowable unless state or Federal statute or regulation directs otherwise. See also 2 C.F.R. §§ 200.300-309.

5.0 Indirect Cost Rate - A subrecipient that is eligible to use the "de minimis" indirect cost rate described in 2 C.F.R. § 200.414(f), and elects to do so, must advise OCJG in writing of both its eligibility and its election, and must comply with all associated requirements in the 2 C.F.R. § 200 and Appendix VII.

6.0 Sole Source - If the project requires a non-competitive purchase from a sole source costing $10,000 or more, the subrecipient must complete the Sole Source Justification for Services and Equipment Form and submit to OCJG upon application for pre-approval. If the subrecipient is a state agency and the cost meets or exceeds $250,000, the subrecipient must also receive approval from the Department of Management Services (DMS) (s. 287.057(5), F.S.). The Sole Source form must be signed by the subrecipient or implementing agency chief official or chief official designee. Additional details on the sole source requirement can be found at 2 C.F.R. § 200 and the DOJ Grants Financial Guide.

7.0 Personal Services - Subrecipients may use grant funds for eligible personal services including salaries, wages, and fringe benefits, including overtime in accordance with the DOJ Grants Financial Guide Section 3.9 - Compensation for Personal Services, consistent with the principles set out in 2 C.F.R. § 200, Subpart E and those permitted in the federal program's authorizing legislation. Subrecipient employees should be compensated with overtime payments for work performed in excess of the established work week and in accordance with the subrecipient's written compensation and pay plan.

Documentation - Charges for salaries, wages, and fringe benefits must be supported by a system of internal controls providing reasonable assurance that charges are accurate, allowable, and properly allocated. Documentation supporting charges must be incorporated into the official records of the organization.

Charges made to the Personnel Budget Category must reasonably reflect the total time and activity for which the employee is compensated by the organization and cover both federally funded and all other activities. The records may

include the use of subsidiary records as defined in the organization's written policies. Where grant subrecipients work on multiple grant programs or cost activities, documentation must support a reasonable allocation or distribution of costs among specific activities or cost objectives.

8.0 Contractual Services - The subrecipient must maintain written standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award and administration of contracts as described in 2 C.F.R. § 200.318, General procurement.

Requirements for Contractors of Subrecipients - The subrecipient assures the compliance of all contractors with the applicable provisions of Title I of the Omnibus Crime Control and Safe Streets Act of 1968, as amended 34 U.S.C. § 10101 et seq.; the provisions of the current edition of the DOJ Grants FinancialGuide(https://ojp.gov/financialguide/doj/pdfs/DOJ_FinancialGuide.pdf); and all other applicable federal and state laws, orders, circulars, or regulations. The subrecipient must pass-through all requirements and conditions applicable to the federal grant award/subaward to any subcontract. The term "contractor" is used rather than the term "vendor" and means an entity that receives a contract as defined in 2 C.F.R. § 200.22, the nature of the contractual relationship determines the type of agreement.

Approval of Consultant Contracts Compensation for individual consultant services must be reasonable and consistent with that paid for similar services in the marketplace. The Federal awarding agency and pass-through entity must review and approve in writing all consultant contracts prior to employment of a consultant when the individual compensation rate exceeds $650 (excluding travel and subsistence costs) per eight-hour day, or $81.25 per hour. A detailed justification must be submitted to and approved by FDLE, who will coordinate written approval of the Federal awarding agency, prior to subrecipient obligation or expenditures of such funds. Approval shall be based upon the contract's compliance with requirements found in the Financial Guide Section 3.6 Consultant Rates, 28 C.F.R. § 66, and applicable state statutes. The Department's approval of the subrecipient agreement does not constitute approval of individual consultant contracts or rates. If consultants are hired through a competitive bidding process (not sole source), the $650 threshold does not apply.

FFATA Reporting Requirements - Subrecipients that enter into subawards of $25,000 or more should review the Federal Funding Accountability and Transparency Act of 2006 (FFATA), website for additional reporting requirements at https://ojp.gov/funding/Explore/FFATA.htm

9.0 Travel and Training - The cost of all travel shall be reimbursed according to the subrecipient's written travel policy. If the subrecipient does not have a written travel policy, cost of all travel will be reimbursed according to State of Florida Travel Guidelines § 112.061, F.S. Any foreign travel must obtain prior written approval from the Federal awarding agency and pass-through entity.

10.0 Expenses Related to Conferences, Meetings, Trainings, and Other Events - Subgrant funds requested for meetings, retreats, seminars, symposia, events, and group training activities and related expenses must receive written pre-approval from the Federal awarding agency and pass-through entity and comply with all provisions in 2 C.F.R. § 200.432 and DOJ Grants Financial Guide Section 3.10; Conference Approval, Planning, and Reporting. Subgrant applications requesting approval for meeting, training, conference, or other event costs must include a completed Conference & Events Submission Form for approval prior to obligating subgrant funds for these purposes.

11.0 Training and Training Materials – Any training or training materials that has been developed or delivered with grant funding under this award must adhere to the OJP Training Guiding Principles for Grantees and Subgrantees, available at www.ojp.gov/funding/ojptrainingguidingprinciples.htm.

12.0 Publications, Media and Patents Ownership of Data and Creative Material - Ownership of material, discoveries, inventions, and results developed, produced, or discovered subordinate to this agreement is governed by the terms of the DOJ Grants Financial Guide, 28 C.F.R. §§ 66, and 200.315.

Publication or Printing of Materials - Publication costs for electronic and print media, including distribution, promotion, and general handling are allowable. If these costs are not identifiable with a particular direct cost objective, it should be allocated as indirect costs. Publication includes writing, editing, and preparing the illustrated material (including videos and electronic mediums).

Subrecipients must request pre-approval in writing for page charges for professional journal publications. All publication materials must comply with provisions in 2 C.F.R. § 200.461 and DOJ Grants Financial Guide, Section 3.9; Allowable Costs – Publication.

Subrecipients must submit for review and approval one (1) copy of any written materials to be published, including web-

based materials and website content, to be paid under this award at least thirty (30) days prior to the targeted dissemination date.

All electronic and print materials paid under this award must contain the following statements identifying the federal award:

"This project was supported by Award No. ***[Federal Award Number]*** *awarded by the* ***[Bureau of Justice Assistance/Bureau of Justice Statistics]****, Office of Justice programs. The opinions, findings, and conclusions or recommendations expressed in this publication/program/exhibition are those of the authors and do not necessarily reflect the views of the Department of Justice or grant-making component."*

Any website funded in whole or in part under this award must include the same statement on the home page, on all major entry pages (i.e., pages (exclusive of documents) whose primary purpose is to navigate the user to interior content), and on any pages from which a visitor may access or use a web-based service, including any pages that provide results or outputs from the service.

Patents - Subrecipients are subject to applicable regulations governing patents and inventions, including government wide regulations issued by the Department of Commerce (37 C.F.R. § 401 and 2 C.F.R. § 200.315(c)).

Subrecipients must promptly and fully report to FDLE and the Federal awarding agency if any program produces patentable items, patent rights, processes, or inventions, in the course of work sponsored under this award.

13.0 For NCHIP & NICS: Purchase of Automated Fingerprint Identification System (AFIS) - AFIS equipment purchased under this award must conform to the American National Standards Institute (ANSI) Standard, "Data Format for the Interchange of Fingerprint, Facial & Other Biometric Information" (ANSI/NIST-ITL 1-2007 PART 1) and any other applicable standards set forth by the Federal Bureau of Investigation (FBI).

14.0 Information Technology Projects

Criminal Intelligence Systems - The subrecipient agrees that any information technology system funded or supported by the Office of Justice Programs funds will comply with 28 C.F.R. § 23, Criminal Intelligence Systems Operating Policies, if the Office of Justice Programs determines this regulation to be applicable. Should the Office of Justice Programs determine 28 C.F.R. § 23 to be applicable, the Office of Justice Programs may, at its discretion, perform audits of the system, as per 28 C.F.R. § 23.20(g). Should any violation of 28 C.F.R. § 23 occur, the subrecipient may be fined as per 42 U.S.C. § 3789g(c)-(d). The subrecipient may not satisfy such a fine with federal funds.

The subrecipient understands and agrees that no awarded funds may be used to maintain or establish a computer network unless such network blocks the viewing, downloading, and exchanging of pornography. In doing so the subrecipient agrees that these restrictions will not limit the use of awarded funds necessary for any federal, state, tribal, or local law enforcement agency or any other entity carrying out criminal investigations, prosecutions, or adjudication activities.

State IT Point of Contact - The subrecipient must ensure that the State IT Point of Contact receives written notification regarding any information technology project funded by this grant during the obligation and expenditures period. This is to facilitate communication among local and state governmental entities regarding various information technology projects being conducted with these grant funds. In addition, the subrecipient must maintain an administrative file documenting the meeting of this requirement. For a list of State IT Points of Contact, go to https://it.ojp.gov/technology-contacts.

The State IT Point of Contact will ensure the subrecipient's project follows a statewide comprehensive strategy for information sharing systems that improve the functioning of the criminal justice system, with an emphasis on integration of all criminal justice components, law enforcement, courts, prosecution, corrections, and probation and parole.

Interstate Connectivity - To avoid duplicating existing networks or IT systems in any initiatives funded by the Bureau of Justice Assistance for law enforcement information sharing systems which involve interstate connectivity between jurisdictions, such systems shall employ, to the extent possible, existing networks as the communication backbone to achieve interstate connectivity, unless the subrecipient can demonstrate to the satisfaction of the Bureau of Justice Assistance that this requirement would not be cost effective or would impair the functionality of an existing or proposed IT system.

ADP Justification - The subrecipient must complete an Automated Data Processing (ADP) equipment and Software and Criminal Justice Information and Communication Systems Request for Approval form if the purchase of any ADP

equipment is to be made. This form must be submitted upon application if applicable and pre-approval must be obtained. ADP Justification must be signed by the subrecipient or implementing agency chief official or an individual with formal, written signature authority for the chief official.

15.0 **Interoperable Communications Guidance** - Subrecipients using funds to support emergency communications activities must comply with the current SAFECOM Guidance for Emergency Communication Grants, including provisions on technical standards that ensure and enhance interoperable communications. Emergency communications activities include the purchase of Interoperable Communications Equipment and technologies such as voice-over-internet protocol bridging or gateway devices, or equipment to support the build out of wireless broadband networks in the 700 MHz public safety band under the Federal Communications Commission (FCC) Waiver Order. SAFECOM guidance can be found at https://www.dhs.gov/publication/funding-documents.

Subrecipients interested in developing a public safety broadband network in the 700 MHz band in their jurisdictions must adhere to the technical standards set forth in the FCC Waiver Order, or any succeeding FCC orders, rules, or regulations pertaining to broadband operations in the 700 MHz public safety band. The subrecipient shall also ensure projects support the Statewide Communication Interoperability Plan (SCIP) and are fully coordinated with the full-time Statewide Interoperability Coordinator (SWIC). If any future regulatory requirement (from the FCC or other governmental entity) results in a material technical or financial change in the project, the subrecipient should submit associated documentation, and other material, as applicable, for review by the SWIC to ensure coordination. Subrecipients must provide a listing of all communications equipment purchased with grant award funding (plus the quantity purchased of each item) to FDLE once items are procured during any periodic programmatic progress reports.

14.0 **Global Standards Package** - In order to promote information sharing and enable interoperability among disparate systems across the justice and public safety community, OJP requires the grantee to comply with DOJ's Global Justice Information Sharing Initiative (DOJ's Global) guidelines and recommendations for this particular grant. Grantee shall conform to the Global Standards Package (GSP) and all constituent elements, where applicable, as described at https://it.ojp.gov/gsp. Grantee shall document planned approaches to information sharing and describe compliance to the GSP and appropriate privacy policy that protects shared information, or provide detailed justification for why an alternative approach is recommended.

15.0 **Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment** – In accordance with the requirements as set out in 2 C.F.R. *§* 200.216, subrecipients are prohibited from obligating or expending grant funds to:

1) Procure or obtain;
2) Extend or renew a contract to procure or obtain;
3) Enter into a contract to procure or obtain equipment, services, or systems that use telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, produced by Huawei Technologies Company or ZTE Corporation (or a subsidiary or affiliate of such entities).

16.0 **Unreasonable Restrictions on Competition** - This condition applies with respect to any procurement of property or services funded (in whole or in part) by this subaward, by the subrecipient (at any tier), and regardless of the dollar amount of the purchase or acquisition, the method of procurement, or the nature of any legal instrument used. The provisions of this condition must be among those included in any subaward (at any tier).

i. Consistent with the (DOJ) Part 200 Uniform Requirements -- including as set out at 2 C.F.R. 200.300 and 200.319(a) – Subrecipient (at any tier) may (in any procurement transaction) discriminate against any person or entity on the basis of such person or entity's status as an "associate of the federal government" (or on the basis of such person or entity's status as a parent, affiliate, or subsidiary of such an associate), except as expressly set out in 2 C.F.R. 200.319(a) or as specifically authorized by USDOJ.

ii. Monitoring of compliance with the requirements of this condition will be conducted by FDLE.

iii. The term "associate of the federal government" means any person or entity engaged or employed (in the past or at present) by or on behalf of the federal government -- as an employee, contractor or subcontractor (at any tier), grant recipient or -subrecipient (at any tier), agent, or otherwise -- in undertaking any work, project, or activity for or on behalf of (or in providing goods or services to or on behalf of) the federal government, and includes any applicant for such employment or engagement, and any person or entity committed by legal instrument to undertake any such work, project, or activity (or to provide such goods or services) in future.

iv. Nothing in this condition shall be understood to authorize or require any recipient, any subrecipient at any tier, or any person or other entity, to violate any federal law, including any applicable civil rights or nondiscrimination law.

17.0 Non-Disclosure Agreements - No subrecipient or entity that receives a procurement contract or subcontract with any funds under this award, may require any employee or contractor to sign an internal confidentiality agreement or statement that prohibits or otherwise restricts, or purports to prohibit or restrict, the reporting of waste, fraud, or abuse to an investigative or law enforcement representative of a federal department or agency authorized to receive such information.

18.0 Confidential Funds and Confidential Funds Certificate - A signed certification that the Project Director or Implementing Agency Chief Official has read, understands, and agrees to abide by all conditions for confidential funds outlined in Section 3.12 of the DOJ Grants Financial Guide is required for all projects that involve confidential funds. The signed certification must be submitted at the time of grant application. Confidential Funds certifications must be signed by the subrecipient or implementing agency Chief Official or an individual with formal, written signature authority for the Chief Official.

19.0 For JAG: Task Force Training Requirement - The subrecipient agrees that within 120 days of award, each current member of a law enforcement task force funded with these funds who is a task force commander, agency executive, task force officer, or other task force member of equivalent rank, will complete required online (internet-based) task force training. The training can be accessed three ways:

1) Regional Information Sharing Systems (RISS) members may access the training through the secure RISS portal. Instructions may be found here: https://28cfr.ncirc.gov/documents/Accessing_28CFRPart23_training_RISS.pdf.
2) Members with a secure account through the Federal Bureau of Investigation's (FBI) Law Enforcement Enterprise Portal (LEEP) may log in to LEEP to access the training. Instructions may be found here: https://28cfr.ncirc.gov/documents/Accessing_28CFRPart23_training_LEEP.pdf.
3) If your agency was previously provided with a preauthorization code, you may register for the training using that code by selecting the "LOG IN or SIGN UP" menu button located on the top left side of the home page. Enter your email address and password, then select "Preauthorization Registration."

All current and new task force members are required to complete this training once during the life of the award, or once every four years if multiple awards include this requirement. This training addresses task force effectiveness as well as other key issues including privacy and civil liberties/rights, task force performance measurement, personnel selection, and task force oversight and accountability.

When FDLE awards funds to support a task force, the subrecipient must compile and maintain a task force personnel roster along with course completion certificates. Additional information is available regarding this required training and access methods at Home page - 28 CFR Part 23 Online Training (ncirc.gov).

20.0 For NCHIP and NARIP: Protective Order Systems - Any system developed with funds awarded under this cooperative agreement will be designed to permit interface with the National Protective Order file maintained by the FBI.

21.0 For PREA: PREA Audits - Subrecipients using funds, in whole or in part, to conduct PREA audits must utilize a DOJ certified PREA auditor who must abide by all applicable requirements in the DOJ PREA Auditor Handbook.

SECTION VIII: ADDITIONAL REQUIREMENTS

1.0 Environmental Protection Agency's (EPA) list of Violating Facilities - The subrecipient assures that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the Program Purpose are not listed on the EPA's list of Violating Facilities and that it will notify the Department of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.

2.0 National Environmental Policy Act (NEPA)

The subrecipient agrees to assist FDLE in complying with the NEPA, the National Historic Preservation Act, and other related federal environmental impact analyses requirements in the use of subaward funds by the subrecipient. This applies to the following new activities whether or not they are being specifically funded with these subaward funds. That is, it applies as long as the activity is being conducted by the subrecipient or any third party and the activity needs

to be undertaken in order to use these subaward funds. Accordingly, the subrecipient agrees to first determine if any of the following activities will be funded by the grant, prior to obligating funds for any of these purposes.

If it is determined that any of the following activities will be funded by the grant, the recipient agrees to contact FDLE OCJG.

1) New construction;

2) Any renovation or remodeling of a property located in an environmentally or historically sensitive area, including properties located within a 100-year flood plain; a wetland, or habitat for endangered species, or a property listed on or eligible for listing on the National Register of Historic Places;

3) A renovation, lease, or any other proposed use of a building or facility that will either (a) result in a change in its basic prior use or (b) significantly change its size;

4) Implementation of a new program involving the use of chemicals other than chemicals that are (a) purchased as an incidental component of a funded activity and (b) traditionally used, for example, in office, household, recreational, or educational environments; and

5) Implementation of a program relating to clandestine methamphetamine laboratory operations, including the identification, seizure, or closure of clandestine methamphetamine laboratories.

The subrecipient understands and agrees that complying with NEPA may require the preparation of an Environmental Assessment and/or an Environmental Impact Statement, as directed by the Bureau of Justice Assistance. The subrecipient further understands and agrees to the requirements for implementation of a Mitigation Plan, as detailed by the Department of Justice at https://www.bja.gov/Funding/nepa.html, for programs relating to methamphetamine laboratory operations.

3.0 National Historic Preservation Act – The Act will assist the Department (if necessary) in assuring compliance with section 106 of the National Historic Preservation Act of 1966 (16 U.S.C. § 470), Ex. Order 11593 (identification and protection of historic properties), the Archeological and Historical Preservation Act of 1974 (16 U.S.C. § 469 a-1 et seq.), and the National Environmental Policy Act of 1969 (42 U.S.C. § 4321).

4.0 Human Research Subjects – The subrecipient agrees to comply with the requirements of 28 C.F.R. part 46 and all Office of Justice Programs policies and procedures regarding the protection of human research subjects, including obtainment of Institutional Review Board approval, if appropriate, and subject informed consent.

5.0 Disclosures

Conflict of Interest - The subrecipient and implementing agency will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. Subrecipients must disclose in writing any potential conflict of interest to FDLE (the non-federal pass-through entity).

Violations of Criminal Law - The subrecipient and implementing agency must disclose all violations of state or federal criminal law involving fraud, bribery or gratuity violations potentially affecting the subaward.

6.0 Uniform Relocation Assistance and Real Property Acquisitions Act - The subgrant recipient will comply with the requirements of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 (42 U.S.C. § 4601 et seq.), which govern the treatment of persons displaced as a result of federal and federally-assisted programs.

7.0 Limitations on Government Employees Financed by Federal Assistance - The subrecipient will comply with requirements of 5 U.S.C. §§ 1501-08 and §§ 7321-26, which limit certain political activities of State or local government employees whose principal employment is in connection with an activity financed in whole or in part by federal assistance.

8.0 Funds to Association of Community Organizations for Reform Now (ACORN) Unallowable - Subrecipient understands and agrees that it cannot use any federal funds, either directly or indirectly, in support of any contract or subaward to either the Association of Community Organizations for Reform Now (ACORN) or its subsidiaries, without the express prior written approval of OJP.

9.0 Text Messaging While Driving - Pursuant to Executive Order 13513, "Federal Leadership on Reducing Text Messaging While Driving," 74 Fed. Reg. 51225 (October 1, 2009), and §316.305, F.S., the subrecipient is encouraged to adopt and enforce policies banning employees from text messaging while driving any vehicle during the course of performing work funded by this subaward and to establish workplace safety policies and conduct education, awareness, and other outreach to decrease crashes caused by distracted drivers.

10.0 For JAG: DNA Testing of Evidentiary Materials and Upload of DNA Profiles to a Database - If program funds will be used for DNA testing of evidentiary materials, any resulting eligible DNA profiles must be uploaded to the Combined DNA Index System (CODIS), by a government DNA lab with access to CODIS. No profiles generated with JAG funding may be entered into any other non-governmental DNA database without prior express written approval from BJA. For more information, refer to the NIJ FY 2012 DNA Backlog Reduction Program, available at https://www.ncjrs.gov/pdffiles1/nij/sl001062.pdf.

In addition, funds may not be used for purchase of DNA equipment and supplies when the resulting DNA profiles from such technology are not accepted for entry into CODIS (the National DNA Database operated by the FBI).

11.0 Environmental Requirements and Energy - For subawards in excess of $100,000, the subrecipient must comply with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C 85), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR 1). The subrecipient must comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871), if any.

12.0 Other Federal Funds - The subrecipient agrees that if it currently has an open award of federal funds or if it receives an award of federal funds other than this award, and those awards have been, are being, or are to be used, in whole or in part, for one or more of the identical cost items for which funds are being provided under this award, the subrecipient will promptly notify, in writing the grant manager for this award, and, if so requested by OCJG seek a budget modification or change of project scope grant adjustment notice (GAN) to eliminate any inappropriate duplication of funding.

13.0 Trafficking in Persons - The subrecipient must comply with applicable requirements pertaining to prohibited conduct relating to the trafficking of persons, whether on the part of recipients, subrecipients or individuals defined as "employees" of the subrecipient. The details of the recipient and subrecipient obligations related to prohibited conduct related to trafficking in persons are incorporated by reference and posted at https://ojp.gov/funding/Explore/ProhibitedConduct-Trafficking.htm

14.0 Requirement of the Award; Remedies for Non-Compliance or for Materially False Statements: Any materially false, fictitious, or fraudulent statement to the Department related to this award (or concealment or omission of a material fact) may be the subject of criminal prosecution (including under 18 U.S.C. §§ 1001, 1621, and/or 34 U.S.C. § 10272), and also may lead to imposition of civil penalties and administrative remedies for false claims or otherwise (including under 31 U.S.C. §§ 3729-3730 and 3801-3812).

Should any provision of a requirement of this award be held to be invalid or unenforceable by its terms, that provision shall first be applied with a limited construction so as to give it the maximum effect permitted by law. Should it be held, instead, that the provision is utterly invalid or unenforceable; such provision shall be deemed severable from this award.

15.0 Employment Eligibility Verification for Hiring Under This Award – The subrecipient must ensure that as part of the hiring process for any position that is or will be funded (in whole or in part) with award funds, the employment eligibility of the individual being hired is properly verified in accordance with the provisions of 8 U.S.C. 1324a(a)(1) and (2).

i. All persons who are or will be involved in activities under this award must be made aware of the requirement for verification of employment eligibility, and associated provisions of 8 U.S.C. 1324a(a)(1) and (2) that make it unlawful in the United States to hire (or recruit for employment) certain aliens.

ii. The subrecipient must provide training (to the extent necessary) to those persons required by this condition to be notified of the requirement for employment eligibility verification and the associated provisions of 8 U.S.C. 1324a(a)(1) and (2).

iii. As part of the recordkeeping requirements of this subaward, the subrecipient must maintain records of all employment eligibility verifications pertinent to compliance with this condition and in accordance with I-9 record retention requirements, as well as pertinent records of notifications and trainings.

iv. Monitoring of compliance with the requirements of this condition will be conducted by FDLE.

v. Persons who are or will be involved in activities under this award includes any and all subrecipient officials or other staff who are or will be involved in the hiring process with respect to a grant funded position under this award.

vi. For the purposes of satisfying this condition, the subrecipient may choose to participate in, and use E-Verify (www.e-verify.gov), provided an appropriate person authorized to act on behalf of the subrecipient entity uses E-Verify to confirm employment eligibility for each position funded through this award.

vii. Nothing in this condition shall be understood to authorize or require any subrecipient, or any person or other entity, to violate federal law, including any applicable civil rights or nondiscrimination law.

viii. Nothing in this condition, including paragraph vi., shall be understood to relieve any subrecipient, or any person or other entity, of any obligation otherwise imposed by law, including 8 U.S.C. 1324a(a)(1) and (2).

IMPORTANT NOTE: Any questions about the meaning or scope of this condition should be directed to FDLE prior to award acceptance.

16.0 Determination of Suitability to Interact with Minors – This condition applies if it is indicated in the application for subaward (at any tier) that a purpose of some or all of the activities to be carried out under the subaward is to benefit a set of individuals under 18 years of age.

The subrecipient (at any tier), must make determinations of suitability before certain individuals may interact with participating minors. The requirement applies regardless of an individual's employment status.

The details of this requirement are posted on the OJP website at https://ojp.gov/funding/Explore/Interact-Minors.htm.

17.0 Restrictions and Certifications Regarding Non-Disclosure Agreements and Related Matters: No subrecipient under this award, or entity that receives a procurement contract with funds under this award, may require an employee to sign an internal confidentiality agreement that prohibits the reporting of waste, fraud, or abuse to an investigative or law enforcement representative authorized to receive such information.

The foregoing is not intended, to contravene requirements applicable to classified information. In accepting this award, the subrecipient:

a) Has not required internal confidentiality agreements or statements from employees or contractors that currently prohibit reporting waste, fraud, or abuse;

b) Certifies that, if it learns that it is or has been requiring its employees or contractors to execute agreements that prohibit reporting of waste, fraud, or abuse, it will immediately stop any further obligations of award funds, will provide prompt written notification to OCJG, and will resume such obligations only if expressly authorized to do so by OCJG.

c) Will comply with requirements of 5 U.S.C. §§ 1501-08 and 7321-26, which limit certain political activities of state or local government employees whose principal employment is in connection with an activity financed in whole or in part by federal assistance.

17.0 For RSAT: State Alcohol and Drug Abuse Agency - The subrecipient will coordinate the design and implementation of treatment programs with the State alcohol and drug abuse agency or any appropriate local alcohol and drug abuse agency, especially when there is an opportunity to coordinate with initiatives funded through the Justice Assistance Grant (JAG) program.

18.0 For RSAT: Drug Testing - The subrecipient will implement or continue to require urinalysis or other proven reliable forms of testing of individuals in correctional residential substance abuse treatment programs. Such testing shall include individuals released from residential substance abuse treatment programs who remain in the custody of the State.

19.0 For RSAT: Opioid Abuse and Reduction - The subrecipient understands and agrees that, to the extent that substance abuse treatment and related services are funded by this award, they will include needed treatment and services to address opioid abuse and reduction.

20.0 For RSAT: Data Collection - The subrecipient agrees that grant funds may be used to pay for data collection, analysis, and report preparation only if that activity is associated with federal reporting requirements. Other data collection, analysis, and evaluation activities are not allowable uses of grant funds.

21.0 For PSN: Coordination with U.S. Attorney and PSN Task Forces - The recipient agrees to coordinate the project with the U.S. Attorney and Project Safe Neighborhoods Task Force(s) for the respective U.S. Attorney Districts covered by the award. The recipient also is encouraged to coordinate with other community justice initiatives and other ongoing, local gun prosecution and law enforcement strategies.

22.0 For PSN: Media-related Outreach - The subrecipient agrees to submit to OCJG for review and approval by DOJ, any proposal or plan for PSN media-related outreach projects.

23.0 For NCHIP & NARIP: Coordination and Compatibility with Systems - In accordance with federal award conditions, subrecipient agrees all activities supported under this award must:

1) Be coordinated with Federal, State, and local activities relating to homeland security and presale firearm checks

2) Ensure criminal justice information systems designed, implemented, or upgraded with NCHIP or NARIP funds are compatible, where applicable, with the National Incident-Based Reporting System (NIBRS), the National Crime Information Center system (NCIC 2000), the National Criminal Instant Background Check System (NICS), the Integrated Automated Fingerprint Identification System (IAFIS), and applicable national, statewide or regional criminal justice information sharing standards and plans.

3) Intend to establish or continue a program that enters into the National Crime Information Center (NCIC) records of: (a) Protection orders for the protection of persons from stalking or domestic violence; (b) Warrants for the arrest of persons violating protection orders intended to protect victims from stalking or domestic violence; and (c) Arrests or convictions of persons violating protection orders intended to protect victims from stalking or domestic violence.

Edward Byrne Memorial Justice Assistance Grant (JAG) Program

ACCEPTANCE OF FEDERAL FUNDING ASSISTANCE

Subrecipient: Highlands County Board of Commissioners

Subgrant Number: 2021-JAGC-HIGH-2-3B-023

Project Title: HIGHLANDS COUNTY JAGC FY 21-22

Pass-through Entity: Florida Department of Law Enforcement

This award is subject to all applicable rules, regulations, and conditions, as contained in the Department of Justice Grants Financial Guide, and the Office of Management and Budget Uniform Grant Requirements (2 C.F.R. Part 200). This award is also subject to the incorporated standard and special conditions, and such further rules, regulations, and policies as may be reasonably prescribed by the State or Federal Government.

In witness whereof, the parties affirm they each have read and understand the conditions set forth in this agreement, have read and understand the agreement in its entirety, and accept this agreement through the signature of their duly authorized officers on the date, month, and year set out below.

Highlands County Board of Commissioners
Authorizing Official (Commission Chairperson, Mayor, or Designated Representative)

_____
Signature Date

_____
Printed Name and Title

Highlands County Sheriff's Office
Authorizing Official (Official, Administrator, or Designated Representative)

_____
Signature Date

_____
Printed Name and Title

Florida Department of Law Enforcement
Office of Criminal Justice Grants

_____
Signature Date

Cody Menacof, Bureau Chief
_____
Printed Name and Title

Edward Byrne Memorial Justice Assistance Grant (JAG) Program

SPECIAL CONDITIONS

Subrecipient: Highlands County Board of Commissioners

Subgrant Number: 2021-JAGC-HIGH-2-3B-023

Project Title: HIGHLANDS COUNTY JAGC FY 21-22

Pass-through Entity: Florida Department of Law Enforcement

In addition to the attached standard conditions, the above-referenced grant project is subject to the special conditions set forth below.

Ref# S46522: At the time of application approval, the Highlands County Board of Commissioners had not submitted a current EEO Plan, and/or Approval Letter to the Office of Criminal Justice Grants. The documents must be maintained and provided to the Office of Criminal Justice Grants at monitoring.

Ref# S46731: The subgrantee's procurement policy does not appear to comply with all federal procurement requirements outlined in the Office of Management and Budget (OMB) Uniform Requirements, 2 CFR 200.318-320. Please see Subaward Management Questionnaire (SMQ) section VIII. All subaward procurements must comply with the standards identified in OMB's Uniform Requirements and documentation must be maintained and provided to the Office of Criminal Justice Grants at monitoring.

Ref# S47369: A risk assessment completed at the time of application review determined this project is low-risk. As a result, backup documentation related to expenditures must be maintained and made available upon request. Documentation may include, but is not limited to: procurement records (including quotes, competitive solicitations/bids, etc.), purchase orders, packing slips, delivery/receivable documents, invoices, proof of payment, timesheets, paystubs, activity logs, client activity logs, participant sign in sheets, billing documentation, travel vouchers etc.

Ref# S47376: WITHHOLDING OF FUNDS: This project requests funding for telecommunications and/or video surveillance equipment. Prior to the drawdown of funds for such equipment, the subrecipient must provide documentation that the manufacturer and vendor are not on the Excluded Parties List in SAM.gov to the Office of Criminal Justice Grants.

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Clinton Howerton, Jr., P.E., County Engineer**

SUBJECT/TITLE: **Consideration of State Funded Grant Supplemental Agreement No. 1 to the Small County Outreach Program Agreement between the Florida Department of Transportation (FDOT) and Highlands County for Financial Project No. 0436644-1-54-01 – Arbuckle Creek Road and Landfill Access Road and Accompanying Resolution Authorizing the Chairman of the Board to Execute Said Agreement.**

STATEMENT OF ISSUE

Attached for your approval is the State Funded Grant Supplemental Agreement No.1 to the Small County Outreach Program (SCOP) Agreement between FDOT and Highlands County for Financial Project No. 0436644-1-54-01 – Arbuckle Creek Road Landfill Access Road and accompanying Resolution authorizing the Chairman of the Board to execute said Agreement.
Since the project is over five (5) years old the state is requiring the Supplemental Agreement be approved by the County to bring the project into current State Financial Requirements. The current SCOP Agreement is providing the County $936,152.00 for the design, construction and CEI Service for the construction of the intersection improvements of Arbuckle Creek Road at the Landfill Access Road. The proposed construction consists of constructing turn lanes from eastbound and westbound off Arbuckle Creek Road into the Arbuckle Creek Landfill Access Road, widening and resurfacing the intersection and associated safety and drainage improvements. Design is complete and the bid documents are awaiting bidding upon approval of the Agreement.

RECOMMENDED ACTION

Move to approve the State Funded Grant Supplemental Agreement No. 1 to the Small County Outreach Program (SCOP) Agreement between Highlands County and the FDOT for Financial Project No. 0436644-1-54-01 – Arbuckle Creek Road and Landfill Access Road and accompanying Resolution.

FISCAL IMPACT

There is no fiscal impact to Fund 151 (Local Gov't. Infrastructure Surtax0 or the overall budget. The funding for this project (16002) was included in the adopted budget and approved by the Board on September 20, 2016.

Attachments: Arbuckle Creek Rd. Supplemental Agreement #1 7-8-21.pdf
Arbuckle Creed Resolution 2 Supplemental.pdf

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STATE-FUNDED GRANT SUPPLEMENTAL AGREEMENT

SUPPLEMENTAL NO.
01

CONTRACT NO.
G0K00

FPN
436644-1-54-01

Recipient: Highlands County

This Supplemental Agreement ("Supplemental"), dated _____ arises from the desire to supplement the State-Funded Grant Agreement ("Agreement") entered into and executed on February 20, 2017 as identified above. All provisions in the Agreement and supplements, if any, remain in effect except as expressly modified by this Supplemental.

The parties agree that the Agreement is to be amended and supplemented as follows:

The original Small County Outreach Program agreement (SCOP) executed on February 20, 2017 is replaced in its entirety by the attached State Funded Grant Agreement, incorporated by reference, which also provides a time extension from the original SCOP Agreement. The new expiration date will be July 1, 2022.

Reason for this Supplemental and supporting engineering and/or cost analysis:

The February 20, 2017 SCOP agreement does not contain certain financial audit terms and conditions which were implemented by the Florida Department of Financial Services (DFS) and are required by Florida statutes since the time period of the original agreement. The purpose of this Supplemental Agreement #1 is to cure these defects with a new State Funded Grant Agreement that is in compliance with statutory and DFS requirements as well as to provide a time extension as requested by Highlands County.

IN WITNESS WHEREOF, the parties have caused these presents to be executed the day and year first above written.

RECIPIENT:
Highlands County

By:_____
Name:
Title:

STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION

By:_____
Name:
Title:

Legal Review:

DS
DC

_____

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STATE-FUNDED GRANT AGREEMENT

FPN: 436644-1-54-01	Fund: SCOP	FLAIR Category:
	Org Code: 55014010106	FLAIR Obj: 751000
FPN:	Fund:	FLAIR Category:
	Org Code:	FLAIR Obj:
FPN:	Fund:	FLAIR Category:
	Org Code:	FLAIR Obj:
County No: Highlands-09	Contract No: G0K00	Vendor No: F596000655046

THIS STATE-FUNDED GRANT AGREEMENT ("Agreement") is entered into on _____, (This date to be entered by DOT only) by and between the State of Florida Department of Transportation, ("Department"), and Highlands County, ("Recipient"). The Department and the Recipient are sometimes referred to in this Agreement as a "Party" and collectively as the "Parties".

NOW, THEREFORE, in consideration of the mutual benefits to be derived from joint participation on the Project, the Parties agree to the following:

1. **Authority:** The Department is authorized to enter into this Agreement pursuant to Sections 334.044, 334.044(7), and (*select the applicable statutory authority for the program(s) below):*
   - ☐ Section 339.2817 Florida Statutes, County Incentive Grant Program (CIGP), (CSFA 55.008)
   - ☒ Section 339.2818 Florida Statutes, Small County Outreach Program (SCOP), (CSFA 55.009)
   - ☐ Section 339.2816 Florida Statutes, Small County Road Assistance Program (SCRAP), (CSFA 55.016)
   - ☐ Section 339.2819 Florida Statutes, Transportation Regional Incentive Program (TRIP), (CSFA 55.026)
   - ☐ Insert Legal Authority , Insert Funding Program Name , Insert CSFA Number

   The Recipient by Resolution or other form of official authorization, a copy of which is attached as **Exhibit "D"**, **Recipient Resolution**, and made a part of this Agreement, has authorized its officers to execute this Agreement on its behalf.

2. **Purpose of Agreement:** The purpose of this Agreement is to provide for the Department's participation in the design, construction, and CEI of Arbuckle Creek Road at Landfill Access Road, as further described in **Exhibit "A", Project Description and Responsibilities**, attached to and incorporated into this Agreement ("Project"); to provide Department financial assistance to the Recipient; state the terms and conditions upon which Department funds will be provided; and to set forth the manner in which the Project will be undertaken and completed.

3. **Term of the Agreement, Commencement and Completion of the Project:** This Agreement shall commence upon full execution by both Parties and the Recipient shall complete the Project on or before 07/01/2022. If the Recipient does not complete the Project within this time period, this Agreement will expire on the last day of the scheduled completion as provided in this paragraph unless an extension of the time period is requested by the Recipient and granted in writing by the Department prior to the expiration of this Agreement. Expiration of this Agreement will be considered termination of the Project. The Recipient acknowledges that no funding for the Project will be provided by the State under this Agreement for work on the Project that is not timely completed and invoiced in accordance with the terms of this Agreement, or for work performed prior to full execution of the Agreement. Notwithstanding the expiration of the required completion date provided in this Agreement and the consequent potential unavailability of any unexpended portion of State funding to be provided under this Agreement, the Recipient shall remain obligated to complete all aspects of the Project identified in **Exhibit "A"** in accordance with the remaining terms of this Agreement, unless otherwise agreed by the Parties, in writing.

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Execution of this Agreement by both Parties shall be deemed a Notice to Proceed to the Recipient for the design phase or other non-construction phases of the Project. If the Project involves a construction phase, the Recipient shall not begin the construction phase of the Project until the Department issues a written Notice to Proceed for the construction phase. Prior to commencing the construction work described in this Agreement, the Recipient shall request a Notice to Proceed from the Department.

4. **Amendments, Extensions and Assignment:** This Agreement may be amended or extended upon mutual written agreement of the Parties. This Agreement shall not be assigned, transferred or otherwise encumbered by the Recipient under any circumstances without the prior written consent of the Department.

5. **Termination or Suspension of Project:** The Department may, by written notice to the Recipient, suspend any or all of the Department's obligations under this Agreement for the Recipient's failure to comply with applicable laws or the terms of this Agreement until such time as the event or condition resulting in such suspension has ceased or been corrected. The Department may also terminate this Agreement in whole or in part at any time the interest of the Department requires such termination.

    a. If the Department terminates the Agreement, the Department shall notify the Recipient of such termination in writing within thirty (30) days of the Department's determination to terminate the Agreement, with instructions as to the effective date of termination or to specify the stage of work at which the Agreement is to be terminated.

    b. The Parties to this Agreement may also terminate this Agreement when its continuation would not produce beneficial results commensurate with the further expenditure of funds. In this event, the Parties shall agree upon the termination conditions through mutual written agreement.

    c. If the Agreement is terminated before performance is completed, the Recipient shall be paid only for that work satisfactorily performed for which costs can be substantiated. Such payment, however, may not exceed an amount which is the same percentage of the contract price as the amount of work satisfactorily completed is a percentage of the total work called for by this Agreement. All work in progress on the Department right-of-way will become the property of the Department and will be turned over promptly by the Recipient.

    d. Upon termination of this Agreement, the Recipient shall, within thirty (30) days, refund to the Department any funds determined by the Department to have been expended in violation of this Agreement.

6. **Project Cost:**

    a. The estimated cost of the Project is $936,152.00. This amount is based upon the Schedule of Financial Assistance in **Exhibit "B", Schedule of Financial Assistance**, attached and incorporated in this Agreement. The Schedule of Financial Assistance may be modified by execution of an amendment of the Agreement by the Parties.

    b. The Department agrees to participate in the Project cost up to the maximum amount of $936,152.00 and, additionally the Department's participation in the Project shall not exceed 100% of the total cost of the Project, and as more fully described in **Exhibit "B"**. The Department's participation may be increased or reduced upon a determination of the actual bid amounts of the Project by the execution of an amendment. The Recipient agrees to bear all expenses in excess of the amount of the Department's participation and any cost overruns or deficits incurred in connection with completion of the Project.

    c. The Department's participation in eligible Project costs is subject to, but not limited to:

        i. Legislative approval of the Department's appropriation request in the work program year that the Project is scheduled to be committed;

        ii. Approval of all plans, specifications, contracts or other obligating documents and all other terms of this Agreement; and

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iii. Department approval of the Project scope and budget at the time appropriation authority becomes available.

7. Compensation and Payment:

a. The Department shall reimburse the Recipient for costs incurred to perform services described in the Project Description and Responsibilities in **Exhibit "A**", and as set forth in the Schedule of Financial Assistance in **Exhibit "B"**.

b. The Recipient shall provide quantifiable, measurable, and verifiable units of deliverables. Each deliverable must specify the required minimum level of service to be performed and the criteria for evaluating successful completion. The Project and the quantifiable, measurable, and verifiable units of deliverables are described more fully in **Exhibit "A"**, Project Description and Responsibilities. Any changes to the deliverables shall require an amendment executed by both parties.

c. Invoices shall be submitted no more often than monthly and no less than quarterly by the Recipient in detail sufficient for a proper pre-audit and post-audit, based on the quantifiable, measurable and verifiable deliverables as established in **Exhibit "A"**. Deliverables and costs incurred must be received and approved by the Department prior to reimbursements. Requests for reimbursement by the Recipient shall include an invoice, progress report and supporting documentation for the period of services being billed that are acceptable to the Department. The Recipient shall use the format for the invoice and progress report that is approved by the Department.

d. Supporting documentation must establish that the deliverables were received and accepted in writing by the Recipient and must also establish that the required minimum standards or level of service to be performed based on the criteria for evaluating successful completion as specified in **Exhibit "A"** has been met. All costs invoiced shall be supported by properly executed payrolls, time records, invoices, contracts or vouchers evidencing in proper detail the nature and propriety of charges as described in **Exhibit "F", Contract Payment Requirements**.

e. Travel expenses are not compensable under this Agreement.

f. Payment shall be made only after receipt and approval of deliverables and costs incurred unless advance payments are authorized by the Chief Financial Officer of the State of Florida under Chapters 215 and 216, Florida Statutes or the Department's Comptroller under Section 334.044(29), Florida Statutes.

If the Department determines that the performance of the Recipient is unsatisfactory, the Department shall notify the Recipient of the deficiency to be corrected, which correction shall be made within a time-frame to be specified by the Department. The Recipient shall, within thirty (30) days after notice from the Department, provide the Department with a corrective action plan describing how the Recipient will address all issues of contract non-performance, unacceptable performance, failure to meet the minimum performance levels, deliverable deficiencies, or contract non-compliance. If the corrective action plan is unacceptable to the Department, the Recipient will not be reimbursed to the extent of the non-performance. The Recipient will not be reimbursed until the Recipient resolves the deficiency. If the deficiency is subsequently resolved, the Recipient may bill the Department for the unpaid reimbursement request(s) during the next billing period. If the Recipient is unable to resolve the deficiency, the funds shall be forfeited at the end of the Agreement's term.

Recipients receiving financial assistance from the Department should be aware of the following time frames. Inspection and approval of deliverables and costs incurred shall take no longer than 20 days from the Department's receipt of the invoice. The Department has 20 days to deliver a request for payment (voucher) to the Department of Financial Services. The 20 days are measured from the latter of the date the invoice is received or the deliverables and costs incurred are received, inspected, and approved.

If a payment is not available within 40 days, a separate interest penalty at a rate as established pursuant to Section 55.03(1), Florida Statutes, will be due and payable, in addition to the invoice amount, to the Recipient. Interest penalties of less than one (1) dollar will not be enforced unless the Recipient requests

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payment. Invoices that have to be returned to a Recipient because of Recipient preparation errors will result in a delay in the payment. The invoice payment requirements do not start until a properly completed invoice is provided to the Department.

A Vendor Ombudsman has been established within the Department of Financial Services. The duties of this individual include acting as an advocate for Recipient who may be experiencing problems in obtaining timely payment(s) from a state agency. The Vendor Ombudsman may be contacted at (850) 413-5516.

g. The Recipient shall maintain an accounting system or separate accounts to ensure funds and projects are tracked separately. Records of costs incurred under the terms of this Agreement shall be maintained and made available upon request to the Department at all times during the period of this Agreement and for five years after final payment is made. Copies of these documents and records shall be furnished to the Department upon request. Records of costs incurred include the Recipient's general accounting records and the project records, together with supporting documents and records, of the contractor and all subcontractors performing work on the project, and all other records of the contractor and subcontractors considered necessary by the Department for a proper audit of costs.

h. **Progress Reports.** Upon request, the Recipient agrees to provide progress reports to the Department in the standard format used by the Department and at intervals established by the Department. The Department will be entitled at all times to be advised, at its request, as to the status of the Project and of details thereof.

i. If, after Project completion, any claim is made by the Department resulting from an audit or for work or services performed pursuant to this Agreement, the Department may offset such amount from payments due for work or services done under any agreement which it has with the Recipient owing such amount if, upon demand, payment of the amount is not made within 60 days to the Department. Offsetting any amount pursuant to this paragraph shall not be considered a breach of contract by the Department.

j. The Recipient must submit the final invoice on the Project to the Department within 120 days after the completion of the Project. Invoices submitted after the 120-day time period may not be paid.

k. The Department’s performance and obligation to pay under this Agreement is contingent upon an annual appropriation by the Legislature. If the Department's financial assistance for this Project is in multiple fiscal years, a notice of availability of funds from the Department’s project manager must be received prior to costs being incurred by the Recipient. See **Exhibit “B”** for funding levels by fiscal year. Project costs utilizing any fiscal year funds are not eligible for reimbursement if incurred prior to funds approval being received. The Department will notify the Recipient, in writing, when funds are available.

l. In the event this Agreement is in excess of $25,000 and has a term for a period of more than one year, the provisions of Section 339.135(6)(a), Florida Statutes, are hereby incorporated:

> "The Department, during any fiscal year, shall not expend money, incur any liability, or enter into any contract which, by its terms, involves the expenditure of money in excess of the amounts budgeted as available for expenditure during such fiscal year. Any contract, verbal or written, made in violation of this subsection is null and void, and no money may be paid on such contract. The Department shall require a statement from the comptroller of the Department that funds are available prior to entering into any such contract or other binding commitment of funds. Nothing herein contained shall prevent the making of contracts for periods exceeding 1 year, but any contract so made shall be executory only for the value of the services to be rendered or agreed to be paid for in succeeding fiscal years, and this paragraph shall be incorporated verbatim in all contracts of the Department which are for an amount in excess of $25,000 and which have a term for a period of more than 1 year."

m. Any Project funds made available by the Department pursuant to this Agreement which are determined by the Department to have been expended by the Recipient in violation of this Agreement or any other applicable law or regulation, shall be promptly refunded in full to the Department. Acceptance by the Department of any documentation or certifications, mandatory or otherwise permitted, that the Recipient

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files shall not constitute a waiver of the Department's rights as the funding agency to verify all information at a later date by audit or investigation.

n. In determining the amount of the payment, the Department will exclude all Project costs incurred by the Recipient prior to the execution of this Agreement, costs incurred prior to issuance of a Notice to Proceed, costs incurred after the expiration of the Agreement, costs which are not provided for in the latest approved Schedule of Financial Assistance in **Exhibit "B"** for the Project, costs agreed to be borne by the Recipient or its contractors and subcontractors for not meeting the Project commencement and final invoice time lines, and costs attributable to goods or services received under a contract or other arrangements which have not been approved in writing by the Department.

8. General Requirements:

The Recipient shall complete the Project with all practical dispatch in a sound, economical, and efficient manner, and in accordance with the provisions in this Agreement and all applicable laws.

a. The Recipient must obtain written approval from the Department prior to performing itself (through the efforts of its own employees) any aspect of the Project that will be funded under this Agreement.

☐ If this box is checked, then the Agency is permitted to utilize its own forces and the following provision applies: **Use of Agency Workforce.** In the event the Agency proceeds with any phase of the Project utilizing its own forces, the Agency will only be reimbursed for direct costs (this excludes general overhead).

b. The Recipient shall provide to the Department certification and a copy of appropriate documentation substantiating that all required right-of-way necessary for the Project has been obtained. Certification is required prior to authorization for advertisement for or solicitation of bids for construction of the Project, including if no right-of-way is required.

c. The Recipient shall comply and require its contractors and subcontractors to comply with all terms and conditions of this Agreement and all federal, state, and local laws and regulations applicable to this Project.

d. The Recipient shall have the sole responsibility for resolving claims and requests for additional work for the Project by the Recipient's contractors and consultants. No funds will be provided for payment of claims or additional work on the Project under this Agreement without the prior written approval of the claim or request for additional work by Department.

9. Contracts of the Recipient

a. The Department has the right to review and approve any and all third party contracts with respect to the Project before the Recipient executes any contract or obligates itself in any manner requiring the disbursement of Department funds under this Agreement, including consultant or construction contracts or amendments thereto. If the Department exercises this right and the Recipient fails to obtain such approval, the Department may deny payment to the Recipient. The Department may review the qualifications of any consultant or contractor and to approve or disapprove the employment of such consultant or contractor.

b. It is understood and agreed by the parties hereto that participation by the Department in a project that involves the purchase of commodities or contractual services or the purchasing of capital equipment or the equipping of facilities, where purchases or costs exceed the Threshold Amount for CATEGORY TWO per Chapter 287.017 Florida Statutes, is contingent on the Recipient complying in full with the provisions of Chapter 287.057 Florida Statutes The Recipient shall certify to the Department that the purchase of commodities or contractual services has been accomplished in compliance with Chapter 287.057 Florida Statutes It shall be the sole responsibility of the Recipient to ensure that any obligations made in accordance with this Section comply with the current threshold limits. Contracts, purchase orders, task orders, construction change orders, or any other agreement that would result in exceeding the current budget contained in **Exhibit "B"**, or that are not consistent with the Project description and scope of services contained in **Exhibit "A"** must be approved by the Department prior to Recipient execution. Failure to

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obtain such approval, and subsequent execution of an amendment to the Agreement if required, shall be sufficient cause for nonpayment by the Department.

c. Participation by the Department in a project that involves a consultant contract for engineering, architecture or surveying services, is contingent on the Recipient's complying in full with provisions of Section 287.055, Florida Statutes, Consultants' Competitive Negotiation Act. In all cases, the Recipient shall certify to the Department that selection has been accomplished in compliance with the Consultants' Competitive Negotiation Act.

d. If the Project is procured pursuant to Chapter 255 for construction services and at the time of the competitive solicitation for the Project 50 percent or more of the cost of the Project is to be paid from state-appropriated funds, then the Recipient must comply with the requirements of Section 255.0991, Florida Statutes.

10. Design and Construction Standards and Required Approvals: In the event the Project includes construction the following provisions are incorporated into this Agreement:

a. The Recipient is responsible for obtaining all permits necessary for the Project.

b. In the event the Project involves construction on the Department's right-of-way, the Recipient shall provide the Department with written notification of either its intent to:

i. Award the construction of the Project to a Department prequalified contractor which is the lowest and best bidder in accordance with applicable state and federal statutes, rules, and regulations. The Recipient shall then submit a copy of the bid tally sheet(s) and awarded bid contract, or

ii. Construct the Project utilizing existing Recipient employees, if the Recipient can complete said Project within the time frame set forth in this Agreement. The Recipient's use of this option is subject to approval by the Department.

c. The Recipient shall hire a qualified contractor using the Recipient's normal bid procedures to perform the construction work for the Project. For projects that are not located on the Department's right-of-way, the Recipient is not required to hire a contractor prequalified by the Department unless the Department notifies the Recipient prior to letting that they are required to hire a contractor prequalified by the Department.

d. The Recipient is responsible for provision of Construction Engineering Inspection (CEI) services. The Department reserves the right to require the Recipient to hire a Department pre-qualified consultant firm that includes one individual that has completed the Advanced Maintenance of Traffic Level Training. Notwithstanding any provision of law to the contrary, design services and CEI services may not be performed by the same entity. Administration of the CEI staff shall be under the responsible charge of a State of Florida Licensed Professional Engineer who shall provide the certification that all design and construction for the Project meets the minimum construction standards established by Department. The Department shall have the right to approve the CEI firm. The Department shall have the right, but not the obligation, to perform independent assurance testing during the course of construction of the Project. Subject to the approval of the Department, the Recipient may choose to satisfy the requirements set forth in this paragraph by either hiring a Department prequalified consultant firm or utilizing Recipient staff that meet the requirements of this paragraph, or a combination thereof.

e. The Recipient is responsible for the preparation of all design plans for the Project. The Department reserves the right to require the Recipient to hire a Department pre-qualified consultant for the design phase of the Project using the Recipient's normal procurement procedures to perform the design services for the Project. Notwithstanding any provision of law to the contrary, design services and CEI services may not be performed by the same entity. All design work on the Project shall be performed in accordance with the requirements of all applicable laws and governmental rules and regulations and federal and state accepted design standards for the type of construction contemplated by the Project, including, as applicable, but not limited to, the applicable provisions of the Manual of Uniform Traffic Control Devices (MUTCD) and the AASHTO Policy on Geometric Design of Streets and Highways. If any portion of the Project will be located on, under, or over any Department-owned right-of-way, the Department shall review the Project's design

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plans for compliance with all applicable standards of the Department, as provided in **Exhibit "O", Terms and Conditions of Construction**, which is attached to and incorporated into this Agreement.

f. The Recipient shall adhere to the Department's Conflict of Interest Procedure (FDOT Topic No. 375-030-006).

g. The Recipient will provide copies of the final design plans and specifications and final bid documents to the Department's Construction Project Manager prior to commencing construction of the Project. The Department will specify the number of copies required and the required format.

h. The Recipient shall require the Recipient's contractor to post a payment and performance bond in accordance with applicable law.

i. The Recipient shall be responsible to ensure that the construction work under this Agreement is performed in accordance with the approved construction documents, and that it will meet all applicable Recipient and Department standards.

j. Upon completion of the work authorized by this Agreement, the Recipient shall notify the Department in writing of the completion of construction of the Project; and for all design work that originally required certification by a Professional Engineer, this notification shall contain an Engineers Certification of Compliance, signed and sealed by a Professional Engineer, the form of which is attached hereto and incorporated herein as **Exhibit "C", Engineers Certification of Completion**. The certification shall state that work has been completed in compliance with the Project construction plans and specifications. If any deviations are found from the approved plans, the certification shall include a list of all deviations along with an explanation that justifies the reason to accept each deviation.

k. The Recipient shall provide the Department with as-built plans of any portions of the Project funded through the Agreement prior to final inspection.

11. Maintenance Obligations: In the event the Project includes construction then the following provisions are incorporated into this Agreement:

a. The Recipient agrees to maintain any portion of the Project not located on the State Highway System constructed under this Agreement for its useful life. If the Recipient constructs any improvement on Department right-of-way, the Recipient

☒ shall

☐ shall not

maintain the improvements located on the Department right-of-way made for their useful life. If the Recipient is required to maintain Project improvements located on the Department right-of-way beyond final acceptance, then Recipient shall, prior to any disbursement of the State funding provided under this Agreement, also execute a Maintenance Memorandum of Agreement in a form that is acceptable to the Department. The Recipient has agreed to the foregoing by resolution, and such resolution is attached and incorporated into this Agreement as **Exhibit "D"**. This provision will survive termination of this Agreement.

12. State Single Audit: The administration of resources awarded through the Department to the Recipient by this Agreement may be subject to audits and/or monitoring by the Department. The following requirements do not limit the authority of the Department to conduct or arrange for the conduct of additional audits or evaluations of state financial assistance or limit the authority of any state agency inspector general, the Auditor General, or any other state official. The Recipient shall comply with all audit and audit reporting requirements as specified below.

a. In addition to reviews of audits conducted in accordance with Section 215.97, Florida Statutes, monitoring procedures to monitor the Recipient's use of state financial assistance may include but not be limited to on-site visits by Department staff and/or other procedures including, reviewing any required performance and financial reports, following up, ensuring corrective action, and issuing management decisions on weaknesses found through audits when those findings pertain to state financial assistance awarded through the Department by this Agreement. By entering into this Agreement, the Recipient agrees to comply and

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cooperate fully with any monitoring procedures/processes deemed appropriate by the Department. The Recipient further agrees to comply and cooperate with any inspections, reviews, investigations, or audits deemed necessary by the Department, the Department of Financial Services (DFS) or the Auditor General.

b. The Recipient, a nonstate entity as defined by Section 215.97(2)(n), Florida Statutes, as a recipient of state financial assistance awarded by the Department through this Agreement is subject to the following requirements:

i. In the event the Recipient meets the audit threshold requirements established by Section 215.97, Florida Statutes, the Recipient must have a State single or project-specific audit conducted for such fiscal year in accordance with Section 215.97, Florida Statutes; applicable rules of the Department of Financial Services; and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General. **Exhibit "J", State Financial Assistance (Florida Single Audit Act)** to this Agreement indicates state financial assistance awarded through the Department by this Agreement needed by the Recipient to further comply with the requirements of Section 215.97, Florida Statutes. In determining the state financial assistance expended in a fiscal year, the Recipient shall consider all sources of state financial assistance, including state financial assistance received from the Department by this Agreement, other state agencies and other nonstate entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a nonstate entity for Federal program matching requirements.

ii. In connection with the audit requirements, the Recipient shall ensure that the audit complies with the requirements of Section 215.97(8), Florida Statutes. This includes submission of a financial reporting package as defined by Section 215.97(2)(e), Florida Statutes, and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General.

iii. In the event the Recipient does not meet the audit threshold requirements established by Section 215.97, Florida Statutes, the Recipient is exempt for such fiscal year from the state single audit requirements of Section 215.97, Florida Statutes. However, the Recipient must provide a single audit exemption statement to the Department at FDOTSingleAudit@dot.state.fl.us no later than nine months after the end of the Recipient's audit period for each applicable audit year. In the event the Recipient does not meet the audit threshold requirements established by Section 215.97, Florida Statutes, in a fiscal year and elects to have an audit conducted in accordance with the provisions of Section 215.97, Florida Statutes, the cost of the audit must be paid from the Recipient's resources (i.e., the cost of such an audit must be paid from the Recipient's resources obtained from other than State entities).

iv. In accordance with Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, copies of financial reporting packages required by this Agreement shall be submitted to:

Florida Department of Transportation
Office of Comptroller, MS 24
605 Suwannee Street
Tallahassee, FL 32399-0405
Email: FDOTSingleAudit@dot.state.fl.us

And

State of Florida Auditor General
Local Government Audits/342
111 West Madison Street, Room 401
Tallahassee, FL 32399-1450
Email: flaudgen_localgovt@aud.state.fl.us

v. Any copies of financial reporting packages, reports or other information required to be submitted to the Department shall be submitted timely in accordance with Section 215.97, Florida Statutes, and

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Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, as applicable.

vi. The Recipient, when submitting financial reporting packages to the Department for audits done in accordance with Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, should indicate the date the reporting package was delivered to the Recipient in correspondence accompanying the reporting package.

vii. Upon receipt, and within six months, the Department will review the Recipient's financial reporting package, including corrective action plans and management letters, to the extent necessary to determine whether timely and appropriate corrective action on all deficiencies has been taken pertaining to the state financial assistance provided through the Department by this Agreement. If the Recipient fails to have an audit conducted consistent with Section 215.97, Florida Statutes, the Department may take appropriate corrective action to enforce compliance.

viii. As a condition of receiving state financial assistance, the Recipient shall permit the Department, or its designee, DFS or the Auditor General access to the Recipient's records including financial statements, the independent auditor's working papers and project records as necessary. Records related to unresolved audit findings, appeals or litigation shall be retained until the action is complete or the dispute is resolved.

c. The Recipient shall retain sufficient records demonstrating its compliance with the terms of this Agreement for a period of five years from the date the audit report is issued and shall allow the Department, or its designee, DFS or the Auditor General access to such records upon request. The Recipient shall ensure that the audit working papers are made available to the Department, or its designee, DFS or the Auditor General upon request for a period of five years from the date the audit report is issued unless extended in writing by the Department.

13. Restrictions, Prohibitions, Controls and Labor Provisions:

a. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity; may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

b. In accordance with Section 287.134, Florida Statutes, an entity or affiliate who has been placed on the Discriminatory Vendor List, kept by the Florida Department of Management Services, may not submit a bid on a contract to provide goods or services to a public entity; may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor or consultant under a contract with any public entity; and may not transact business with any public entity.

c. An entity or affiliate who has had its Certificate of Qualification suspended, revoked, denied or have further been determined by the Department to be a non-responsible contractor may not submit a bid or perform work for the construction or repair of a public building or public work on a contract with the Recipient.

d. No funds received pursuant to this Agreement may be expended for lobbying the Florida Legislature, judicial branch, or any state agency, in accordance with Section 216.347, Florida Statutes.

e. The Department shall consider the employment by any contractor of unauthorized aliens a violation of Section 274A(e) of the Immigration and Nationality Act. If the contractor knowingly employs unauthorized aliens, such violation will be cause for unilateral cancellation of this Agreement.

f. The Recipient shall:

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i. Utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Recipient during the term of the contract; and

ii. Expressly require any subcontractors performing work or providing services pursuant to the state contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term.

g. The Recipient shall comply and require its contractors and subcontractors to comply with all terms and conditions of this Agreement and all federal, state, and local laws and regulations applicable to this Project.

14. Indemnification and Insurance:

a. It is specifically agreed between the parties executing this Agreement that it is not intended by any of the provisions of any part of this Agreement to create in the public or any member thereof, a third-party beneficiary under this Agreement, or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this Agreement. The Recipient guarantees the payment of all just claims for materials, supplies, tools, or labor and other just claims against the Recipient or any subcontractor, in connection with this Agreement.

b. To the extent provided by law, Recipient shall indemnify, defend, and hold harmless the Department against any actions, claims, or damages arising out of, relating to, or resulting from negligent or wrongful act(s) of Recipient, or any of its officers, agents, or employees, acting within the scope of their office or employment, in connection with the rights granted to or exercised by Recipient hereunder, to the extent and within the limitations of Section 768.28, Florida Statutes. The foregoing indemnification shall not constitute a waiver of the Department's or the Recipient's sovereign immunity beyond the limits set forth in Florida Statutes, Section 768.28, nor shall the same be construed to constitute agreement by Recipient to indemnify the Department for the negligent acts or omissions of the Department, its officers, agents, or employees, or for the acts of third parties. Nothing herein shall be construed as consent by Recipient to be sued by third parties in any manner arising out of this Agreement. This indemnification shall survive the termination of this Agreement.

c. Recipient agrees to include the following indemnification in all contracts with contractors, subcontractors, consultants, or subconsultants (each referred to as "Entity" for the purposes of the below indemnification) who perform work in connection with this Agreement:

"To the extent provided by law, [ENTITY] shall indemnify, defend, and hold harmless the [RECIPIENT] and the State of Florida, Department of Transportation, including the Department's officers, agents, and employees, against any actions, claims, or damages arising out of, relating to, or resulting from negligent or wrongful act(s) of [ENTITY], or any of its officers, agents, or employees, acting within the scope of their office or employment, in connection with the rights granted to or exercised by [ENTITY].

The foregoing indemnification shall not constitute a waiver of the Department's or [RECIPIENT']'s sovereign immunity beyond the limits set forth in Florida Statutes, Section 768.28. Nor shall the same be construed to constitute agreement by [ENTITY] to indemnify [RECIPIENT] for the negligent acts or omissions of [RECIPIENT], its officers, agents, or employees, or third parties. Nor shall the same be construed to constitute agreement by [ENTITY] to indemnify the Department for the negligent acts or omissions of the Department, its officers, agents, or employees, or third parties. This indemnification shall survive the termination of this Agreement."

d. The Recipient shall provide Workers' Compensation Insurance in accordance with Florida's Workers' Compensation law for all employees. If subletting any of the work, ensure that the subcontractor(s) and subconsultants have Workers' Compensation Insurance for their employees in accordance with Florida's Workers' Compensation law. If using "leased employees" or employees obtained through professional employer organizations ("PEO's"), ensure that such employees are covered by Workers' Compensation

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insurance through the PEO's or other leasing entities. Ensure that any equipment rental agreements that include operators or other personnel who are employees of independent contractors, sole proprietorships or partners are covered by insurance required under Florida's Workers' Compensation law.

e. If the Recipient elects to self-perform the Project, and such self-performance is approved by the Department in accordance with the terms of this Agreement, the Recipient may self-insure and proof of self-insurance shall be provided to the Department. If the Recipient elects to hire a contractor or consultant to perform the Project, then the Recipient shall, or cause its contractor or consultant to carry Commercial General Liability insurance providing continuous coverage for all work or operations performed under the Agreement. Such insurance shall be no more restrictive than that provided by the latest occurrence form edition of the standard Commercial General Liability Coverage Form (ISO Form CG 00 01) as filed for use in the State of Florida. Recipient shall, or cause its contractor to cause the Department to be made an Additional Insured as to such insurance. Such coverage shall be on an "occurrence" basis and shall include Products/Completed Operations coverage. The coverage afforded to the Department as an Additional Insured shall be primary as to any other available insurance and shall not be more restrictive than the coverage afforded to the Named Insured. The limits of coverage shall not be less than $1,000,000 for each occurrence and not less than a $5,000,000 annual general aggregate, inclusive of amounts provided by an umbrella or excess policy. The limits of coverage described herein shall apply fully to the work or operations performed under the Agreement, and may not be shared with or diminished by claims unrelated to the Agreement. The policy/ies and coverage described herein may be subject to a deductible and such deductibles shall be paid by the Named Insured. No policy/ies or coverage described herein may contain or be subject to a Retention or a Self-Insured Retention unless the Recipient is a state agency or subdivision of the State of Florida that elects to self-perform the Project. Prior to the execution of the Agreement, and at all renewal periods which occur prior to final acceptance of the work, the Department shall be provided with an ACORD Certificate of Liability Insurance reflecting the coverage described herein. The Department shall be notified in writing within ten days of any cancellation, notice of cancellation, lapse, renewal, or proposed change to any policy or coverage described herein. The Department's approval or failure to disapprove any policy/ies, coverage, or ACORD Certificates shall not relieve or excuse any obligation to procure and maintain the insurance required herein, nor serve as a waiver of any rights or defenses the Department may have.

f. When the Agreement includes the construction of a railroad grade crossing, railroad overpass or underpass structure, or any other work or operations within the limits of the railroad right-of-way, including any encroachments thereon from work or operations in the vicinity of the railroad right-of-way, the Recipient shall, or cause its contractor to, in addition to the insurance coverage required above, procure and maintain Railroad Protective Liability Coverage (ISO Form CG 00 35) where the railroad is the Named Insured and where the limits are not less than $2,000,000 combined single limit for bodily injury and/or property damage per occurrence, and with an annual aggregate limit of not less than $6,000,000. The railroad shall also be added along with the Department as an Additional Insured on the policy/ies procured pursuant to the paragraph above. Prior to the execution of the Agreement, and at all renewal periods which occur prior to final acceptance of the work, both the Department and the railroad shall be provided with an ACORD Certificate of Liability Insurance reflecting the coverage described herein. The insurance described herein shall be maintained through final acceptance of the work. Both the Department and the railroad shall be notified in writing within ten days of any cancellation, notice of cancellation, renewal, or proposed change to any policy or coverage described herein. The Department's approval or failure to disapprove any policy/ies, coverage, or ACORD Certificates shall not relieve or excuse any obligation to procure and maintain the insurance required herein, nor serve as a waiver of any rights the Department may have.

g. When the Agreement involves work on or in the vicinity of utility-owned property or facilities, the utility shall be added along with the Department as an Additional Insured on the Commercial General Liability policy/ies procured above.

15. Miscellaneous:

a. In no event shall any payment to the Recipient constitute or be construed as a waiver by the Department of any breach of covenant or any default which may then exist on the part of the Recipient and the making of such payment by the Department, while any such breach or default shall exist, shall in no way impair or prejudice any right or remedy available to the Department with respect to such breach or default.

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b. If any provision of this Agreement is held invalid, the remainder of this Agreement shall not be affected. In such an instance, the remainder would then continue to conform to the terms and requirements of applicable law.

c. The Recipient and the Department agree that the Recipient, its employees, contractors, subcontractors, consultants, and subconsultants are not agents of the Department as a result of this Agreement.

d. By execution of the Agreement, the Recipient represents that it has not paid and, also agrees not to pay, any bonus or commission for the purpose of obtaining an approval of its application for the financing hereunder.

e. Nothing in the Agreement shall require the Recipient to observe or enforce compliance with any provision or perform any act or do any other thing in contravention of any applicable state law. If any of the provisions of the Agreement violate any applicable state law, the Recipient will at once notify the Department in writing in order that appropriate changes and modifications may be made by the Department and the Recipient to the end that the Recipient may proceed as soon as possible with the Project.

f. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which shall constitute the same Agreement. A facsimile or electronic transmission of this Agreement with a signature on behalf of a party will be legal and binding on such party.

g. The Department reserves the right to unilaterally terminate this Agreement for failure by the Recipient to comply with the provisions of Chapter 119, Florida Statutes.

h. The Recipient agrees to comply with Section 20.055(5), Florida Statutes, and to incorporate in all subcontracts the obligation to comply with Section 20.055(5), Florida Statutes

i. This Agreement shall be governed by and construed in accordance with the laws of the State of Florida. In the event of a conflict between any portion of the contract and Florida law, the laws of Florida shall prevail. The Recipient agrees to waive forum and venue and that the Department shall determine the forum and venue in which any dispute under this Agreement is decided.

j. This Agreement does not involve the purchase of Tangible Personal Property, as defined in Chapter 273, Florida Statutes.

16. Exhibits.

a. **Exhibits A, B, D, F,** and **J** are attached to and incorporated into this Agreement.

b. ☒ The Project will involve construction, therefore, **Exhibit "C"**, Engineer's Certification of Compliance is attached and incorporated into this Agreement.

c. ☐ Alternative Advance Payment Financial Provisions are used on this Project. If an Alternative Pay Method is used on this Project, then **Exhibit "H"**, Alternative Advance Payment Financial Provisions, is attached and incorporated into this Agreement.

d. ☐ This Project utilizes Advance Project Reimbursement. If this Project utilizes Advance Project Reimbursement, then **Exhibit "K"**, Advance Project Reimbursement is attached and incorporated into this Agreement.

e. ☐ A portion or all of the Project will utilize the Department's right-of-way and, therefore, **Exhibit O**, **Terms and Conditions of Construction in Department Right-of-Way**, is attached and incorporated into this Agreement.

f. ☐ The following Exhibit(s), in addition to those listed in 16.a. through 16.f., are attached and incorporated into this Agreement: _____

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g. Exhibit and Attachment List

Exhibit A: Project Description and Responsibilities
Exhibit B: Schedule of Financial Assistance
*Exhibit C: Engineer's Certification of Compliance
Exhibit D: Recipient Resolution
Exhibit F: Contract Payment Requirements
*Exhibit H: Alternative Advance Payment Financial Provisions
Exhibit J: State Financial Assistance (Florida Single Audit Act)
*Exhibit K: Advance Project Reimbursement
*Exhibit O: Terms and Conditions of Construction in Department Right-of-Way

*Additional Exhibit(s):

*Indicates that the Exhibit is only attached and incorporated if applicable box is selected.

The remainder of this page intentionally left blank.

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IN WITNESS WHEREOF, the Parties have executed this Agreement on the day and year written above.

RECIPIENT Highlands County

By: _____

Name: _____

Title: _____

STATE OF FLORIDA,
DEPARTMENT OF TRANSPORTATION

By: _____

Name: _____

Title: _____

Legal Review:

By: _____

Name: _____

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EXHIBIT A

PROJECT DESCRIPTION AND RESPONSIBILITIES

FPN: 436644-1-54-01

This exhibit forms an integral part of the Local Agency Program Agreement between the State of Florida, Department of Transportation and

Highlands County (the Recipient)

PROJECT LOCATION:

☐ The project is on the National Highway System.

☐ The project is on the State Highway System.

PROJECT LENGTH AND MILE POST LIMITS: 0.348 miles

PROJECT DESCRIPTION: Arbuckle Creek Road at Landfill Access Road

The purpose of this Exhibit is to describe the scope of work and the responsibilities of Highlands County in connection with the design and construction of the intersection improvement of Arbuckle Creek Road at Landfill Access Road. Specifically included is the addition of a right turn lane from westbound Arbuckle Creek Road to northbound Landfill Access Road and the addition of left turn lane from eastbound Arbuckle Creek Road to northbound Landfill Access Road. The lengths of the turn lanes shall meet or exceed minimum design criteria in accordance with the Florida Department of Transportation (FDOT) Manual of Uniform Minimum Standards for Design, Construction and Maintenance for Streets and Highways. Pavement widening and transition segments from the turn lanes back to the existing two-lane roadway, is included. In addition, intersection radii will be increased to eliminate heavy truck off-tracking. Associated safety and drainage improvements will also be addressed, as appropriate.

The general objective is for Highlands County to provide contract administration, management services, construction engineering and inspection services and quality acceptance reviews of all work associated with the development and preparation of the contract plans and construction of the associated improvements. The services performed shall be in accordance with the Florida Department of Transportation (FDOT) Manual of Uniform Minimum Standards for Design, Construction and Maintenance for Streets and Highways.

Specifically and non-inclusive, the following are included in the Scope of Services:
•Construct a right turn lane from westbound Arbuckle Creek Road to northbound Landfill Access Road and a left turn lane from eastbound Arbuckle Creek Road to northbound Landfill Access Road.
•Widening and resurfacing of the existing asphalt pavement within the intersection.
•Construct or reconstruct, as appropriate, side streets and turnouts which will be connected to the project.
•Roadway signing and pavement markings to meet the latest Manual on Uniform Traffic Control Devices for Streets and Highways (MUTCD).
•Provide for the preparation of the Roadway Plans Package. This work effort includes the roadway design and drainage analysis needed to prepare a complete set of Roadway Plans, Traffic Control Plans, Environmental Permits and other necessary documents.
•The design criteria shall meet design standards set forth in the Florida Department of Transportation (FDOT) Standard Specifications for Road and Bridge Construction (2016 Edition) and FDOT Manual of Uniform Minimum Standards for Design, Construction and Maintenance for Streets and Highways.

•Coordination with utility owners during design and construction will be required to determine and avoid potential impacts. Where unavoidable, disposition of the utility conflicts should be coordinated, including any utility design and utility relocation of impacted utility facilities.
•A Professional Engineer, registered in the State of Florida, in responsible charge of the project's design shall professionally endorse (sign, seal and certify) the record plans, the special provisions and all reference and support documents.
•Obtain topographic survey sufficient to provide proposed design.
•Acquisition of all applicable stormwater and environmental permits. Acquisition includes all associated permit fees.
•Provide Construction Engineering and Inspection (CEI) and Quality Assurance Engineering.
•Upon completion of construction, Final As-built Construction Plans, signed and sealed by a Professional Engineer, registered in the State of Florida, will be provided.
•Coordinate construction activities with other construction projects that are impacted by or impact this project. This includes projects under the jurisdiction of local governments or other regional and state agencies.

SPECIAL CONSIDERATIONS BY RECIPIENT:

The Recipient is required to provide a copy of the design plans for the Department's review and approval to coordinate permitting with the Department, and notify the Department prior to commencement of any right-of-way activities.

The Recipient shall commence the project's activities subsequent to the execution of this Agreement and shall perform in accordance with the following schedule:

a) Construction to be let by September 1, 2021
b) Construction to be completed by July 1, 2022

If this schedule cannot be met, the Recipient will notify the Department in writing with a revised schedule or the project is subject to the withdrawal of funding.

SPECIAL CONSIDERATIONS BY DEPARTMENT:

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EXHIBIT B
SCHEDULE OF FINANCIAL ASSISTANCE

RECIPIENT NAME & BILLING ADDRESS:	FINANCIAL PROJECT NUMBER:
Highlands County 590 S Commerce Ave Sebring FL	436644-1-54-01

I. PHASE OF WORK by Fiscal Year:	FY 2017	FY	FY	TOTAL
Design- Phase 34	$ 0.00	$ 0.00	$ 0.00	$0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Local Participation (Any applicable waiver noted in Exhibit “A”)	% or $ 0.00	% or $ 0.00	% or $ 0.00	% or $0.00
In-Kind Contribution	$	$	$	$ 0.00
Cash	$	$	$	$ 0.00
Combination In-Kind/Cash	$	$	$	$ 0.00
Right of Way- Phase 44	$ 0.00	$ 0.00	$ 0.00	$0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Local Participation (Any applicable waiver noted in Exhibit “A”)	% or $ 0.00	% or $ 0.00	% or $ 0.00	% or $0.00
In-Kind Contribution	$	$	$	$ 0.00
Cash	$	$	$	$ 0.00
Combination In-Kind/Cash	$	$	$	$ 0.00
Construction/CEI - Phase 54	$ 936,152.00	$ 0.00	$ 0.00	$936,152.00
Maximum Department Participation - (SCOP)	% or $ 936,152.00	% or $	% or $	% or $ 936,152.00
Maximum Department Participation - ( )	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (_____)	% or $	% or $	% or $	% or $ 0.00
Local Participation (Any applicable waiver noted in Exhibit “A”)	% or $ 0.00	% or $ 0.00	% or $ 0.00	% or $0.00
In-Kind Contribution	$	$	$	$ 0.00
Cash	$	$	$	$ 0.00
Combination In-Kind/Cash	$	$	$	$ 0.00

Insert Phase and Number (if applicable)	$ 0.00	$ 0.00	$ 0.00	$0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Maximum Department Participation - (Insert Program Name)	% or $	% or $	% or $	% or $ 0.00
Local Participation (Any applicable waiver noted in Exhibit "A")	% or $ 0.00	% or $ 0.00	% or $ 0.00	% or $0.00
In-Kind Contribution	$	$	$	$ 0.00
Cash	$	$	$	$ 0.00
Combination In-Kind/Cash	$	$	$	$ 0.00
II. **TOTAL PROJECT COST:**	$936,152.00	$0.00	$0.00	$936,152.00

COST ANALYSIS CERTIFICATION AS REQUIRED BY SECTION 216.3475, FLORIDA STATUTES:
I certify that the cost for each line item budget category has been evaluated and determined to be allowable, reasonable, and necessary as required by Section 216.3475, F.S. Documentation is on file evidencing the methodology used and the conclusions reached.

Zoe Giannopoulos
District Grant Manager Name

DocuSigned by:
Zoe Giannopoulos
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6/30/2021 | 12:17 PM EDT
Date

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EXHIBIT C

ENGINEER'S CERTIFICATION OF COMPLIANCE

Engineer's Certification of Compliance. The Recipient shall complete and submit the following Notice of Completion and, if applicable, Engineer's Certification of Compliance to the Department upon completion of the construction phase of the Project.

NOTICE OF COMPLETION

STATE-FUNDED GRANT AGREEMENT
Between
THE STATE OF FLORIDA, DEPARTMENT OF TRANSPORTATION
and Highlands County

PROJECT DESCRIPTION:Arbuckle Creek Road at Landfill Access Road

FPID#: 436644-1-54-01

In accordance with the Terms and Conditions of the State-Funded Grant Agreement, the undersigned provides notification that the work authorized by this Agreement is complete as of _____, 20__.

By: _____

Name: _____

Title: _____

ENGINEER'S CERTIFICATION OF COMPLIANCE

In accordance with the Terms and Conditions of the State-Funded Grant Agreement, the undersigned certifies that all work which originally required certification by a Professional Engineer has been completed in compliance with the Project construction plans and specifications. If any deviations have been made from the approved plans, a list of all deviations, along with an explanation that justifies the reason to accept each deviation, will be attached to this Certification. Also, with submittal of this certification the Recipient shall furnish the Department a set of "as-built" plans certified by the Engineer of Record/CEI.

By: _____, _____ P.E.

SEAL:

Name: _____

Date: _____

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EXHIBIT D

RECIPIENT RESOLUTION

The Recipient's Resolution authorizing entry into this Agreement is attached and incorporated into this Agreement.

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EXHIBIT F

CONTRACT PAYMENT REQUIREMENTS
Florida Department of Financial Services, Reference Guide for State Expenditures
Cost Reimbursement Contracts

Invoices for cost reimbursement contracts must be supported by an itemized listing of expenditures by category (salary, travel, expenses, etc.). Supporting documentation shall be submitted for each amount for which reimbursement is being claimed indicating that the item has been paid. Documentation for each amount for which reimbursement is being claimed must indicate that the item has been paid. Check numbers may be provided in lieu of copies of actual checks. Each piece of documentation should clearly reflect the dates of service. Only expenditures for categories in the approved agreement budget may be reimbursed. These expenditures must be allowable (pursuant to law) and directly related to the services being provided.

Listed below are types and examples of supporting documentation for cost reimbursement agreements:

Salaries: Timesheets that support the hours worked on the project or activity must be kept. A payroll register, or similar documentation should be maintained. The payroll register should show gross salary charges, fringe benefits, other deductions and net pay. If an individual for whom reimbursement is being claimed is paid by the hour, a document reflecting the hours worked times the rate of pay will be acceptable.

Fringe benefits: Fringe benefits should be supported by invoices showing the amount paid on behalf of the employee, e.g., insurance premiums paid. If the contract specifically states that fringe benefits will be based on a specified percentage rather than the actual cost of fringe benefits, then the calculation for the fringe benefits amount must be shown. Exception: Governmental entities are not required to provide check numbers or copies of checks for fringe benefits.

Travel: Reimbursement for travel must be in accordance with s. 112.061, F.S., which includes submission of the claim on the approved state travel voucher along with supporting receipts and invoices.

Other direct costs: Reimbursement will be made based on paid invoices/receipts and proof of payment processing (cancelled/processed checks and bank statements). If nonexpendable property is purchased using state funds, the contract should include a provision for the transfer of the property to the State when services are terminated. Documentation must be provided to show compliance with DMS Rule 60A-1.017, F.A.C., regarding the requirements for contracts which include services and that provide for the contractor to purchase tangible personal property as defined in s. 273.02, F.S., for subsequent transfer to the State.

Indirect costs: If the contract stipulates that indirect costs will be paid based on a specified rate, then the calculation should be shown. Indirect costs must be in the approved agreement budget and the entity must be able to demonstrate that the costs are not duplicated elsewhere as direct costs. All indirect cost rates must be evaluated for reasonableness and for allowability and must be allocated consistently.

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Contracts between state agencies may submit alternative documentation to substantiate the reimbursement request, which may be in the form of FLAIR reports or other detailed reports.

The Florida Department of Financial Services, online Reference Guide for State Expenditures can be found at this web address https://www.myfloridacfo.com/Division/AA/Manuals/documents/ReferenceGuideforStateExpenditures.pdf.

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EXHIBIT J

STATE FINANCIAL ASSISTANCE (FLORIDA SINGLE AUDIT ACT)

THE STATE RESOURCES AWARDED PURSUANT TO THIS AGREEMENT CONSIST OF THE FOLLOWING:

Awarding Agency: Florida Department of Transportation

State Project Title and CSFA Number:

- ☐ County Incentive Grant Program (CIGP), (CSFA 55.008)
- ☒ Small County Outreach Program (SCOP), (CSFA 55.009)
- ☐ Small County Road Assistance Program (SCRAP), (CSFA 55.016)
- ☐ Transportation Regional Incentive Program (TRIP), (CSFA 55.026)
- ☐ Insert Program Name, Insert CSFA Number

***Award Amount:** $936,152.00

*The state award amount may change with supplemental agreements

Specific project information for CSFA Number is provided at: https://apps.fldfs.com/fsaa/searchCatalog.aspx

COMPLIANCE REQUIREMENTS APPLICABLE TO STATE RESOURCES AWARDED PURSUANT TO THIS AGREEMENT:

State Project Compliance Requirements for CSFA Number are provided at: https://apps.fldfs.com/fsaa/searchCompliance.aspx

The State Projects Compliance Supplement is provided at: https://apps.fldfs.com/fsaa/compliance.aspx

RESOLUTION 20-21-125

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA, AUTHORIZING THE EXECUTION OF A SUPPLEMENTAL AGREEMENT WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION FOR THE ARBUCKLE CREEK ROAD AT LANDFILL ACCESS ROAD.

WHEREAS, Highlands County, a political subdivision of the State of Florida, previously entered into an agreement with the Florida Department of Transportation for participation in the Small County Outreach Program for the design and construction of the intersection improvement at the Arbuckle Creek Road and Landfill Access Road intersection on January 17, 2017; and

WHEREAS, the project is as yet incomplete, and to remain in compliance with current State of Florida financial requirements, it is necessary to execute a supplemental agreement.

NOW, THEREFORE, BE IT RESOLVED BY HIGHLANDS COUNTY, FLORIDA, AS FOLLOWS:

SECTION 1. Legislative Findings and Intent. Highlands County has complied with all requirements and procedures of Florida law in processing this Resolution. The above recitals are hereby adopted.

SECTION 2. Authorization.

a. The Supplemental Agreement attached hereto, has been approved by the Highlands County Board of County Commissioners.

b. The Chairman or Vice-Chairman of the Board of County Commissioners is hereby authorized to execute said supplemental agreement with the Florida Department of Transportation**;**

c. The Clerk of the Court is authorized and directed to transmit one certified copy of this resolution to the State of Florida Department of Transportation.

SECTION 3. Implementing Administrative Actions. The County Administrator is hereby authorized and directed to take such action as may be deemed necessary and appropriate in order to implement the provisions of this Resolution. The County Administrator may, as deemed appropriate, necessary and convenient, delegate the powers of implementation as herein set forth to such County employees as deemed effectual and prudent.

SECTION 4. Savings Clause. All prior actions of Highlands County pertaining to the Supplemental Agreement described hereinabove, as well as any and all matters relating thereto, are hereby ratified and affirmed consistent with the provisions of this Resolution.

SECTION 5. Scrivener's Errors. Typographical errors and other matters of a similar nature that do not affect the intent of this Resolution, as determined by the County Administrator and County Attorney, may be corrected.

SECTION 6. Conflicts. All Resolutions or parts of Resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 7. Severability. If any Section or portion of a Section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other Section or part of this Resolution.

SECTION 8. Effective Date. This Resolution shall become effective immediately upon its passage and adoption.

PASSED AND ADOPTED this ____ day of July, 2021.

HIGHLANDS COUNTY BOARD OF
COUNTY COMMISSIONERS

By: _____
Scott Kirouac, Chairman

ATTEST:

_____
Jerome Kaszubowski, Clerk of Courts

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Richard Fleeger, Parks & Facilities Superintendent**

SUBJECT/TITLE: **Request approval of Budget Amendment 20-21-103 and Interlocal Agreements, pursuant to the Recreation & Parks Advisory Committee's (RPAC) recommendation for two Funding Requests from the Town of Lake Placid for $140,801.44 and the City of Avon Park for $33,960.**

STATEMENT OF ISSUE

The Recreation and Parks Advisory Committee (RPAC) met on May 20, 2021 to discuss two Funding Request applications submitted by the Town of Lake Placid and the City of Avon Park. The first request of the BCC is to reimburse the Town of Lake Placid up to $140,801.44 of the total cost of $165,648.75 for a 15/85% split, for Phase 2 Improvements at the Lake June Park Project.
The second request is to reimburse the City of Avon Park up to $33,960 of the total cost of $67,920 for the restroom renovations at Donaldson Park. The City's original request was for 100% funding of the project, but the Committee agreed upon 50%.

RECOMMENDED ACTION

Move approval of Budget Amendment 20-21-103 and the Interlocal Agreements, pursuant to the Recreation & Parks Advisory Committee's (RPAC) recommendation for two Funding Requests from the Town of Lake Placid and the City of Avon Park.

FISCAL IMPACT

There is no fiscal impact to the Fund 151 (Infrastructure Surtax) or the overall budget as this Budget Amendment is transferring funds from account 56300 (Improvements Other Than) to Projects 20057 (Lk June Park Phase 2 Improvements) and 20058 (Donaldson Park Restroom Improvements), account 56300Z (Project Improvements), all within cost center 6101A (Recreation Dept. 151). The reimbursement will be for up to $140,801.44 for the Town of Lake Placid and $33,960 for the City of Avon Park.

Attachments: 20-21-103 RPAC Projs 20057_20058.pdf
Interlocal Agmnt Donaldson Park Restrooms.pdf
IA_RPAC_LP_LakeJunePark.pdf

APPROVED
BOARD OF COUNTY COMMISSIONERS
June 2, 2021
O.M.B DEPARTMENT
HIGHLANDS COUNTY FLORIDA

BOARD OF COUNTY COMMISSIONERS

BUDGET AMENDMENTS
(Transfers over $5,000 require Board approval)

DATE: **5/24/2021**

SUBMITTED BY: **Richard Fleeger**

FUND(S): **151**

FUND TITLE(S): **Infrastructure Surtax**

COST CENTER(S) #: **6101A**

PROJECT(S) #: **20057 / 20058**

PROJECT TITLE(S): **Lk June Park PH II Improvements / Donaldson Park Restrooms Improvements**

COST CENTER TITLE(S): **Recreation Dept 151**

*list additional cost centers on reverse side of form

TYPE	FUND	COST CENTER	ACCOUNT	ACCOUNT NAME	ACTIVITY	BUDGET	INCREASE	DECREASE	REVISED BUDGET
E	151	6101A	56300	Improvements Other Than		353,831.64		174,761.44	179,070.20
E	151	6101A	56300Z	Project Improvements	20057	0.00	140,801.44		140,801.44
E	151	6101A	56300Z	Project Improvements	20058	0.00	33,960.00		33,960.00
									0.00
									0.00
									0.00
									0.00

REASON: **To allocate RPAC funds into Projects 20057 - Lake June Park PH II Improvements and 20058 - Donaldson Park Restrooms Improvements.**

OFFICE USE ONLY

OMB RECOMMENDATION:

_____ Approval

_____ Denial

REQUEST # **20-21-103**

ACTION:

Board _____ Approved _____ Denied

County Administrator _____ Approved _____ Denied

SIGNATURE: _____

DATE: ____ / ____ / ____

TRANSFER TYPE:

XX ITEM TO ITEM
_____ RESERVE
_____ BY RESOLUTION
_____ SUPPLEMENTAL BUDGET

Signature: _____

Posted by Clerk: _____

Form Revised 08/05/2020

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY
AND
CITY OF AVON PARK
FOR
DONALDSON PARK
RESTROOM IMPROVMENTS

This Interlocal Agreement (hereinafter referred to as the "Interlocal Agreement") is made by and between **HIGHLANDS COUNTY**, a political subdivision of the State of Florida, 600 South Commerce Avenue, Sebring, Florida 33870 (hereinafter referred to as the "COUNTY") and the **CITY OF AVON PARK**, a Florida municipal corporation, 110 East Main Street, Avon Park, Florida, 33825 (hereinafter referred to as the "CITY"),

WHEREAS, Highlands County and the CITY OF AVON PARK cooperate and work together for the purpose of funding maintenance for certain recreational facilities within the County; and

WHEREAS, the restrooms at Donald Park are in need of improvements; and

WHEREAS, Highlands County and the CITY OF AVON PARK have determined that it is their best interest to enter into a interlocal agreement for the purpose of allocating the funds necessary for the paving to the aforementioned road and vehicle parking areas; and

NOW, THEREFORE, for and in consideration of the mutual covenants and conditions contained herein, the COUNTY and the CITY hereby agree as follows:

1. Recitals. The above recitals are true and correct and incorporated herein.

2. Purpose. The purpose of this Interlocal Agreement is to provide for cooperative funding for the paving of road and parking area located at Donaldson Park at 109 East Main Street, in Avon Park, Florida, (herein referred to as the "Project").

3. Procurement. The parties agree that the CITY shall be responsible for all bidding, contracting and supervision of the Project. The CITY agrees to follow its adopted procedures for the awarding of contracts for work of this nature. The CITY is responsible for obtaining all permits, licenses, agreements, leases, etc. required for the Project.

4. Terms.

   A. The COUNTY agrees to reimburse the CITY the verifiable costs for construction of the Project in the amount of THIRTY-THREE THOUSAND NINE HUNDRED SIXTY AND 00/100 DOLLARS ($33,960.00), in infrastructure funds set aside for recreation and the COUNTY shall have no obligation to pay any costs beyond this maximum amount. The CITY shall be the lead party to this Interlocal Agreement and shall pay all Project costs prior to requesting reimbursement from the COUNTY. The CITY and COUNTY understand and

agree that the CITY shall be responsible for all Project costs not reimbursed by the COUNTY pursuant to this Interlocal Agreement and for any expenditures which are not for infrastructure as defined in Section 212.055(2), Florida Statutes.

B. This Interlocal Agreement shall become effective upon the execution by the CITY and the COUNTY.

C. This Interlocal Agreement expires 24 months from date of execution. Any financial obligations on the part of the COUNTY shall become null and void upon the date of expiration and any unexpended COUNTY funds shall revert back into the appropriate infrastructure account.

5. Accounting. The CITY shall document all expenditures of public money in detail sufficient for a proper pre-audit and post-audit report. The CITY shall retain all records for supporting Project costs for three (3) years after the fiscal year in which the final payment was released by the CITY, or until final resolution of matters resulting from any litigation, claim, or audit that started prior to the expiration of the three (3) year record retention period.

6. Inspections/Audits. The COUNTY reserves the right to inspect the Project, as well as the right to audit any and all financial records pertaining to the Project at any reasonable time. This Interlocal Agreement can be unilaterally canceled by the COUNTY if the CITY refuses to allow public access to all documents, papers, letters, or other material made or received in conjunction with this Interlocal Agreement pursuant to the provisions of Chapter 119, Florida Statutes. Following receipt of an audit report identifying any reimbursement due the COUNTY, the CITY will be allowed a maximum of sixty (60) days to submit additional documentation to offset the amount identified or to return the amount due.

7. Terminate. The COUNTY shall have the right to terminate this Interlocal Agreement and demand refund of all funds for the CITY's non-compliance with the terms and conditions of this Interlocal Agreement if the CITY fails to cure such material non-compliance within ten (10) days after receiving notice thereof from the COUNTY or within such additional time as the COUNTY may allow. If the CITY fails to cure such material non-compliance within the time allowed, the CITY agrees to return those funds to the COUNTY within sixty (60) days after the termination and demand for refund by the COUNTY.

8. E-verify. The CITY recognizes that employment of unauthorized aliens is a violation of Federal Law. To ensure compliance with the law the CITY shall:

A. Utilize the U.S. Immigration and Customs Enforcement E-Verify System to determine employment eligibility of all new hires and validation of Social Security numbers.

B. Require all contractors and subcontractors working on behalf of the CITY on projects that will be submitted for reimbursement pursuant to this Interlocal Agreement to: (i) include, and to require the inclusion of, this paragraph 16, substituting the name of the contractor or subcontractor for the word CITY, in each contract and subcontract for work that will be submitted for payment reimbursement

pursuant to this Interlocal Agreement and (ii) supply to the CITY documented proof that the contractor or subcontractor is enrolled in the E-verify System to verify employment eligibility of its employees.

9. Default. Upon the occurrence of any event of default by the CITY, all obligations on the part of the COUNTY to make any further payments of funds pursuant to this Interlocal Agreement shall if the COUNTY so elects, terminate, but the COUNTY may make any payments or parts of payments after the happening of any event of default without thereby waiving the right to exercise any remedy which it may have without becoming liable to make any further payment.

10. Indemnification and Sovereign Immunity.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the CITY agrees to be liable for any and all damages, losses, and expenses incurred by the COUNTY, caused by the acts and/or omissions of the CITY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the CITY, the CITY shall defend and hold the COUNTY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the COUNTY agrees to be liable for any and all damages, losses, and expenses incurred by the CITY, caused by the acts and/or omissions of the COUNTY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the COUNTY, the COUNTY shall defend and hold the CITY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. The COUNTY and the CITY expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the COUNTY or CITY for damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the COUNTY or the CITY which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

11. Entire Agreement. This Agreement, and any amendments hereto, constitutes the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior

agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

12. Notice. The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the COUNTY and to the CITY. All notices required and/or made pursuant to this Agreement to be given to the COUNTY and the CITY shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY:	Highlands County Attention: County Administrator 600 N. Commerce Sebring, Florida 33870
CITY:	CITY OF AVON PARK, Florida Attention: CITY Mayor 110 East Main Street Avon Park, Florida, 33825

13. Governing Law and Venue. The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

14. Waiver. Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

15. Amendment. The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

16. Severability. All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable. Nothing in this Interlocal Agreement shall be construed to benefit any person or entity not a party to this Interlocal Agreement.

17. Joint Negotiations. This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

18. Recording. The COUNTY shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the CITY.

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

DATED this _____ day of _____, 2021.

HIGHLANDS COUNTY, a political subdivision of the State of Florida
By Its Board of County Commissioners

By:_____
Scott A. Kirouac, Chairman

Attest:

_____
Jerome Kaszubowski, Clerk of Court

DATED this 14th day of June, 2021

CITY OF AVON PARK, a municipal corporation of the State of Florida

By:_____
Garrett Anderson, Mayor

CITY OF AVON PARK SEAL 1926 Highlands County, Florida

Attest:_____
CITY Clerk
Danielle Phillips

Recreation & Parks Advisory Committee
Funding Application

Funding Applications must be submitted to the Parks & Facilities Department no less than 2 weeks prior to any RPAC meeting. Any incomplete applications will be returned and will not be placed on the RPAC agenda until all necessary documentation is submitted.

Recreational funding must be used to improve public safety, develop, expand, renovate or remodel parks, or to purchase land to build new parks.

I. APPLICATION INFORMATION

Date: 4/19/2021
Local Government Name: CITY OF AVON PARK
Project Manager: RICK WHALEN
Telephone: 863-452-4400 Email: RWHALEN@AVONPARK.CITY

II. PROJECT SUMMARY

Project / Park Name: DONALDSON PARK RESTROOMS IMPROVEMENTS
Project address: 109 W MAIN ST
Date approved by Governing Board: TBD IF APPROVED BY RPAC
Who owns the property? CITY OF AVON PARK

Local funds available *(Requester's contribution):*		*Percentage of Total Cost*
Cash:	$ 33,960.00	50%
In-kind: *(Provide detailed data)*	$	%
Other: *(Other agency funding, donations, etc.)*	$	%
County funds request *(RPAC Share)*:	$ 33,960.00	50%
Total cost of project:	$ 67,920.00	

All applicant/other funds will be used first. The balance, up to the approved RPAC recommendation, will be reimbursed by the County

Please provide a description of the proposed project which includes existing and future uses, existing and proposed physical improvements, and any existing buildings on site.

DONALDSON PARK PUBLIC RESTROOMS ARE CURRENTLY AGED FROM INCREASED INTEREST AND FOOT TRAFFIC FOR PUBLIC PARK USE. THIS IS A PRIMARY LOCATION FOR LARGE EVENTS HELD IN THE CITY BRINGING IN RESIDENTS FROM ALL OVER THE COUNTY. UPDATES TO THE RESTROOMS WOULD IMPROVE THE OVERALL FUNCTIONS AND APPEARANCE OF THE STRUCTURE PROVIDING FOR A CLEANER, SAFER ENVIRONMENT AT THE FACILITY.

III. PROJECT COST ESTIMATE

Development/Remodel/Expansion Projects: Submit a conceptual site plan displaying the areas and facilities to be developed as proposed on this application. The site plan must CLEARLY DELINEATE facilities currently existing, facilities proposed for funding in this application and facilities planned for future development.

Acquisition Projects: If applying for an acquisition project, submit the proposed development for the project. Along with the breakdown of the facilities, submit a construction timeline for the required development of facilities. Also, submit conceptual site plan displaying the areas and facilities to be developed as proposed on this application.

NOTES:

- Applicant has 24 months for project completion from the date of the execution of the Interlocal Agreement by the Board of County Commissioners.
- With the exception of public safety needs, any previously approved major project must be completed prior to applying for another project to be funded.

Budget Category	Total
Administration Project Management	
Contracted Services	
Permitting & Project Inspection Fees	
Site Preparation	
Demolition and Removal	
Construction	67,920.00
Equipment (Rental, or in-kind use)	
Contingency Cost	
Other Cost: _____	

Total Project Cost: 67,920.00

Will local vendors be used: Yes ☐ No ☑

Please list all vendors you received quotes and estimates from and attach with this application:

L COBB CONSTRUCTION INC

IV. OPERATION AND MAINTENANCE

Describe the on-going maintenance that will be provided by the municipality for the improvements in which funding is being requested.

- [ ] 1. The applicant has a full-time parks and recreation department that will manage the project site to provide programming and to ensure adequate operation and maintenance.
- [x] 2. The applicant has a full-time staff, such as a public works, who will manage the project site to ensure adequate operation and maintenance.
- [ ] 3. The applicant will manage the project site with part-time staff or by contractual agreement to ensure adequate operation and maintenance.
- [ ] 4. An organized volunteer group, such as a civic group or youth sports association, will operate and maintain the site. Name of Organization: _____

If the expansion/remodel/renovation will REDUCE costs of maintenance/operation, and /or will eliminate a safety hazard, please provide a detailed explanation and back-up verification.

V. PROJECT INFORMATION

	Yes	No
Is this project part of the Master plan for a park and/or greenway system?	[ ]	[x]
Is the project part of the three-year RPAC Planning Strategy? *(2020-2023)*	[x]	[ ]
Is there a safety and/or health concern?	[x]	[ ]
Is access hindered *(i.e. damage roads, limited ADA compliance, etc.)*	[ ]	[x]
Is the project a service that is over populated due to size?	[ ]	[x]
Will there be a charge or user fee: *(attach fee schedule if applicable)*	[ ]	[x]
Public Involvement — Public Meeting:	[ ]	[x]
Survey:	[ ]	[x]

Petitioned: [ ] How many Signatures? _____

Please list all amenities this park/location already provides.

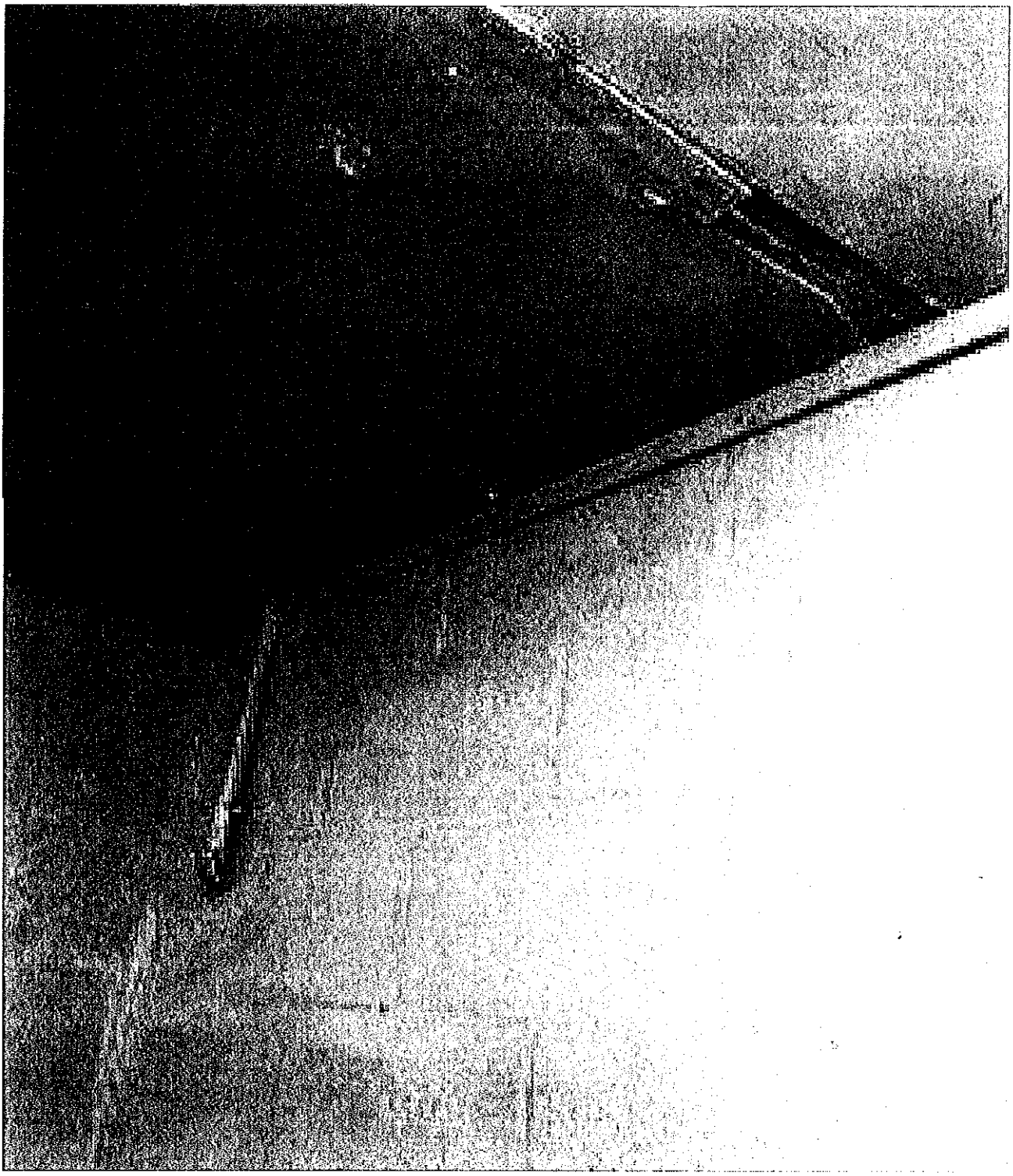
Amenities	Yes	No	How Many?	Amenities	Yes	No	How Many?
Soft/Baseball Fields	☐	☑		Bicycling Trails	☐	☑	
Soccer Fields	☐	☑		Fitness Trails	☑	☐	
Tennis Courts	☑	☐		Hiking Trails	☐	☑	
Running Track(s)	☑	☐		Equestrian Trails	☐	☑	
Volleyball Courts	☐	☑		Nature Trails	☐	☑	
Basketball Courts	☐	☑		Swimming	☑	☐	
Pickleball Courts	☐	☑		Camping	☐	☑	
Bocce Ball Courts	☐	☑		Picnic Tables	☑	☐	
Horseshoe Pits	☐	☑		Pavilions	☑	☐	
Drinking Fountains	☑	☐		Grills	☑	☐	
Other: _____				Playground	☑	☐	

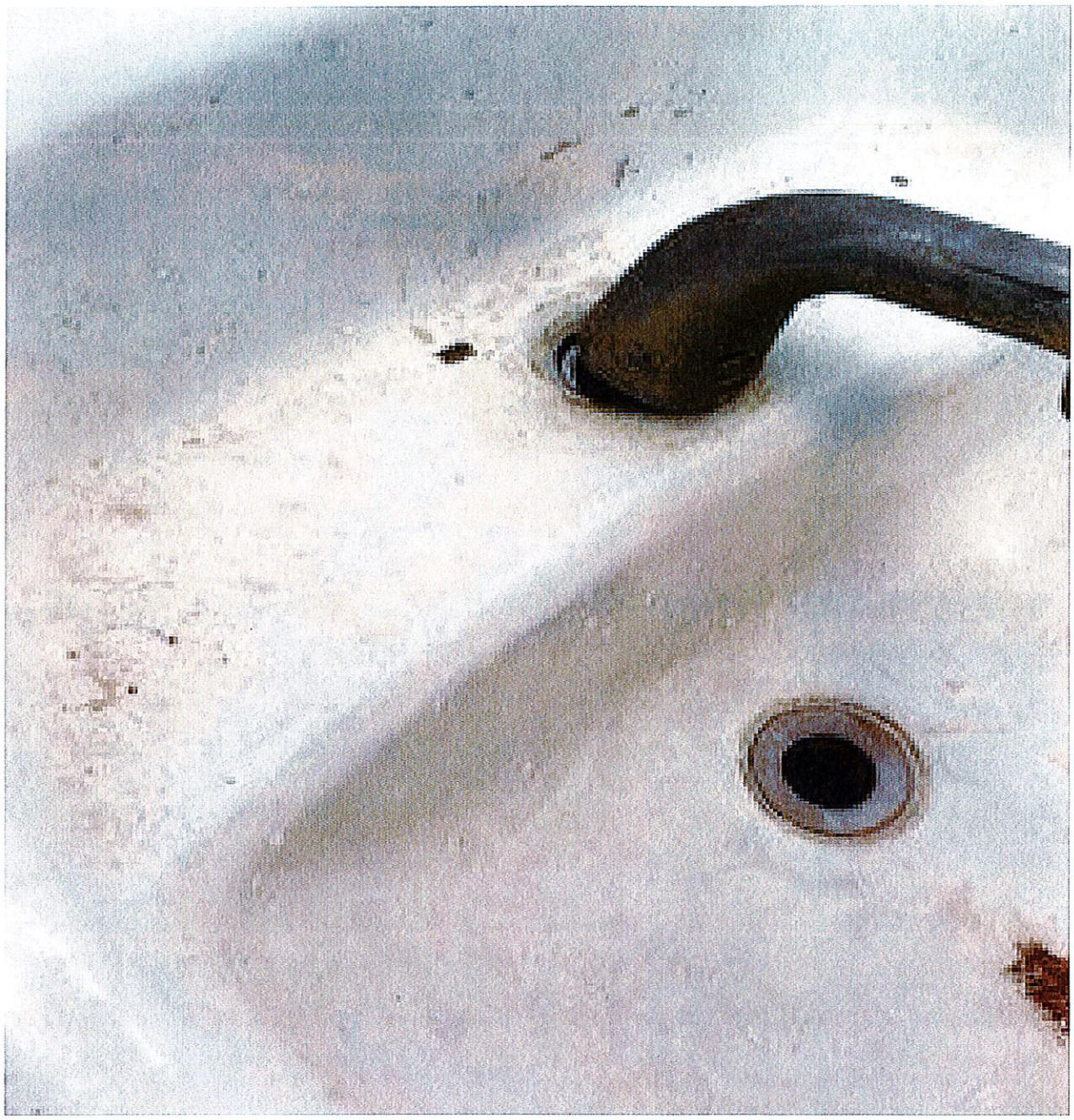
VI. CONCLUSION

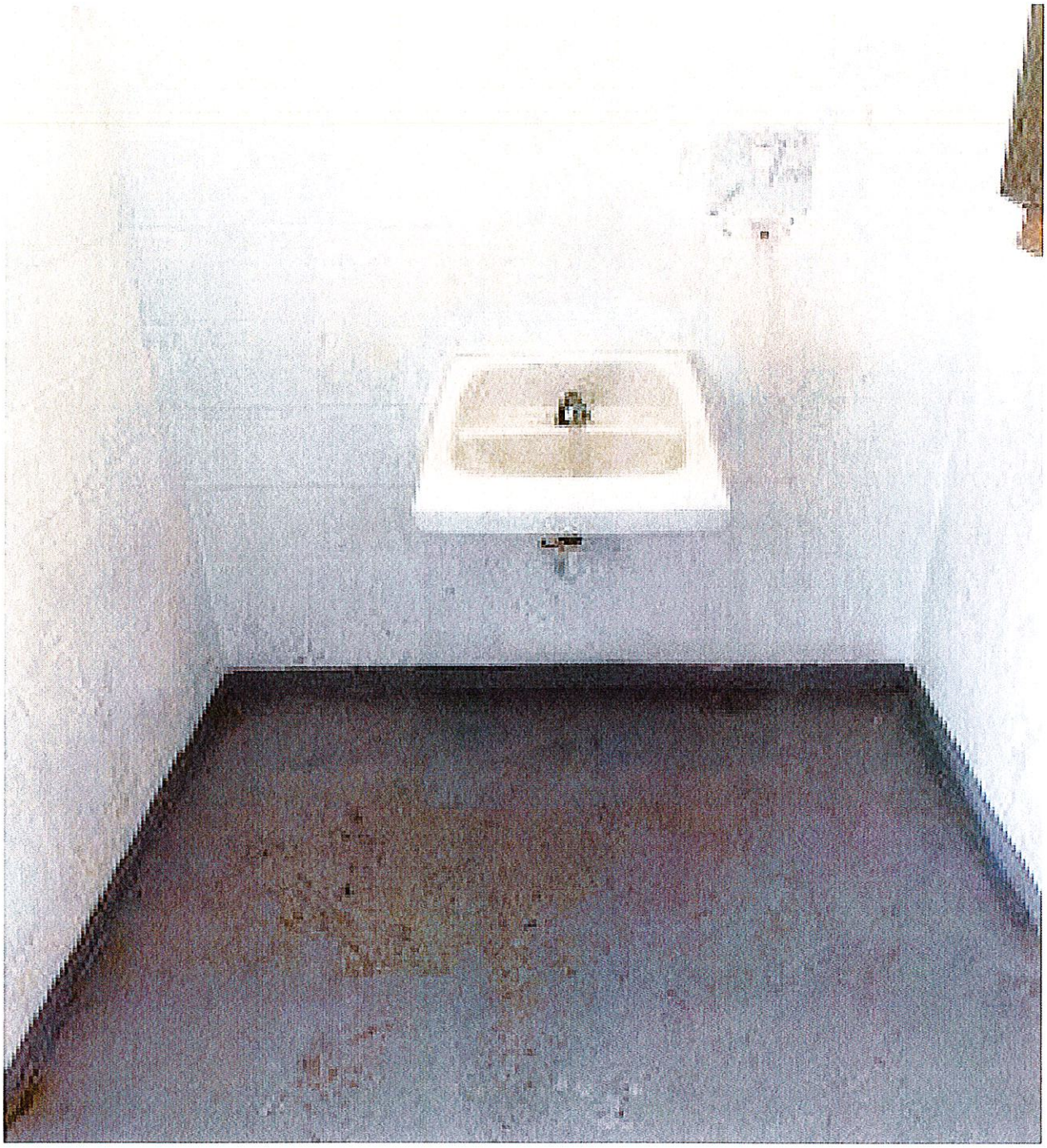
Please attach quotes, estimates, photos, conceptual site plans, surveys, and petitions with this application.

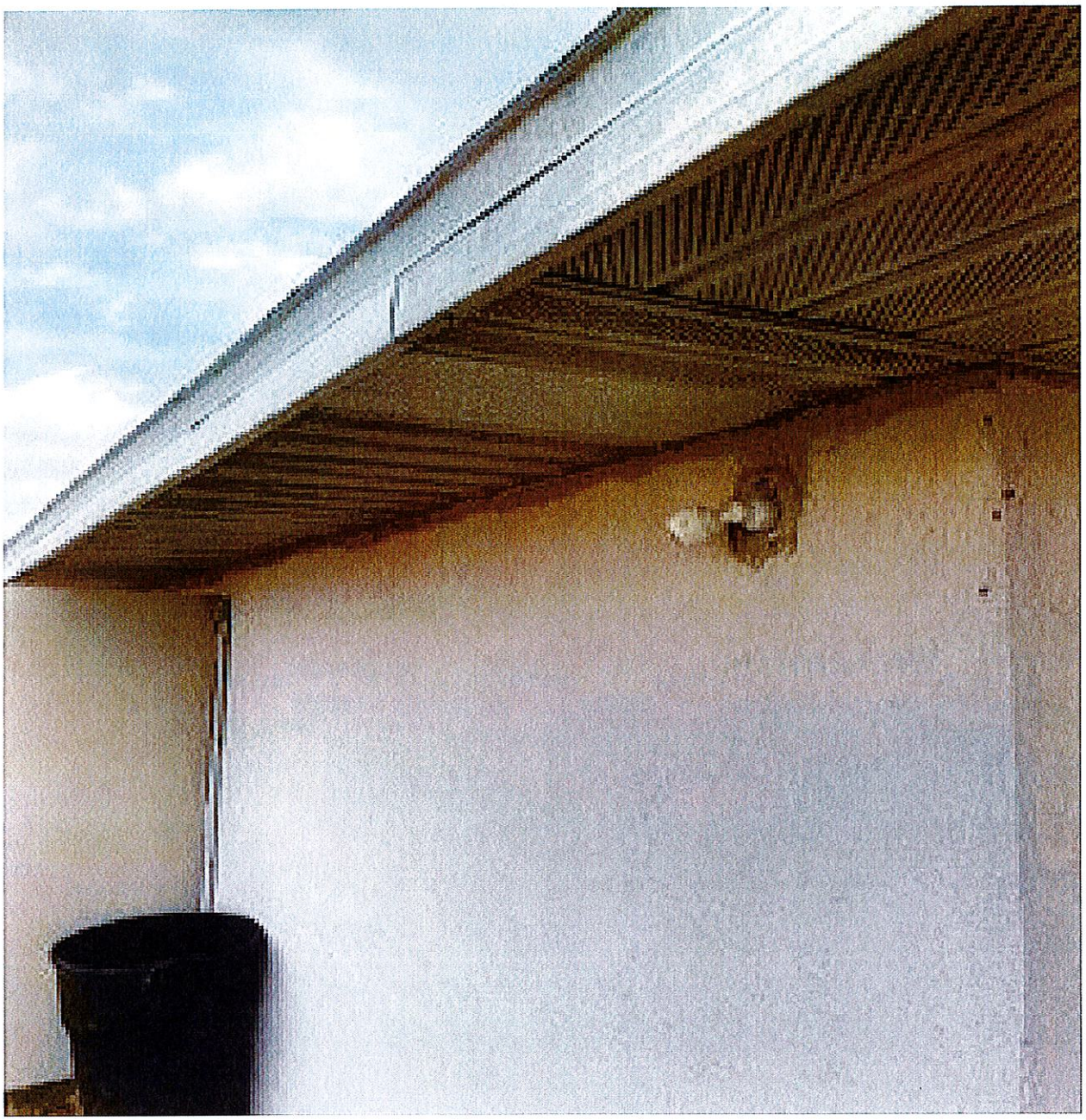
Email application to the Parks & Facilities Management office at Facility@highlandsfl.gov or mail/deliver to 636 Fernleaf Ave in Sebring.

E Church St
E Church St
N Verona Ave
N Verona Ave
N Verona Ave
Donaldson Park
AVON PARK ACTIVITIES CLUB
105
105
IDC Comics Toys & Collectables
Comic book store
E Main St
E Main St
17
Google









all-inclusive of expenses necessary to accomplish the work regardless of the unit of measure (e.g. LS, LF, CY, SY, TN, etc.) including but not limited to:

26.2.1 Material

26.2.2 Delivery

26.2.3 Direct Labor

26.2.4 Taxes

26.2.5 Rental rates

26.2.6 Fringe Benefits

26.2.7 Overhead

26.2.8 Profit

26.2.9 Markup

26.3 A change in quantities whether greater than or lower than the original bid quantity shall be treated as if the new quantity was part of the original quantity of work with respect to unit value. Upon approval of changed quantities the quantities shall be adjusted on the schedule of values to reflect the new total quantity of each item of work. Each proposal for change order shall list both the reduction in quantity of deleted work and increased quantity of added work. The City will not pay more than a total of 10% on markup and overhead when establishing a negotiated fee for items not listed by unit price.

26.4 Surety and other bonds, when required, are premiums applied to the total contract amount. Adjustments and allowances for increased bond costs will only be considered on the net increase to the total contract amount after consideration of both quantity reductions, quantity increase and other work price adjustments.

26.5 Changes in contract time will only be considered for documented weather impacts, additional work directed by the City, reductions in work directed by the City, stoppage of work when directed by the City or other causes of delay not attributable to the contractor. Delays by others, such as utility companies, may not necessarily be compensated by the City and the contractor may need to seek compensation from the third party for the delay.

27. SPECIFICATIONS FOR WORK

The City of Avon Park is seeking proposals from qualified companies to provide all necessary labor and equipment to construct improvements to the Donaldson Park Restrooms. Improvements will include:

27.1 Pressure clean entire structure, inside and outside.
27.2 Apply new primer and paint inside and outside.
27.3 Replace soffits and facia in kind, with an option to replace with vinyl.
27.4 Install lighting to provide 360-degree coverage.
27.5 Replace cores on doors.
27.6 Replace toilets, urinals, sinks, hand dryers, diaper changing tables, and toilet paper dispensers with specified ADA-compliant units.
27.7 Install composite bathroom stall doors.
27.8 Install electric conduit necessary for new fixtures.
27.9 Install 26 gauge standing seam metal roof, kynar paint finish to match other roofs in the park.
27.10 Other improvements that will be described at the **MANDATORY** pre-bid conference.

CITY OF AVON PARK, FLORIDA
Bid Cover Sheet
Page 1 of 2

COPY

Bidder/Company Name (Capitalize): L Cobb Construction Inc.
Date Submitted: 3/11/21 Bid Opening Date: 3/11/21

Project Identification: BID # 21-02
Formal Bid Name: Donaldson Park Restrooms Improvements
As per sunbiz.org:
Entity Name: L Cobb Construction Inc.
Business Address: 401 S 6th Ave Wauchula FL 33873
Authorized Signor: Clay Cobb Title: CEO
Phone Number: 863-773-3839 E-Mail Address: operations@lcobbconstruction.com
Bidder's rep: Clay Cobb Business phone: 863-773-3839 Cell phone: 863-773-3839
In submitting this Bid, Bidder makes all representations required by the Bid Documents and further warrants and represents that Bidder has examined copies of all the Bid Documents and of the following addenda:

No. ____	Dated: ____	No. ____	Dated: ____
No. ____	Dated: ____	No. ____	Dated: ____
No. ____	Dated: ____	No. ____	Dated: ____

WILL PROVIDE CONTINUITY OF OPERATION DURING EMERGENCY? Yes ☐ No ☐
The undersigned, as Bidder, hereby declares that no person or persons other than the undersigned are interested in this Invitation To Bid as Principal, and that this bid is made without collusion with others; and that we have carefully read and examined all the Bid Documents and with full knowledge of all conditions under which the goods or services herein are contemplated must be furnished, hereby propose and agree to furnish the goods or services according to the requirements set out in the Bid Documents for said goods or services for the prices as listed on the subsequent pages.
Taxpayer Identification Number: CGC031692
(I) Employer Identification Number -or- (2) Social Security Number*
* The City of Avon Park collects your social security number/or tax reporting purposes

ALL BIDS MUST BE SIGNED. SEALED AND EXECUTED BY AN AUTHORIZED CORPORATE AUTHORITY. If that person is not the President, CEO, or Partner, this form shall be accompanied by the Company's **CORPORATE RESOLUTION** authorizing the signor.
Signed this 11th day of March, 2021:

Witnesses:
Signed: ____
Print name: Thomas Kelley

Signed: ____
Print name: Ryan Moore

L Cobb Construction Inc.
Corporate Name Printed

By: ____
Printed name and title: Clay Cobb / CEO

Company Submitting Bid: L Cobb Construction Inc.
Bid # 3/11/21 Bid Name: Donaldson Park Restroom Improvements

For providing the construction services stated in the Bid Documents, the bid is: *XXXXX dollars and 00/100 ($XXXX.00).*

Details, caveats and limitations (reference separate sheet if necessary):

1. Sixty Seven Thousand Nine Hundred Twenty Dollars and 00/100 ($67,920.00)
2. Add Alternate For Vinyl Soffit - Zero Dollars and 00/100 ($0.00)
3.

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY
AND
TOWN OF LAKE PLACID
FOR
LAKE JUNE PARK
PHASE II IMPROVMENTS

This Interlocal Agreement (hereinafter referred to as the "Interlocal Agreement") is made by and between **HIGHLANDS COUNTY**, a political subdivision of the State of Florida, 600 South Commerce Avenue, Sebring, Florida 33870 (hereinafter referred to as the "COUNTY") and the **TOWN OF LAKE PLACID, FLORIDA**, a Florida municipal corporation, 1069 U.S. Highway 27, Lake Placid, Florida, 33852 (hereinafter referred to as the "Town"),

WHEREAS, Highlands County and the Town of Lake Placid cooperate and work together for the purpose of funding maintenance for certain recreational facilities within the County; and

WHEREAS, the Lake June Park recreation area and beach is in need of paved driving road surface and vehicle parking; and

WHEREAS, Highlands County and the Town of Lake Placid have determined that it is their best interest to enter into a interlocal agreement for the purpose of allocating the funds necessary for the paving to the aforementioned road and vehicle parking areas; and

NOW, THEREFORE, for and in consideration of the mutual covenants and conditions contained herein, the COUNTY and the TOWN hereby agree as follows:

1. Recitals. The above recitals are true and correct and incorporated herein.

2. Purpose. The purpose of this Interlocal Agreement is to provide for cooperative funding for the paving of road and parking area located at Lake June Park at 501 Jackson Road, in Lake Placid, Florida, (herein referred to as the "Project").

3. Procurement. The parties agree that the TOWN shall be responsible for all bidding, contracting and supervision of the Project. The TOWN agrees to follow its adopted procedures for the awarding of contracts for work of this nature. The TOWN is responsible for obtaining all permits, licenses, agreements, leases, etc. required for the Project.

4. Terms.

   A. The COUNTY agrees to reimburse the TOWN the verifiable costs for construction of the Project in the amount of ONE HUNDRED FORTY THOUSAND EIGHT HUNDRED ONE AND 44/100 DOLLARS ($140,801.44), in infrastructure funds set aside for recreation and the COUNTY shall have no obligation to pay any costs beyond this maximum amount. The TOWN shall be the lead party to this Interlocal Agreement and shall pay all Project costs prior to

requesting reimbursement from the COUNTY. The TOWN and COUNTY understand and agree that the TOWN shall be responsible for all Project costs not reimbursed by the COUNTY pursuant to this Interlocal Agreement and for any expenditures which are not for infrastructure as defined in Section 212.055(2), Florida Statutes.

B. This Interlocal Agreement shall become effective upon the execution by the TOWN and the COUNTY.

C. This Interlocal Agreement expires 24 months from date of execution. Any financial obligations on the part of the COUNTY shall become null and void upon the date of expiration and any unexpended COUNTY funds shall revert back into the appropriate infrastructure account.

5. Accounting. The TOWN shall document all expenditures of public money in detail sufficient for a proper pre-audit and post-audit report. The TOWN shall retain all records for supporting Project costs for three (3) years after the fiscal year in which the final payment was released by the TOWN, or until final resolution of matters resulting from any litigation, claim, or audit that started prior to the expiration of the three (3) year record retention period.

6. Inspections/Audits. The COUNTY reserves the right to inspect the Project, as well as the right to audit any and all financial records pertaining to the Project at any reasonable time. This Interlocal Agreement can be unilaterally canceled by the COUNTY if the TOWN refuses to allow public access to all documents, papers, letters, or other material made or received in conjunction with this Interlocal Agreement pursuant to the provisions of Chapter 119, Florida Statutes. Following receipt of an audit report identifying any reimbursement due the COUNTY, the TOWN will be allowed a maximum of sixty (60) days to submit additional documentation to offset the amount identified or to return the amount due.

7. Terminate. The COUNTY shall have the right to terminate this Interlocal Agreement and demand refund of all funds for the TOWN's non-compliance with the terms and conditions of this Interlocal Agreement if the TOWN fails to cure such material non-compliance within ten (10) days after receiving notice thereof from the COUNTY or within such additional time as the COUNTY may allow. If the TOWN fails to cure such material non-compliance within the time allowed, the TOWN agrees to return those funds to the COUNTY within sixty (60) days after the termination and demand for refund by the COUNTY.

8. E-verify. The TOWN recognizes that employment of unauthorized aliens is a violation of Federal Law. To ensure compliance with the law the TOWN shall:

A. Utilize the U.S. Immigration and Customs Enforcement E-Verify System to determine employment eligibility of all new hires and validation of Social Security numbers.

B. Require all contractors and subcontractors working on behalf of the TOWN on projects that will be submitted for reimbursement pursuant to this Interlocal Agreement to: (i) include, and to require the inclusion of, this paragraph 16,

substituting the name of the contractor or subcontractor for the word TOWN, in each contract and subcontract for work that will be submitted for payment reimbursement pursuant to this Interlocal Agreement and (ii) supply to the TOWN documented proof that the contractor or subcontractor is enrolled in the E-verify System to verify employment eligibility of its employees.

9. Default. Upon the occurrence of any event of default by the TOWN, all obligations on the part of the COUNTY to make any further payments of funds pursuant to this Interlocal Agreement shall if the COUNTY so elects, terminate, but the COUNTY may make any payments or parts of payments after the happening of any event of default without thereby waiving the right to exercise any remedy which it may have without becoming liable to make any further payment.

10. Indemnification and Sovereign Immunity.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the TOWN agrees to be liable for any and all damages, losses, and expenses incurred by the COUNTY, caused by the acts and/or omissions of the TOWN arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the TOWN, the TOWN shall defend and hold the COUNTY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the COUNTY agrees to be liable for any and all damages, losses, and expenses incurred by the TOWN, caused by the acts and/or omissions of the COUNTY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the COUNTY, the COUNTY shall defend and hold the TOWN harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. The COUNTY and the TOWN expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the COUNTY or TOWN for damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the COUNTY or the TOWN which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

11. Entire Agreement. This Agreement, and any amendments hereto, constitutes the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

12. Notice. The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the COUNTY and to the TOWN. All notices required and/or made pursuant to this Agreement to be given to the COUNTY and the TOWN shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY: Highlands County
Attention: County Administrator
600 N. Commerce
Sebring, Florida

TOWN: Town of Lake Placid, Florida
Attention: Town Mayor
1069 U.S. Highway 27,
Lake Placid, Florida 33852

13. Governing Law and Venue. The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

14. Waiver. Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

15. Amendment. The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

16. Severability. All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a

substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable. Nothing in this Interlocal Agreement shall be construed to benefit any person or entity not a party to this Interlocal Agreement.

17. Joint Negotiations. This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

18. Recording. The COUNTY shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the TOWN.

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

DATED this _____ day of _____, 2021.

HIGHLANDS COUNTY, a political subdivision of the State of Florida
By Its Board of County Commissioners

By:_____
Scott A. Kirouac, Chairman

Attest:

_____
Jerome Kaszubowski, Clerk of Court

DATED this _____ day of _____, 2021

TOWN OF LAKE PLACID, a municipal corporation of the State of Florida

By: John M. Holbrook
cn=Mayor John M. Holbrook, o=Town of Lake Placid, ou, email=mayorjmholbrook@gmail.com, c=US
2021.06.24 13:10:42 -04'00'
John Holbrook, Mayor

Attest:

Eva Cooper Hapeman
Eva Cooper Hapeman, Town Clerk

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **David Nitz, OMB Manager**

SUBJECT/TITLE: **Request approval of Budget Amendment 20-21-112 and Resolution to reimburse the Supervisor of Elections (SOE) for vehicle damage repairs.**

STATEMENT OF ISSUE

On September 1, 2020, the Supervisor of Elections' Dodge Caravan was struck in the back and damaged the tailgate. A claim was filed and insurance proceeds were received and posted in the General Fund on October 28, 2020. Since the event occurred in FY 19/20, the Clerk's office moved the funds back into FY 19/20 but the expenditures were paid and posted in the current fiscal year (November 3, 2020) and were not moved back to FY 19/20. Therefore, since the insurance proceeds were posted in FY 19/20 and not appropriated, these funds ended up in Fund Balance at year's end. A budget amendment is needed to appropriate the funds in the Supervisor of Elections' 20/21 budget to cover the expenditures paid in November.

RECOMMENDED ACTION

Move to approve budget amendment 20-21-112 and resolution to provide additional budgeted funds to the Supervisor of Elections for the vehicle damage repairs.

FISCAL IMPACT

The fiscal impact is an increase to Fund 005 (General) and the overall budget in the amount of $1,525.10 and is being appropriated in cost center 2442 (Supervisor of Elections), account 53001 (Operating Supplies – Elected Officials).

Attachments: 20-21-112 SOE Van Repairs (BA).pdf
20-21-112R SOE Van Repairs (Resolution).pdf

APPROVED
BOARD OF COUNTY COMMISSIONERS
July 1, 2021
O.M.B DEPARTMENT
HIGHLANDS COUNTY FLORIDA

BOARD OF COUNTY COMMISSIONERS

BUDGET AMENDMENTS
(Transfers over $5,000 require Board approval)

DATE: **7/1/2021** SUBMITTED BY: **OMB**

FUND(S): **005** FUND TITLE(S): **General** COST CENTER(S) #: **2442**

PROJECT(S) #: PROJECT TITLE(S): COST CENTER TITLE(S): **Supervisor of Elections**
*list additional cost centers on reverse side of form

TYPE	FUND	COST CENTER	ACCOUNT	ACCOUNT NAME	ACTIVITY	BUDGET	INCREASE	DECREASE	REVISED BUDGET
R	**005**		**3999100**	**Fund Balance Brought Forward**		**5,373,663.00**	**1,525.10**		**5,375,188.10**
E	**005**	**2442**	**53001**	**Operating Expense - Elected Official**		**257,487.00**	**1,525.10**		**259,012.10**
									0.00
									0.00
									0.00
									0.00
									0.00

REASON: **To appropriate insurance proceeds that were posted in FY 19/20 but the repairs and expenditures were paid out of the current fiscal year.**

OFFICE USE ONLY

OMB RECOMMENDATION:

_____ Approval

_____ Denial

REQUEST # **20-21-112**

ACTION:
Board _____ Approved _____ Denied
County Administrator _____ Approved _____ Denied

SIGNATURE: _____

DATE: ____/____/____

TRANSFER TYPE:

_____ ITEM TO ITEM
_____ RESERVE
XX BY RESOLUTION
_____ SUPPLEMENTAL BUDGET

Signature: _____

Posted by Clerk: _____

Form Revised 08/05/2020

RESOLUTION NUMBER 20-21- _____

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS IN AND FOR HIGHLANDS COUNTY, FLORIDA AUTHORIZING AMENDMENT TO THE GENERAL FUND.

WHEREAS, Section 129.06, Florida Statutes (Execution and Amendment of Budget) provided that the Board of County Commissioners may by resolution or by motion in the minutes execute and amend the budget; and

WHEREAS, the following budget amendment is necessary and proper within the General Fund; and

WHEREAS, the Supervisor of Election's Dodge Grand Caravan was damaged in a minor collision on September 1, 2020; and

WHEREAS, the repairs were made and paid by the Supervisor of Elections in the current fiscal year; and

WHEREAS, it is necessary to appropriate insurance proceeds that were received and posted in FY 19/20 in the amount of $1,525.10 to reimburse the Supervisor of Election's budget.

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners in and for Highlands County, Florida this _____ day of_____, 2021 that budget amendment 20-21-112 is hereby approved and authorized.

BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA

_____
Chairperson

Attest:_____
Clerk of Courts

Approved as to Budgetary Requirements

_____
OMB Department

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Casey Hartt, Lead Tourism Consultant**

SUBJECT/TITLE: **Request approval of Budget Amendment 20-21-113 and accompanying Resolution to appropriate funds in Projects 20059 and 20060 to complete the scope of the projects in the amounts of $3,560.00 and $5,000.00.**

STATEMENT OF ISSUE

The budget amendment is bringing funds from Projects 20059 and 20060 to complete the scope of the projects in the amounts of $3,560.00 and $5,000.00.

RECOMMENDED ACTION

Move to approve Budget Amendment 20-21-113 and accompanying Resolution to appropriate funds in Projects 20059 and 20060 to complete the scope of the projects in the amounts of $3,560.00 and $5,000.00.

FISCAL IMPACT

The fiscal impact is an increase to Fund 152 (Tourist Development Trust) and the overall budget in the amount of $8,560 which is being appropriated in cost center 5305 (Tourist Dev Marketing and Promotions), account 53400Z (Proj. Contractual Services) in the amounts of $3,560 and $5,000, respectively.

Attachments: 20-21-113 TDC Projs 20059 Sebr Multisport Festival_20060 Heartland Triathlon 2021 (BA).pdf
20-21-113R TDC Projs 20059 Sebring Multisport Festival_20060 Heartland Triathlon 2021.pdf

APPROVED
BOARD OF COUNTY COMMISSIONERS
July 1, 2021
O.M.B DEPARTMENT
HIGHLANDS COUNTY FLORIDA

BOARD OF COUNTY COMMISSIONERS

BUDGET AMENDMENTS
(Transfers over $5,000 require Board approval)

DATE: **6/30/2021**

SUBMITTED BY: **Chantel Brutus**

FUND(S): **152**

FUND TITLE(S): **Tourist Development Trust**

COST CENTER(S) #: **5305**

PROJECT(S) #: **20059 / 20060**

PROJECT TITLE(S): **Sebring MultiSport Festival / Heartland Triathlon 2021**

COST CENTER TITLE(S): **Tourist Dev - Marketing and Promotions**
*list additional cost centers on reverse side of form

TYPE	FUND	COST CENTER	ACCOUNT	ACCOUNT NAME	ACTIVITY	BUDGET	INCREASE	DECREASE	REVISED BUDGET
R	152		3349300Z	Enterprise FL Project	20059	0.00	3,560.00		3,560.00
E	152	5305	53400Z	Project Contractual Services	20059	0.00	3,560.00		3,560.00
									0.00
R	152		3349300Z	Enterprise FL Project	20060	0.00	5,000.00		5,000.00
E	152	5305	53400Z	Project Contractual Services	20060	0.00	5,000.00		5,000.00
									0.00
									0.00

REASON: **To set up and allocate funds for Projects 20059 - Sebring Multisport Festival and 20060 - Heartland Triathlon 2021 from the Florida Sports Foundation Grant Funds.**

OFFICE USE ONLY

OMB RECOMMENDATION:

_____ Approval

_____ Denial

REQUEST # **20-21-113**

ACTION:

Board _____ Approved _____ Denied

County Administrator _____ Approved _____ Denied

SIGNATURE: _____

DATE: ____ / ____ / ____

TRANSFER TYPE:

_____ ITEM TO ITEM
_____ RESERVE
XX BY RESOLUTION
_____ SUPPLEMENTAL BUDGET

Signature: _____

Posted by Clerk: _____

Form Revised 08/05/2020

RESOLUTION NUMBER 20-21-_____

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS IN AND FOR HIGHLANDS COUNTY, FLORIDA AUTHORIZING AMENDMENT TO THE TOURIST DEVELOPMENT TRUST FUND.

WHEREAS, Section 129.06, Florida Statutes (Execution and Amendment of Budget) provides that the Board of County Commissioners may by resolution or by motion in the minutes execute and amend the budget; and

WHEREAS, the following budget amendment is necessary and proper within the Tourist Development Trust Fund; and

WHEREAS, to set up funding for Project 20059 Sebring Multisport Festival Grant and Project 20060 Heartland Triathlon 2021 Grant from the FL Sports Foundation; and

WHEREAS, to appropriate those funds in Projects 20059 and 20060 to complete the scope of the projects in the amounts of $3,560.00 and $5,000.00, respectively.

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners in and for Highlands County, Florida this _____ day of _____, 2021 that budget amendment 20-21-113 is hereby approved and authorized.

BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA

_____
Chairperson

Attest:_____
Clerk of Courts

Approved as to Budgetary Requirements

_____
OMB Department

G:\BUS\OMB\.New OMB (To be retained)\BUDGET AMENDMENTS\Resolutions\Resolutions 2020-21\20-21-113R TDC Projs 20059 Sebring Multisport Festival_20060 Heartland Triathlon 2021.docx

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Lucy Castillo, Housing Programs Coordinator**

SUBJECT/TITLE: **Request approval for Budget Amendment 20-21-114 and associated Resolution to appropriate revenue from program income, to accomplish additional SHIP Program projects.**

STATEMENT OF ISSUE

The State Housing Initiatives Partnership (SHIP) is funded by the State of Florida Housing Trust Fund which derives its revenues from documentary stamp fees resulting from real estate transactions. State funds are distributed to Florida Counties based upon population. No revenue from local ad valorem taxes is used for these purposes.
Budget Amendment 20-21-114 is being proposed to appropriate Program Income in the amount of $123,649.68, and $44,503.56 Fund Balance from prior year, a total of $168,153.24 into project 19366 SHIP Phase 28 for FY 20-21 to accomplish strategies of the SHIP program.

RECOMMENDED ACTION

Move to approve Budget Amendment 20-21-114 and associated Resolution to appropriate revenue to SHIP accounts from program income, to accomplish additional SHIP Program projects.

FISCAL IMPACT

The Fiscal Impact is an increase to Fund 166 (SHIP) in the amount of $168,153.24. The distribution of funds will be as follows: $57,967.29, Account 54909Z (Project Down Payment Assistance), and $57,967.28 into Account 54910Z (Project Rehabilitation), $15,000.00 into Account 54935Z (Project Emg Home Repair), $20,000.00 into Account 54937Z (Project Foreclosure Int.), all under Cost Center 5367 (SHIP Program). and $17,218.67 into Cost Center 5366 SHIP Administration, Account 54900Z (Project Other Charges & Obligations)

Attachments: 20-21-114 Proj 19366 SHIP (BA).pdf
20-21-114R Proj 19366 SHIP.pdf

APPROVED
BOARD OF COUNTY COMMISSIONERS
July 7, 2021
O.M.B DEPARTMENT
HIGHLANDS COUNTY FLORIDA

BOARD OF COUNTY COMMISSIONERS

BUDGET AMENDMENTS
(Transfers over $5,000 require Board approval)

DATE: **7/2/2021**

SUBMITTED BY: **Lucy Castillo**

FUND(S): **166** FUND TITLE(S): **SHIP** COST CENTER(S) #: **5366; 5367**

PROJECT(S) #: **19366** PROJECT TITLE(S): **SHIP PH 28** COST CENTER TITLE(S): **SHIP Program; SHIP Administrative**
*list additional cost centers on reverse side of form

TYPE	FUND	COST CENTER	ACCOUNT	ACCOUNT NAME	ACTIVITY	BUDGET	INCREASE	DECREASE	REVISED BUDGET
R	166		3611000Z	Interest Earnings Proj	19366	0.00	5,576.35		5,576.35
R	166		3618000Z	Inv. Earings FL Fit Proj	19366	0.00	65.94		65.94
R	166		3693000Z	Proj. Refund Prior Year	19366	176,220.23	51,829.77		228,050.00
R	166		3693001Z	Proj. Principal Repayment	19366	0.00	66,177.62		66,177.62
R	166		3999100Z	Proj Fund Balance Forward	19366	0.00	44,503.56		44,503.56
E	166	5367	54909Z	Proj. Down Payment Assistance	19366	88,110.12	57,967.29		146,077.41
E	166	5367	54910Z	Proj. Rehabilitation	19366	88,110.11	57,967.28		146,077.39

REASON: **To record the Program Income received July 1, 2020 through June 30, 2021 and to realign the FY 20-21 budget to pay for expenses associated with the SHIP Program.**

OFFICE USE ONLY

OMB RECOMMENDATION:

_____ Approval

_____ Denial

REQUEST # **20-21-114**

ACTION:

Board	____	Approved	____	Denied
County Administrator	____	Approved	____	Denied

SIGNATURE: _____

DATE: ____/____/____

TRANSFER TYPE:

____	ITEM TO ITEM
____	RESERVE
XX	BY RESOLUTION
____	SUPPLEMENTAL BUDGET

Signature: _____

Posted by Clerk: _____

Form Revised 08/05/2020

BOARD OF COUNTY COMMISSIONERS

BUDGET AMENDMENTS

REQUEST NUMBER **20-21-114**

TYPE	FUND	COST CENTER	ACCOUNT	ACCOUNT NAME	ACTIVITY	BUDGET	INCREASE	DECREASE	REVISED BUDGET
E	**166**	**5367**	**54935Z**	**Proj. Emg. Home Repair**	**19366**		**15,000.00**		**15,000.00**
E	**166**	**5367**	**54937Z**	**Proj. Foreclosure Intervention**	**19366**		**20,000.00**		**20,000.00**
E	**166**	**5366**	**54900Z**	**Proj. Other Charges & Obligations**	**19366**		**17,218.67**		**17,218.67**
									-
									-
									-
									-
									-
									-
									-
									-
									-
									-
									-
									-
									-

Form Revised 08/05/2020

RESOLUTION NUMBER 20-21-_____

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS IN AND FOR HIGHLANDS COUNTY, FLORIDA AUTHORIZING AMENDMENT TO THE STATE HOUSING INITIATIVES PARTNERSHIP (SHIP) FUND

WHEREAS, Section 129.06, Florida Statutes (Execution and Amendment of Budget) provides that the Board of County Commissioners may by resolution or motion in the minutes execute and amend the budget; and

WHEREAS, the following budget amendment is necessary and proper within the SHIP Fund; and

WHEREAS, to appropriate program income in the amount of $123,649.68 into Project 19366 SHIP PH 28 for FY 20-21 which will fund the necessary activities and programs; and

WHEREAS, to bring forward Fund Balance from the prior year in the amount of $44,503.56.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners in and for Highlands County, Florida this _____ day of _____, 2021 that the budget amendment 20-21-114 as attached is hereby approved and authorized.

BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA

_____
Chairperson

Attest:_____
Clerk of Court

Approved as to Budgetary Requirements

_____
OMB Department

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Jonathan Harrison, Road and Bridge Director**

SUBJECT/TITLE: **Request approval of the Temporary Right-of-Entry Agreement between Highlands County and CSX Transportation, Inc. for the construction of the Arbuckle Creek Road and CR-17A West roadway improvements.**

STATEMENT OF ISSUE

Attached for your approval is the Temporary Right-of-Entry Agreement between Highlands County and CSX Transportation, Inc., for improvements to Arbuckle Creek Rd and CR-17A W within CSXT railroad right-of-way in the total estimated amount of $20,349.00, which includes cost for protective services such as personnel, and/or flagman or watchman, as outlined in the agreement.

RECOMMENDED ACTION

Move to approve the Temporary Right-of-Entry Agreement between Highlands County and CSX Transportation, Inc. for the construction of the Arbuckle Creek Road and CR-17A West roadway improvements in the total estimated amount of $20,349.00

FISCAL IMPACT

There is no Fiscal Impact to Fund 151 (Infrastructure Surtax) or the overall budget. The funding for the Agreement with CSX will come out of the CFS Road Resurfacing Allocation that was adopted in the FY 20/21 Adopted Budget.

Attachments: CSX NPIF Arbuckle Creed CR 17A West.pdf
Avon Park CR 17A ROE Agr EJO 20210416.pdf

CSX TRANSPORTATION – NEW PROJECT INITIATION FORM

Please provide the following information so that CSXT is able to accurately and appropriately process the project setup and billing. Resurfacing CR 17A & Arbuckle Creek Road 627567P & 627594L; Florida Zone Auburndale Subdivision; SX 856.80 & SX 865.44

Is this project associated with Federal funds?	NO
Is this project associated with State funds?	NO
Please describe the funding source for this project (i.e. INFRA, Section 130, State, County, Private, etc.).	County
Project Requirements:	☐ Buy America ☐ Additional procurement restrictions (Please describe below) ☐ State Suspended and Debarred (Note - All federally funded projects are already monitored against the federal sus/deb listings) ☐ Davis-Bacon (Please only check this box if this is a construction project that may be performed by an outside party) ☐ CSX is subject to a state single audit as a recipient or subrecipient of funds (The only states that should apply here are FL or NC. FL must provide completed form DFS-A2-NS.)
Only complete this section if this project is associated with Federal and/or State funds.	☐ Other If you selected Other, please describe below.

Project Sponsor Bill To Information

Agency - Sponsor:	Highlands County Board of County Commissioners
Billing Address:	Road & Bridge Department, 4344 George Blvd, Sebring, FL 33875
Contact Name:	Jonathan Harrison
Phone:	(863) 402-6529
E-mail:	jharrison@highlandsfl.gov
Project Location:	Arbuckle Creek Rd and CR-17A West
Project Description:	Milling and Resurfacing Arbuckle Creed Rd and CR-17A West
Sponsor Project Ref. Number (If applicable)	

Signature of Applicant*

Please sign, and e-mail this form to the authorized CSX representative.

Name and Title of Applicant	Jonathan Harrison, Road & Bridge Director		
Signature of Applicant	Jonathan Harrison	Date:	4/14/2021

*By signing this form you are authorizing CSXT to incur costs and bill against this project. Should the project be canceled, CSXT will bill the Project Sponsor for the incurred costs. In the event the Project Sponsor is unresponsive for 90 days or more, the project will be closed; and the Project Sponsor will be final billed for all project costs incurred.

CSX Transportation, Inc.
Temporary Right of Entry Agreement

THIS AGREEMENT, made as of _____, 20___, by and between CSX TRANSPORTATION, INC., a Virginia corporation, whose mailing address is 500 Water Street, Jacksonville, Florida 32202, hereinafter called "**CSXT,**" and HIGHLANDS BOARD OF COUNTY COMMISSONERS, whose mailing address is Road & Bridge Department, 4344 George Boulevard, Sebring, Florida 33875, hereinafter called "**Licensee**," WITNESSETH:

WHEREAS, Licensee has submitted a written application to CSXT requesting permission to enter CSXT's property located at two (2) crossings within the Florida Zone, Auburndale Subdivision; Location one (1) at DOT Crossing Number 627567P, Railroad Milepost Number SX 856.80, County Road 17A (Stryker Road) in Avon Park, and Location two (2) at DOT Crossing Number 627594L, Railroad Milepost Number SX 865.44, Arbuckle Creek Road in Sebring; Highlands County, Florida (the "**Property**"), for the purpose of roadway milling and resurfacing up to and in-between the crossing timbers, on both sides of crossing, at County Road 17A, and roadway resurfacing up to and in-between the rails, on both sides of crossing, at Arbuckle Creek Road, maintaining the existing roadway width and profile, all within the CSXT right of way, (the "**Project**").

WHEREAS, CSXT is willing to grant to Licensee the limited right and permission to enter upon the Property for the limited purpose of performing the Project.

NOW THEREFORE, CSXT hereby grants to Licensee the right and permission to enter upon the Property for the purpose of performing said Project, subject to the terms and conditions set forth below:

1. **PROJECT**: The Project shall be performed at the entire cost and expense of Licensee, in accordance with good and sound engineering practices, to the satisfaction of CSXT's Division Engineer or his or her duly authorized representative ("Division Engineer") and in a manner to avoid accidents, damages, unnecessary delays to or interference with train traffic of CSXT. Prior to entry, Licensee shall notify the Division Engineer's representative and arrange for flagging protection in accordance to Sections 5 and 6 of this Agreement. Licensee shall not dig in the ballast line or within the tracks loading influence area, or otherwise disturb the track structure. Licensee and Licensee's employees, agents, contractors ("Contractors") and other representatives (collectively, "Agents") shall maintain in their possession a copy of this Agreement at all times during their occupation of the Property. Licensee further agrees that, prior to the commencement of Project work by any third party Contractor, such Contractor shall execute and deliver to CSXT Attachment B to this Agreement to acknowledge Contractor's agreement to observe and abide by the terms and conditions of this Agreement.

2. **INDEMNITY:**

2.1 Licensee and its Contractors hereby assume risk of and shall indemnify, defend, protect and save CSXT and CSXT's Affiliates harmless with respect to any and all attorneys' fees, liability, claims, demands, payments, suits, actions, recoveries, penalties, costs, legal expenses, judgments, settlements, and damages of every nature, degree, and kind (including direct, indirect, consequential, incidental, and punitive damages) for:

2.1.1 personal injury, including, but not limited to bodily injury to or death of any person or persons whomsoever, including the agents, servants, Affiliates or employees of the parties or the Contractors;

2.1.2 the loss or damage to any property whatsoever, including property owned or in the care, custody or control of the parties hereto or their respective Affiliates;

2.1.3 any environmental damage and any related remediation brought or recovered against CSXT or any of its Affiliates; and

2.1.4 any and all other losses or damages; arising directly or indirectly from the presence of Licensee or its Agents on or about the Property, whether or not attributable in whole or part to the negligence, gross negligence, or intentional misconduct of CSXT or its Affiliates.

2.2 The parties waive any and all right or opportunity to contest the enforceability of this Section and agree that, in the event this Section, or any part of this Section, is found unenforceable by the final, unappealable judgment of a court of competent jurisdiction, this Section shall be construed so as to be enforceable to the maximum extent permitted by applicable law. In the event that such court of competent jurisdiction finds that Florida statutory construction contract indemnity monetary limits apply to this Agreement with respect to Licensee's/Contractors' indemnification of CSXT and its Affiliates for liability caused in whole or in part by any act, omission or default by CSXT or its Affiliates, the parties hereto agree that such limit shall be equal to the limits (exclusive of deductibles) of the applicable insurance required by Sections 3 and 4 of this Agreement. The parties acknowledge and agree that this monetary limit, if required, bears a commercially reasonable relationship to this Agreement, in so far as, among other factors, the parties have taken into account the availability and cost of insurance and other risk transference devices, the scope of the Project, the risks associated with the Project, and the compensation and any other benefits exchanged between the parties in connection with this Agreement.

2.2.1 Licensee shall comply, and shall require its Contractors to comply, with any federal, state, or local laws, statutes, codes, ordinances, rules, and regulations applicable to its presence or performance of any activity on the Property. Licensee and its Contractors shall indemnify, defend, and hold CSXT and its Affiliates harmless with respect to any fines, penalties, liabilities, or other consequences for its failure to so comply.

2.2.2 For the purpose of this Agreement, the term "Affiliates" includes all entities, directly or indirectly owned or controlled by, or under common control of a party or its respective officers, directors, employees and agents, and in the case of CSXT, includes CSX Corporation, CSXT and their Affiliates and their respective officers, directors, employees and agents.

2.2.3 The provisions of this Section shall survive the termination or expiration of this Agreement.

3. **GENERAL LIABILITY INSURANCE**: Licensee shall or shall require its Contractor to procure and maintain insurance in compliance with CSXT's insurance requirements attached to this Agreement as Attachment A. Neither Agency nor Contractor shall commence work on the Project until such policy or policies have been submitted to and approved by CSXT's Risk Management Department.

4. **RAILROAD PROTECTIVE LIABILITY INSURANCE:** Licensee shall or shall require its Contractor to procure and maintain Railroad Protective Liability insurance in compliance with CSXT's requirements attached to this Agreement as Attachment A.

5. **PRIOR NOTIFICATION: Licensee or Licensee's Agents shall notify CSXT's Flagging Coordinator** at least 10 days prior to requiring entry on the Property and shall abide by the instructions of the Division Engineer, or his or her authorized representative. The CSXT Flagging Coordinator, Ray Porter, can be contacted at: Southeast_Flagging@csx.com, to schedule flagging services.

6. **CLEARANCES**: Neither Licensee nor Agents shall perform any Project or place or operate any equipment of Licensee or Agents at a distance closer than fifty (50) feet from the center of any track,

without the prior approval of the Division Engineer. The Division Engineer may require protective services or such other services as deemed necessary or appropriate. Equipment shall be moved across CSXT's track(s) only at a public crossing unless prior arrangements have been made with the Division Engineer and a Private Crossing Agreement is fully executed and in place. Licensee and Agents shall take all precautions necessary to avoid interference with or damage to CSXT's property and signal and communication facilities during their performance of the Project.

7. **PROTECTIVE SERVICES**: If protective services, such as flagging protection, are required by CSXT, Licensee shall make arrangements with the Roadmaster to furnish such personnel, flagman or watchman, that in the Roadmaster's opinion may be necessary to protect the facilities and traffic of CSXT during the performance of the Project. Licensee shall pay for the cost of such services, including all applicable surcharges and additives. These services are estimated to be **twenty thousand three hundred forty-nine dollars and zero cents ($20,349.00)**, as supported by the attached estimate.

8. **PAYMENT FOR PROTECTIVE SERVICES**: Payment shall be made by Licensee in accordance with the following:

Licensee shall make an advance deposit of funds based on an estimate of the cost of protective or other services as determined by CSXT. The cost for CSXT's services shall then be assessed by CSXT against this advance deposit. Upon completion of the Project, any unused funding will be returned to Licensee. Notwithstanding the foregoing, in the event Licensee performs any Project work without permission or without protective services (such as flagging protection) as may be required by CSXT, no portion of Licensee's advance deposit will be refunded. If CSXT's costs exceed the advance deposit(s), a request will be made to Licensee for additional funds or an invoice will be issued to Licensee for final payment. Licensee shall remit payment to CSXT within thirty (30) days of receipt of either a request for additional funds or an invoice.

9. **ENVIRONMENTAL**: **This Agreement does not include and expressly excludes the performance of any site investigation activities designed to determine environmental conditions on, about or beneath the Property**. Precluded activities include performing soil borings for purposes other than geotechnical investigation, obtaining soil, sediment, groundwater and surface water samples, and conducting field or laboratory analyses of any soil, sediment, groundwater or surface water samples obtained from CSXT property to identify chemical composition or environmental condition. *If any type of environmental investigation is desired, a separate right of entry agreement issued through CSXT's Environmental Department must be secured.*

10. **CLAIMS:** Licensee shall, or shall require Agents, to promptly notify the Division Engineer of any loss, damage, injury or death arising out of or in connection with the Project.

11. **REMEDIATION**: It is understood and agreed that, upon completion of the Project, the Property shall be left in a condition satisfactory to Division Engineer or his or her duly authorized representative.

12. **SAFETY:**

12.1 All personnel entering the Property must comply with CSXT safety rules and requirements to include, without exception, the wearing of hard hats and approved safety shoes and safety glasses with side shields. Anyone not in compliance with these rules and regulations will be asked to leave the Property.

12.2 Before performing any work authorized by this Agreement, Licensee, at its sole cost and expense, shall obtain all necessary permit(s) (including but not limited to zoning, building, construction, health, safety or environmental matters), letter(s) or certificate(s) of approval. Licensee expressly

agrees and warrants that it shall conform and limit its activities to the terms of such permit(s), approval(s) and authorization(s), and shall comply with all applicable ordinances, rules, regulations, requirements and laws of any governmental authority (state, federal or local) having jurisdiction over Licensee's activities, including the location, contact, excavation and protection regulations of the Occupational Safety and Health Act (OSHA) (29 CFR 1926.651(b), et al.), and State "One Call" -"Call Before You Dig" requirements.

13. **TERM:** This Right-of-Entry Agreement and the permission conferred and the license granted by it does not constitute a grant of permanent easement and shall terminate upon completion of the Project or at midnight, **one (1) year after Agreement date**, whichever occurs first, unless extended in writing by CSXT. In the event Licensee fails to comply with terms and provisions of this Agreement, Licensee agrees to pay and agrees that CSXT shall be entitled to recover costs and expenses incurred by CSXT, including legal fees and expenses, to enforce the terms of this Agreement.

14. **SEVERABILITY**: The parties agree that if any part, term or provision of the Agreement is held to be illegal, unenforceable or in conflict with any applicable federal, state, or local law or regulation, such part, term or provision shall be severable, with the remainder of the Agreement remaining valid and enforceable. If any provision or any part of a provision of the Agreement shall be finally determined to be superseded, invalid, illegal, or otherwise unenforceable pursuant to any applicable law, ordinance, rule or regulation, such determination shall not impair or otherwise affect the validity, legality, or enforceability of the remaining provision or parts of the provision of the Agreement, which shall remain in full force and effect as if the unenforceable provision or part were deleted.

15. **ENTIRE AGREEMENT:** This Agreement embodies the entire understanding of the parties, may not be waived or modified except in a writing signed by authorized representatives of both parties, and supersedes all prior or contemporaneous written or oral understandings, agreements or negotiations regarding its subject matter.

16. **NOTICES:** All notices, consents and approvals required or permitted by this agreement shall be in writing and shall be deemed delivered; upon personal delivery, upon the expiration of three (3) business days following mailing by U.S. first class mail, or upon the next business day following mailing by a nationally recognized overnight carrier, to the Licensee at the address above, and to Licensor at the address shown on Page 1, or at such other addresses as either party may designate by delivery of prior notice to the other party .

17. **TERMINATION:** CSXT shall have the right at any time and at its sole discretion to terminate this Agreement upon notice to Licensee.

18. **WAIVER:** If either party fails to enforce its respective rights under this Agreement, or fails to insist upon the performance of the other party's obligations hereunder, such failure shall not be construed as a permanent waiver of any rights or obligations in this Agreement.

19. **GOVERNING LAW; VENUE:** This Agreement shall be governed by and construed under the laws of the State of Florida, without regard to the choice of law provisions thereof. Venue for any action arising from, or brought to enforce, this Agreement, shall vest exclusively in the state or federal courts located in Duval County, Florida, and the parties agree to submit to the personal jurisdiction of any state or federal court located in Duval County, Florida.

20. **NO ASSIGNMENT:** Notwithstanding anything to the contrary contained in this Agreement, Licensee shall not permit Agents to enter the Property without first requiring Agents to agree in writing to comply with all of the terms of this Agreement. Notwithstanding the foregoing, Licensee shall continue to be responsible for insuring that Agents comply with all of the terms and conditions of this Agreement and

shall indemnify and hold CSXT harmless for any damages described in Section 2 above caused in whole or in part by such subcontractor. Assignment of this Agreement to any party other than Agents in accordance with this Section shall not be permitted except upon the prior written consent of CSXT, which consent may be granted or withheld at CSXT's sole discretion. This Agreement shall be binding upon the parties and their respective successors and assigns.

[*Signatures appear on following page*]

THE REMAINDER OF PAGE LEFT INTENTIALLY BLANK

BY SIGNING THIS AGREEMENT, I certify that there have been no changes made to the content of this Agreement since its approval by the CSXT Legal Department on **April 15, 2021**.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the day and year first above written.

Witness for CSX Transportation:

_____

CSX TRANSPORTATION, INC.

By: _____

Scott Willis
Project Manager – Public Projects

Witness for: Highlands County Board of County Commissioners

_____

HIGHLANDS COUNTY BOARD OF COUNTY: COMISSIONERS:

By: _____

Print/Type Name:_____
Print/Type Title:_____
Who, by the execution hereof, affirms that he/she has the authority to do so and to bind the **Highlands County Board of County Commissioners** to the terms and conditions of this Agreement.

ATTACHMENT "A"

FORCE ACCOUNT ESTIMATE

ACCT. CODE : 709 - TBD **Form Revision** 09/25/20

ESTIMATE SUBJECT TO REVISION AFTER: **4/15/2022** **DOT NO.:** 627567P/627594L
CITY: Avon Park / Sebring **COUNTY:** Highlands **STATE:** FL
DESCRIPTION: Right of Entry and Flagging Services for roadway milling and resurfacing CR 17A (Stryker Road) in Avon Park (627567P/SX 856.80) and resurfacing Arbuckle Creek Road in Sebring (627594L / SX 865.44) within the CSXT right of way.
ZONE: Florida **SUB-DIV:** Auburndale **MILE POST:** SX 856.80
AGENCY PROJECT NUMBER: Highlands County Board of County Commissioners SX 865.44

	PRELIMINARY ENGINEERING:						
212	Contracted & Administrative Engineering Services					$	5,000
	Subtotal					**$**	**5,000**
	CONSTRUCTION ENGINEERING/INSPECTION:						
212	Contracted & Administrative Engineering Services					$	1,000
	Subtotal					**$**	**1,000**
	FLAGGING SERVICE: (Contract Labor)						
70	Labor (Conductor-Flagman)					$	-
50	Labor (Foreman/Inspector)		10	Days @	$ 504.00	$	5,040
70	Additive					$	-
50	Additive	148.00% (Engineering Department)				$	7,459
	Subtotal					**$**	**12,499**
	SIGNAL & COMMUNICATIONS WORK:					**$**	**-**
	TRACK WORK:					**$**	**-**
	PROJECT SUBTOTAL:					**$**	**18,499**
900	**CONTINGENCIES:**	10.00%				$	1,850
	PROJECT TOTAL:	**********				$	20,349
	CURRENT AUTHORIZED BUDGET:	**********				$	-
	TOTAL SUPPLEMENT REQUESTED:	**********				**$**	**20,349**
	DIVISION OF COST:						
	Agency	100.00%				$	20,349
	Railroad	0.00%				$	-

NOTE: Estimate is based on FULL CROSSING CLOSURE during work by Railroad Forces.

This estimate has been prepared based on site conditions, anticipated work duration periods, material prices, labor rates, manpower and resource availability, and other factors known as of the date prepared. The actual cost for CSXT work may differ based upon the agency's requirements, their contractor's work procedures, and/or other conditions that become apparent once construction commences or during the progress of the work

Office of Chief Engineer Public Projects–Jacksonville, Florida

Estimated prepared by: Benesch - CDS **Approved by:** *KSW* **CSXT Public Project Group**
DATE: 04/15/21 **REVISED:** **DATE:** 04/15/21

ATTACHMENT "B"

INSURANCE REQUIREMENTS

I. Insurance Policies:

Agency and Contractor, if and to the extent that either is performing work on or about CSXT's property, shall procure and maintain the following insurance policies:

1. Commercial General Liability coverage at their sole cost and expense with limits of not less than $5,000,000 in combined single limits for bodily injury and/or property damage per occurrence, and such policies shall name CSXT as an additional named insured. The policy shall include endorsement ISO CG 24 17 evidencing that coverage is provided for work within 50 feet of a railroad. If such endorsement is not included, railroad protective liability insurance must be provided as described in item 4 below.

2. Statutory Worker's Compensation and Employers Liability Insurance with limits of not less than $1,000,000, which insurance must contain a waiver of subrogation against CSXT and its affiliates (if permitted by state law).

3. Commercial automobile liability insurance with limits of not less than $1,000,000 combined single limit for bodily injury and/or property damage per occurrence, and such policies shall name CSXT as an additional named insured. The policy shall include endorsement ISO CA 20 70 evidencing that coverage is provided for work within 50 feet of a railroad. If such endorsement is not included, railroad protective liability insurance must be provided as described in item 4 below.

4. Railroad protective liability insurance with limits of not less than $5,000,000 combined single limit for bodily injury and/or property damage per occurrence and an aggregate annual limit of $10,000,000, which insurance shall satisfy the following additional requirements:

   a. The Railroad Protective Insurance Policy must be on the ISO/RIMA Form of Railroad Protective Insurance - Insurance Services Office (ISO) Form CG 00 35.

   b. CSX Transportation must be the named insured on the Railroad Protective Insurance Policy.

   c. Name and Address of Contractor and Agency must appear on the Declarations page.

   d. Description of operations must appear on the Declarations page and must match the Project description.

   e. Authorized endorsements must include the Pollution Exclusion Amendment - CG 28 31, unless using form CG 00 35 version 96 and later.

   f. Authorized endorsements may include:

      (i). Broad Form Nuclear Exclusion - IL 00 21
      (ii) 30-day Advance Notice of Non-renewal or cancellation
      (iii) Required State Cancellation Endorsement
      (iv) Quick Reference or Index - CL/IL 240

g. Authorized endorsements may not include:

(i) A Pollution Exclusion Endorsement except CG 28 31
(ii) A Punitive or Exemplary Damages Exclusion
(iii) A "Common Policy Conditions" Endorsement
(iv) Any endorsement that is not named in Section 4 (e) or (f) above.
(v) Policies that contain any type of deductible

5. All insurance companies must be A. M. Best rated A- and Class VII or better.

6. The CSX OP number or CSX contract number, as applicable, must appear on each Declarations page and/or certificates of insurance.

7. Such additional or different insurance as CSXT may require.

II. Additional Terms

1. Contractor must submit the original Railroad Protective Liability policy, Certificates of Insurance and all notices and correspondence regarding the insurance policies to:

Insurance Department
CSX Transportation, Inc.
500 Water Street, 14th Floor
Jacksonville, FL 32202

OR

insurancedocuments@csx.com

2. Neither Agency nor Contractor may begin work on the Project until it has received CSXT's written approval of the required insurance.

ATTACHMENT "C"

CONTRACTOR'S ACCEPTANCE

To and for the benefit of CSX Transportation, Inc. ("CSXT") and to induce CSXT to permit Contractor on or about CSXT's property for the purposes of performing work in accordance with the Agreement dated _____, 20___, between **HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS** and CSXT, Contractor hereby agrees to abide by and perform all applicable terms of the Agreement, including, but not limited to Attachment A to the Agreement, and Sections 1 through 4 and 12 of the Agreement.

Contractor: _____

By: _____
Name: _____
Title: _____
Date: _____

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Clinton Howerton Jr., P.E., County Engineer**

SUBJECT/TITLE: **Request to Vacate a Drainage and Utility Easement at 440 & 442 Tiger Street and 365 & 369 Wildcat Street, Lake Placid, FL 33852**

STATEMENT OF ISSUE

Attached is a resolution to consider vacating that portion of the 20-foot Platted Drainage and Utility Easement running in an East – West direction Centered on the boundaries between Lots 4 and 9 and Lots 3 and 10, less and except the East 10 feet and the West 10 feet thereof, Block 7, Placid Lakes Section Nineteen, Plat Book 9, Page 14, of the Official Public Records of Highlands County, Florida and being more particularly described as follows:

20-foot Platted Drainage and Utility Easement running in an East – West direction Centered on the boundaries between Lots 4 and 9 and Lots 3 and 10, less and except the East 10 feet and the West 10 feet thereof, Block 7, Placid Lakes Section Nineteen, Plat Book 9, Page 14, of the Official Records of Highlands County, Florida.

All utility companies, as well as the pertinent County departments, have been notified and have no objections. Tim and Michelle Yliniemi have filed a petition to vacate the easements on all four (4) properties. The applicant's reason for vacating this portion of the easement is due to the owner's desire to unify four (4) lots into one (1) larger parcel for residential development.

RECOMMENDED ACTION

Move to approve the attached resolution to vacate a portion of the existing drainage and utility easement as described in the resolution effectively closing, vacating, abandoning, and discontinuing all rights of the county and the public in and to the easement and any lands in connection herewith.

FISCAL IMPACT

There is no fiscal impact.

Attachments: Agenda Packet - 440 & 442 Tiger St; 365 & 369 Wildcat St.pdf

RESOLUTION

WHEREAS, the Petition of Tim and Michelle Yliniemi, as filed by their Attorney, Pamela T. Karlson, requesting that the Board of County Commissioners of Highlands County, Florida, vacate a drainage easement(s) described below, and renounce and disclaim any rights of the County and the public in and to the easement and any lands in connection therewith, was duly presented to the Board at a regular meeting held on July 20, 2021; and

WHEREAS, a notice of intention to apply to the Board of County Commissioners to vacate the easement was duly published in the July 2, a newspaper of general circulation in Highlands County, Florida, and again on July 9, 2021; and

WHEREAS, a hearing was held on July 20, 2021, and after due weight, consideration and determination, it was determined that the statutory requirements have been complied with and that the vacating of the easement will not adversely affect the ownership of any person.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Highlands County, Florida, that the easement described below be and it is hereby vacated, abandoned, discontinued, and closed, and all rights of the County and the public in and to the easement and any lands in connection therewith be and they are hereby renounced and disclaimed. The easement is described as:

20-foot Platted Drainage and Utility Easement running in an East - West direction Centered on the boundaries between Lots 4 and 9 and Lots 3 and 10, less and except the East 10 feet and the West 10 feet thereof, Block 7, Placid Lakes Section Nineteen, Plat Book 9, Page 14, of the Official Public Records of Highlands County, Florida.

ADOPTED this ___ day of_____, 2021.

BOARD OF COUNTY COMMISSIONERS
HIGHLANDSCOUNTY, FLORIDA

_____
BY:
CHAIRMAN

ATTEST:

BY: _____
Jerome Kaszubowski, Clerk of Courts

PETITION

TO: HIGHLANDS COUNTY
BOARD OF COUNTY COMMISSIONERS
C/O ENGINEERING DEPARTMENT
505 SOUTH COMMERCE AVENUE
SEBRING, FLORIDA 33870

FROM: PAMELA T. KARLSON, J.D., B.C.S.
KARLSON LAW GROUP, P.A.
301 DAL HALL BOULEVARD
LAKE PLACID, FLORIDA 33852
ATTORNEY FOR TIM and MICHELLE YLINIEMI, Property Owners

TEL NO: 863-465-5033 (KARLSON LAW GROUP, P.A.)

DATE: April 27, 2021 (Resubmitted May 25, 2021 after revised legal)

This is to Petition the Board of County Commissioners to consider vacating a drainage easement, as shown on the attached Boundary Survey. The legal description of the easement to be vacated is as follows:

> 20-foot Platted Drainage and Utility Easement running in an East – West direction Centered on the boundaries between Lots 4 and 9 and Lots 3 and 10, less and except the East 10 feet and the West 10 feet thereof, Block 7, Placid Lakes Section Nineteen, Plat Book 9, Page 14, of the Official Public Records of Highlands County, Florida.

STRAP #: C-14-37-29-190-0070-0030
STREET ADDRESS: 442 Tiger St. NW, Lake Placid, FL 33852.

STRAP #: C-14-37-29-190-0070-0040
STREET ADDRESS: 440 Tiger St. NW, Lake Placid, FL 33852.

STRAP #: C-14-37-29-190-0070-0090
STREET ADDRESS: 365 Wildcat St. NW, Lake Placid, FL 33852.

STRAP #: C-14-37-29-190-0070-0100
STREET ADDRESS: 369 Wildcat St. NW, Lake Placid, FL 33852.

This Petition is being requested for the following reason:

- To vacate a drainage easement which runs through the center of four (4) lots, which the owner desires to unify, into one (1) larger parcel for residential development.

I will publish the Notice of Public Hearing in not less than two (2) weekly issues of a newspaper of general circulation in Highlands County prior to the date stated therein for such hearing and will have proof of publication in your office prior to the date of hearing.

Pamela T. Karlson, J.D., B.C.S.
Attorney for Tim and Michelle Yliniemi
pam@karlsonlaw.com

Enclosure: Boundary Survey showing location of drainage easement

Highlands County Engineering Department

REFERENCE MAP

VACATION OF A PORTION OF A 20-FOOT PLATTED DRAINAGE AND UTILITY EASEMENT RUNNING IN AN EAST – WEST DIRECTION CENTERED ON THE BOUNDARIES BETWEEN LOTS 4 AND 9 AND LOTS 3 AND 10, LESS AND EXCEPT THE EAST 10 FEET AND THE WEST 10 FEET THEREOF, BLOCK 7, PLACID LAKES SECTION NINETEEN, PLAT BOOK 9, PAGE 14, OF THE OFFICIAL PUBLIC RECORDS OF HIGHLANDS COUNTY, FLORIDA.

Prepared By:
Highlands County Engineering Dept.
505 S. Commerce Ave
Sebring, FL 33870
Office: (863) 402-6877

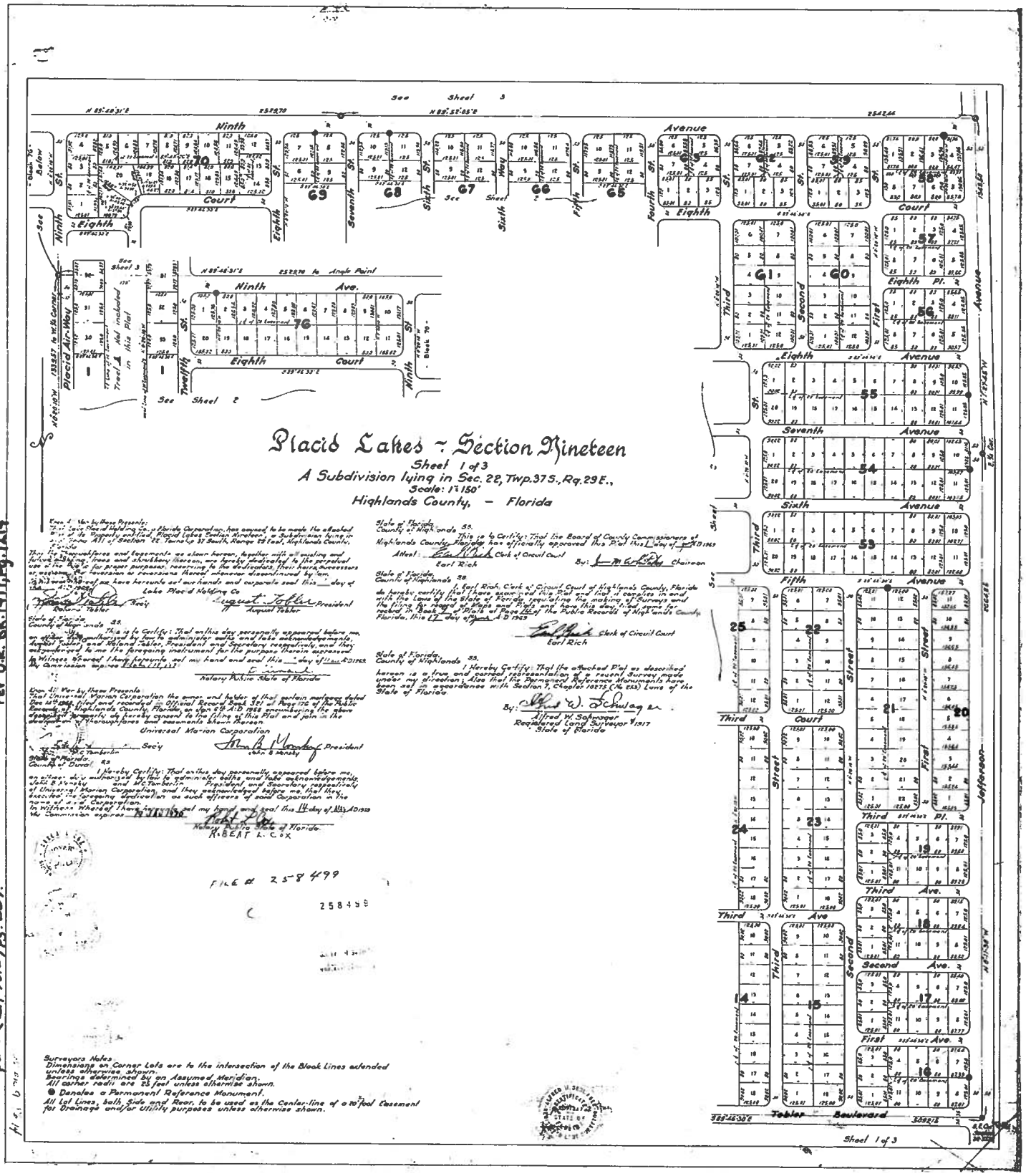
For Reference Only - Not A Boundary Survey

Map Created: 6/3/2021

1 inch = 80 feet

G:\Vacate Easements\2021\440_442 TIGER ST; 365 & 369 WILDCAT - YLINIEMI\Maps\440 Tiger St Easement Vacation.mxd Date Saved: 6/3/2021 bdorev

PLAT BK 9, PG 14
Sheet 1 of 5 Sheets



Placid Lakes - Section Nineteen

Sheet 1 of 3

A Subdivision lying in Sec. 22, Twp. 37 S., Rg. 29 E.,

Scale: 1"=150'

Highlands County, - Florida

Know All Men by These Presents:
That Lake Placid Holding Co., a Florida Corporation, has caused to be made the attached plat of the property platted hereon, Placid Lakes Section Nineteen, a Subdivision being in Highlands County, Florida, and more particularly described as follows:
All of Section 22, Township 37 South, Range 29 East, Highlands County, Florida.

That the thoroughfares and easements as shown hereon, together with all existing and future utility lines and structures thereon, are hereby dedicated to the perpetual use of the public for proper purposes, reserving to the dedicators, their heirs, successors or assigns the reversion or reversions thereof whenever discontinued by law.

In Witness Whereof we have hereunto set our hands and corporate seal this ___ day of ___ A.D. 1963.

Lake Placid Holding Co.

Witness: Roland Tobler — Secy. — August Tobler — President

State of Florida
County of Highlands } SS.

I, the undersigned authority, hereby certify that on this day personally appeared before me, an officer duly authorized by law to administer oaths and take acknowledgements, August Tobler and Roland Tobler, President and Secretary respectively, and they acknowledged to me the foregoing instrument for the purpose therein expressed.

In Witness Whereof I have hereunto set my hand and seal this ___ day of ___ A.D. 1963.

Notary Public State of Florida

Know All Men by These Presents:
That Universal Marion Corporation the owner and holder of that certain mortgage dated Dec 16th 1960, filed and recorded in Official Record Book 321 at Page 176 of the Public Records of Highlands County, Florida, as Inst. #18988 encumbering the above described property, do hereby consent to the filing of this Plat and join in the dedication of thoroughfares and easements shown thereon.

Universal Marion Corporation

Witness: E. C. Tamberlin — Secy. — John B. Hensley — President

State of Florida
County of Duval } SS.

I, the undersigned authority, hereby certify that on this day personally appeared before me, an officer duly authorized by law to administer oaths and take acknowledgements, John B. Hensley and E. C. Tamberlin, President and Secretary respectively, of Universal Marion Corporation, and they acknowledged before me that they executed the foregoing application as such officers of said Corporation in the name of said Corporation.

In Witness Whereof I have hereunto set my hand and seal this 14th day of May A.D. 1963.

My Commission expires: 4-27-1966

Notary Public State of Florida
ROBERT L. COX

FILE # 258499

258499

State of Florida
County of Highlands } SS.

This is to Certify: That the Board of County Commissioners of Highlands County, Florida, has officially approved this Plat this ___ day of ___ A.D. 1963.

Attest: Earl Rich, Clerk of Circuit Court — By: ___, Chairman

State of Florida
County of Highlands } SS.

I, Earl Rich, Clerk of Circuit Court of Highlands County, Florida do hereby certify that I have examined this Plat and find it complies in and with the Laws of the State of Florida regulating the making of Surveys and the filing for record of Maps and Plats and have this day filed same for record in Book 9 of Plats at Page 14 of the Public Records of Highlands County, Florida, this 17 day of May A.D. 1963.

Earl Rich, Clerk of Circuit Court

State of Florida
County of Highlands } SS.

I Hereby Certify: That the attached Plat as described hereon is a true and correct representation of a recent Survey made under my direction; also that the Permanent Reference Monuments have been set in accordance with Section 7, Chapter 177.25 (1961) Laws of the State of Florida.

Alfred W. Schwager
Registered Land Surveyor #1017
State of Florida

Surveyors Notes:
Dimensions on Corner Lots are to the intersection of the Block Lines extended unless otherwise shown.
Bearings determined by an Assumed Meridian.
All other radii are 25 feet unless otherwise shown.
● Denotes a Permanent Reference Monument.
All Lot Lines, both Side and Rear, to be used as the Center-line of a 10 Foot Easement for Drainage and/or Utility purposes unless otherwise shown.

Sheet 1 of 3

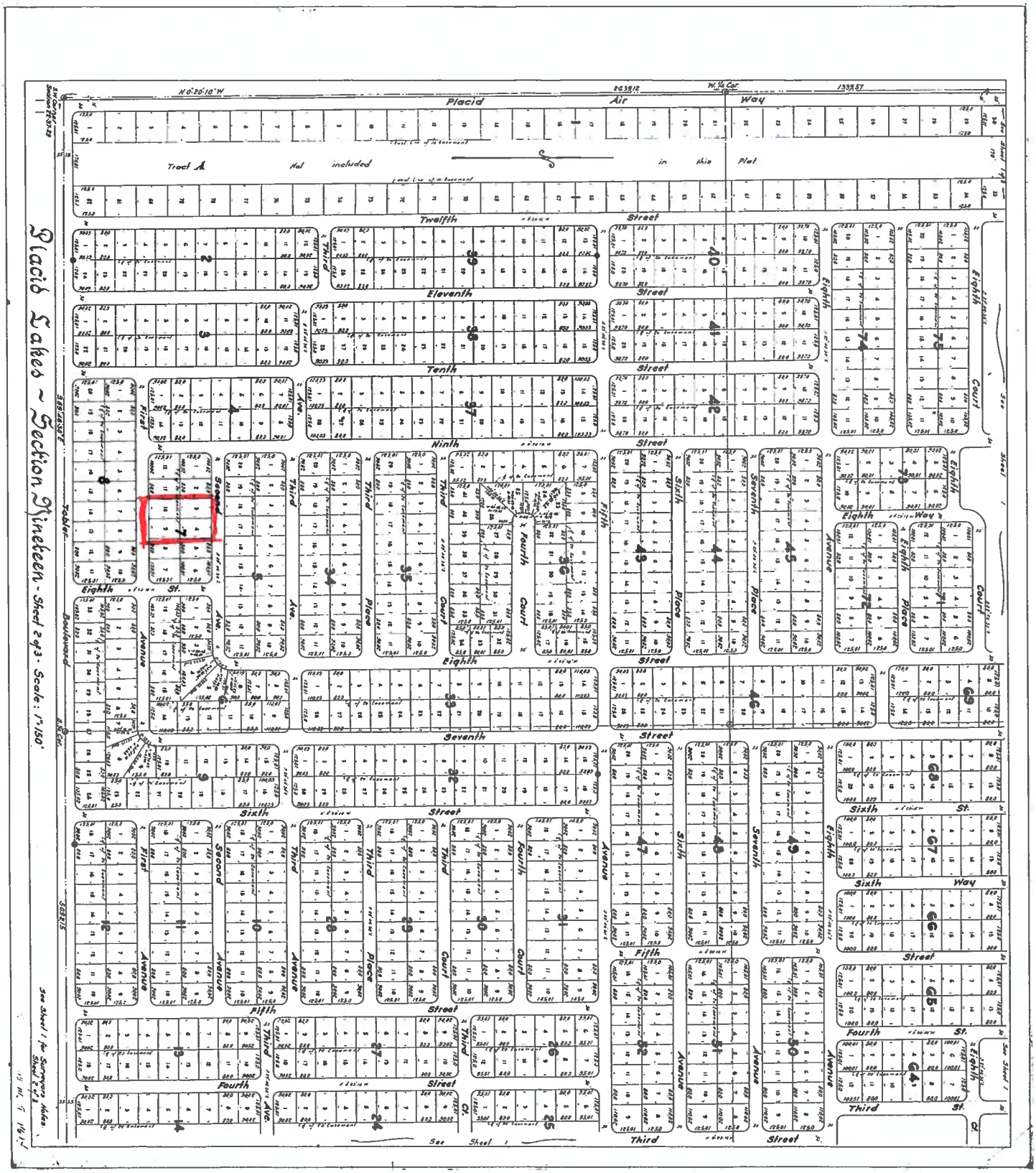
* Vacating part of easements per O.R. Bk. 1000 Pg. 164
* Vacating certain easements per O.R. Bk. 1015, Pg. 509.
* Vacating easement per O.R. Bk. 1417, Pg. 1214
Per O.R. Bk. 1177, Pg. 1758
1197, Pg. 1700
* Closing all of PLACID AIR WAY per O.R. Bk. 1498, Pg. 1020.

1147 Bk 9, Pg 19
Sheet 2 of 5 Sheets

* VACATING PART OF EASEMENT PER OR BK 1483 Pg 467

* Closing all of PLACID AIR WAY per O.R. Bk. 1498, Pg. 1022.

* Vacating certain Easements in Block 30 per O.R. Book 1197, page 1700.



HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Clinton Howerton Jr., P.E., County Engineer**

SUBJECT/TITLE: **Request to approve a resolution for closing a portion of a Right of Way on Oak Beach Blvd.**

STATEMENT OF ISSUE

Attached for your consideration is a resolution vacating that portion of the road more particularly described as:

Parcel # 1 (adjacent to property owned by Patricia C. Morgan):

A portion of right of way of Oak Beach Boulevard, lying in Section 32, Township 35 South, Range 29 East, being more particularly described as follows:
Commence at the Northwest corner of Whispering Oaks, as recorded in Plat Book 16, Page 98, of the Public Records of Highlands County, Florida; thence run North 00º 03'23" West, a distance of 50.01 feet to the Point of Beginning; thence continue North 00º 03'23" West, a distance of 50.00 feet to the most Westerly Corner of Lot 49, Block 11 of Oak Beach Colony Subdivision, as recorded in Plat Book 7, Page 20 of the Public Records of Highlands County, Florida; thence South 36º 56'24" East along the Southwesterly line of Lot 49, Block 11, a distance of 80.00 feet to the most Southerly corner of said Lot 49, Block 11; thence North 73º 49'09" West a distance of 50.01 feet to the Point of Beginning.
Containing 1,536 square feet or 0.04 acres, more or less.
Parcel Identification Number: C-32-35-29-040-0110-0490
Physical Address: 2036 Oak Beach Blvd., Sebring, FL 33875
AND
Parcel # 2 (adjacent to property owned by Edward Sykes and Deborah Sykes, husband and wife):

A portion of right of way of Oak Beach Boulevard, lying in Section 32, Township 35 South, Range 29 East, being more particularly described as follows:
Begin at the Northwest corner of Whispering Oaks, as recorded in Plat Book 16, Page 98, of the Public Records of Highlands County, Florida; thence run North 00º 03'23" West, a distance of 50.01 feet; thence South 73°49'09" East, a distance of 50.01 feet to the Southerly corner of Lot 49, Block 11 of Oak Beach Colony Subdivision, as recorded in Plat Book 7, Page 20 of the Public Records of Highlands County, Florida and also the Northeasterly corner of Lot 7 of said Whispering Oaks, as recorded in Plat Book 16, Page 98; thence South 53°03'36" West, along the Northerly line of said Lot 7 of said Whispering Oaks, a distance of 60.03 feet to the Point of Beginning.
Parcel Identification Number: C-32-35-29-080-0000-0070
Physical Address: 1029 Whispering Oaks Ct., Sebring, FL 33875
All Utility Companies and County Departments have been notified and have no objections.
The petitioner John McClure, P.A. is requesting this vacation to allow for the sufficient setback to construct a garage on Parcel #1 (Petitioner Morgan). The right-of-way requested is excess as part of a previous replat that is not used as part of the relocated roadway and appears to be excess property. The owner of Parcel #2 (Petitioner Sykes) is joining to

enlarge the size of his lot, as the right-of-way does not appear to be utilized now nor would it serve a foreseeable future need.

RECOMMENDED ACTION

Move to Approve the Vacation of Right of Way as described in the attached resolution to be vacated, abandoned, discontinued, closed, and all rights of the county and the public in and to the section of the road and any lands in connection therewith be and they are hereby renounced and disclaimed.

FISCAL IMPACT

There is no fiscal Impact.

Attachments: Resolution VACATION Oak Beach Blvd20-21-124.pdf

RESOLUTION NO.: 20-21-124

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA, PERTAINING TO THE VACATION OF THE ROADWAYS OF OAK BEACH BLVD AS DESCRIBED HEREIN; PROVIDING FOR LEGISLATIVE FINDINGS AND INTENT; PROVIDING FOR THE VACATION OF RIGHT OF WAY; PROVIDING FOR THE IMPLEMENTATION OF ADMINISTRATIVE ACTIONS; PROVIDING A SAVINGS CLAUSE; PROVIDING FOR SCRIVENER'S ERRORS; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY; PROVIDING AN EFFECTIVE DATE

WHEREAS, the petition of John McClure, Esquire, (Petitioner) requesting that Highlands County close the right of way described herein and renounce and disclaim the rights of the County and of the public in and to the roadway and the lands so described, was duly presented to the County at a regular meeting of its Board of County Commissioners; and

WHEREAS, thereafter on June 1, 2021, the Petitioner published a notice of intention to petition the County to close the roadway described herein in the Highlands News Sun, a newspaper of general circulation in Highlands County, Florida; and

WHEREAS, on July 20, 2021, a public hearing was conducted and after full consideration, it has been determined that the statutory requirements have been complied with and the proper easements have been provided so that the closure and vacation of the right of way described herein will not adversely affect the ownership rights of any person or the right of convenient access of any person.

NOW, THEREFORE, BE IT RESOLVED BY HIGHLANDS COUNTY, FLORIDA, AS FOLLOWS:

SECTION 1. Legislative Findings and Intent. Highlands County has complied with all requirements and procedures of Florida law in processing this Resolution. The above recitals are hereby adopted.

SECTION 2. Vacation of Right of Way. All of the roadways as described below, are hereby vacated, abandoned, discontinued and closed, and all rights of the County and the public in and to the roadways and lands so described are hereby renounced and forever disclaimed:

Parcel # 1

A portion of Oak Beach Boulevard, lying in Section 32, Township 35 South, Range 29 East, being more particularly described as follows:

Commence at the Northwest corner of Whispering Oaks, as recorded in Plat Book 16, Page 98, of the Public Records of Highlands County, Florida; thence run North 00º 03'23" West, a distance of 50.01 feet to the Point of Beginning; thence continue North 00º 03'23" West, a distance of 50.00 feet to the most Westerly Corner of Lot 49, Block 11 of Oak Beach Colony Subdivision, as

recorded in Plat Book 7, Page 20 of the Public Records of Highlands County, Florida; thence South 36º 56'24" East along the Southwesterly line of Lot 49, Block 11, a distance of 80.00 feet to the most Southerly corner of said Lot 49, Block 11; thence North 73º 49'09" West a distance of 50.01 feet to the Point of Beginning.

Adjacent Property Owner: Patricia C. Morgan
Physical Address: 2036 Oak Beach Boulevard, Sebring, FL 33875
Parcel Identification Number: C-32-35-29-040-0110-0490

AND

Parcel # 2

A portion of Oak Beach Boulevard, lying in Section 32, Township 35 South, Range 29 East, being more particularly described as follows:

Begin at the Northwest corner of Whispering Oaks, as recorded in Plat Book 16, Page 98, of the Public Records of Highlands County, Florida; thence run North 00º 03'23" West, a distance of 50.01 feet; thence South 73°49'09" East, a distance of 50.01 feet to the Southerly corner of Lot 49, Block 11 of Oak Beach Colony Subdivision, as recorded in Plat Book 7, Page 20 of the Public Records of Highlands County, Florida and also the Northeasterly corner of Lot 7 of said Whispering Oaks, as recorded in Plat Book 16, Page 98; thence South 53°03'36" West, along the Northerly line of said Lot 7 of said Whispering Oaks, a distance of 60.03 feet to the Point of Beginning.

Adjacent Property Owner: Edward Sykes and Deborah Sykes, husband and wife
Physical Address: 1029 Whispering Oaks Court, Sebring, FL 33875
Parcel Identification Number: C-32-35-29-080-0000-0070

SECTION 3. Implementing Administrative Actions. The County Administrator is hereby authorized and directed to take such action as may be deemed necessary and appropriate in order to implement the provisions of this Resolution. The County Administrator may, as deemed appropriate, necessary and convenient, delegate the powers of implementation as herein set forth to such County employees as deemed effectual and prudent.

SECTION 4. Savings Clause. All prior actions of Highlands County pertaining to the vacation described hereinabove, as well as any and all matters relating thereto, are hereby ratified and affirmed consistent with the provisions of this Resolution.

SECTION 5. Scrivener's Errors. Typographical errors and other matters of a similar nature that do not affect the intent of this Resolution, as determined by the County Administrator and County Attorney, may be corrected.

SECTION 6. Conflicts. All Resolutions or parts of Resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 7. Severability. If any Section or portion of a Section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other Section or part of this Resolution.

SECTION 8. Effective Date. This Resolution shall become effective immediately upon its passage and adoption.

PASSED AND ADOPTED this ____ day of July, 2021.

HIGHLANDS COUNTY BOARD OF
COUNTY COMMISSIONERS

By: _____
Chairman

ATTEST:

_____
Jerome Kaszubowski, Clerk of Courts

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sandra S. Vázquez, Planner I**

SUBJECT/TITLE: **Public hearing to consider adoption of Large Scale Comprehensive Plan Future Land Use Amendment CPA-21-585LS, for approximately 95 acres, Low Density Residential (RL) to Medium Density Residential (RM)**

STATEMENT OF ISSUE

The Applicant is requesting a large-scale comprehensive plan amendment for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM). The parcel is vacant of structures. Site specific conditions have been amended to provide consistency with the proposed large-scale future land use amendment.

In 2006, a large-scale plan amendment from Agriculture (AG) to Low Density Residential (RL) was adopted and accompanied by a zoning change from Agricultural District (AU) to Estate District (EU). The Applicant is proposing to increase the current allowable density of 95 dwelling units to 380 dwelling units. The proposed development will be required to connect to central wastewater or permit an on-site wastewater treatment plant that will serve all 380 dwelling units.

The Planning and Zoning Commission recommended approval of CPA-21-585LS as presented.

The ordinance was first read at a public hearing on May 18, 2021; and the Board of County Commissioners approved the transmittal to the Florida Department of Economic Opportunity for an expedited state review. This is the adoption hearing of the ordinance.

RECOMMENDED ACTION

Move to approve and adopt by Ordinance, CPA-21-585LS, amending the Future Land Use Element and the Future Land Use Map of the Highlands County Comprehensive Plan for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM); for transmittal to the Florida Department of Economic Opportunity for compliance determination, referencing the mandatory findings of fact and becoming effective as provide by law.

FISCAL IMPACT

There is no fiscal impact.

Attachments: CPA-21-585LS Staff Report EMW.pdf
CPA-21-585LS Application EMW Associates.pdf
CPA-21-585LS Ordinance EMW Associates.pdf

HIGHLANDS COUNTY
PLANNING DIVISION
STAFF REPORT

Type: Large Scale Comprehensive Plan Amendment	**BCC Hearing Date:** 7/20/2021
Case Number: CPA-21-585LS	**Case Name:** EMW Associates, LLC
Agent: Roger Dale Polston	**Property Owners:** EMW Associates, LLC
Public Hearing: BCC	**Case Staff Member:** Sandra S. Vázquez

Request: Change the Future Land Use Map (FLUM) for six parcels totaling approximately 95 acres, from Low Density Residential (RL) to Medium Density Residential (RM)

General Location: Six parcels totaling approximately 95 acres, located approximately 1.75 miles south of Skipper Road, on the south side of Lake Josephine Drive, and on the west side of US 27; the addresses being 1055 Lake Josephine Drive, 13225 W. Waterway Drive, 955 Atkins Road, 12715 US 27 S, and two information items (Parcel ID Nos. C-34-35-29-A00-0140-0000 and C-34-35-29-A00-0170-0000) Sebring, Florida

PARCEL ID: C-33-35-29-A00-0040-0000
C-33-35-29-A00-0021-0000
C-34-35-29-A00-0170-0000
C-33-35-29-A00-0140-0000
C-33-35-29-A00-0050-0000
C-33-35-29-A00-0130-0000

Staff Recommendations and Minutes:

1. **Staff Recommendation to the Board of County Commissioners (BCC) after transmittal to the Florida Department of Economic Opportunity:** Move to approve and adopt by Ordinance, CPA-21-585LS, amending the Future Land Use Element and the Future Land Use Map of the Highlands County Comprehensive Plan for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM); for transmittal to the Florida Department of Economic Opportunity for compliance determination, referencing the mandatory findings of fact and becoming effective as provide by law.

2. **Staff Recommendation to the Board of County Commissioners (BCC) concerning the Planning and Zoning Commission (P&Z) Recommendation:** Move to approve CPA-21-585LS, amending the Future Land Use Element and the

Future Land Use Map of the Highlands County Comprehensive Plan for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM), referencing the mandatory findings of fact, and transmitting CPA-21-585LS to the Florida Department of Economic Opportunity for expedited state review.

3. Excerpt from the May 18, 2021, BCC Meeting Minutes: "9. PUBLIC HEARING

G. Public hearing to consider adoption of Large Scale Comprehensive Plan Future Land Use Amendment CPA-21-585LS, for approximately 95 acres, from Low Density Residential (RL) to Medium Density Residential (RM).

Sandra Vasquez, Planner I, requested items 9F and 9G be opened together as both pertain to the same property. These public hearings were properly advertised, and proofs of publication were submitted to the Clerk to become part of the permanent record. Ms. Vazquez questioned if any of the commissioners held ex parte communications concerning these hearings. All commissioners stated no. Ms. Vazquez read the caption of the ordinance into the record.

Chairman Kirouac opened the floor for public comment. Input was not provided.

Ms. Vazquez read into the record the recommended motion for P&Z Hearing No. 2075.

Upon roll call, all Commissioners voted aye. The motion carried. See Zoning Change file & Res. Book 131 Page 125 (Res. No. 20-21-106).

Commissioner Campbell moved approval of the motion as read into the record. Commissioner Tuck seconded the motion.

Ms. Vazquez read into the record the recommended motion for CPA-21-585LS.

Commissioner Tuck moved approval of the motion as read into the record. Commissioner Roberts seconded the motion.

Upon roll call, all Commissioners voted aye. The motion carried. See Comprehensive Plan Amendment file."

4. Staff Recommendation to the Planning and Zoning Commission (P&Z): Recommend to the Board of County Commissioners to approve and adopt by Ordinance, CPA-21-585LS, amending the Future Land Use Element and the Future Land Use Map of the Highlands County Comprehensive Plan for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM), referencing the mandatory findings of fact, and transmitting CPA-21-585LS to the Florida Department of Economic Opportunity for expedited state review.

5. Excerpt from the May 11, 2021, DRAFT P&Z Minutes and Recommendation to the BCC: "B. <u>HEARING NUMBER P&Z 2075– EMW ASSOCIATES LLC – C/O POLSTON ENGINEERING</u> Six parcels totaling approximately 95 acres, located approximately 1.75 miles south of Skipper Road, on the south side of Lake Josephine Drive, and on the west side of US 27; the addresses being 1055 Lake Josephine Drive, 13225 W. Waterway Drive, 955 Atkins Road, 12715 US 27 S, and two information items (Parcel ID Nos. C-34-35-29-A00-0140-0000 and C-34-35-29-A00-0170-0000) Sebring, Florida; and abbreviated legal as follows: An approximate 95-acre parcel located in Sections 33 and 34, Township 35 South, Range 29 East, Highlands County, Florida.

The Applicant is requesting a large-scale plan amendment from Low Density Residential (RL) to Medium Density Residential (RM). Mr. Roberts read the request; Ms. Vazquez and Mr. Meeks presented the request. There were 6 letters received and two members of the audience spoke in objection to the request; their concerns included traffic, property values, infrastructure, and wildlife.

Motion by Mr. Ingler and seconded by Mr. Reed to recommend to the Board of County Commissioners to approve and adopt by Ordinance, CPA-21-585LS, amending the Future Land Use Element and the Future Land Use Map of the Highlands County Comprehensive Plan for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM), referencing the mandatory findings of fact, and transmitting CPA-21-585LS to the Florida Department of Economic Opportunity for expedited state review.

Upon roll call, all members voted yes. **Motion carried 7-0."**

6. Recommended Site-Specific Conditions:

A. The number of units is to be capped at 380 DU's.

B. Environmental clearance, if required, of impacts to Wetlands, Cutthroat Grass Seeps, and Xeric Uplands will be necessary prior to development. No development order or permit will be issued unless prescribed environmental mitigation is accomplished.

C. Concurrency clearance/assessment for traffic circulation, central wastewater, potable water, solid waste disposal, storm water drainage, and recreation and open space will be required prior to development. All development orders and permits will specify any needed improvements, and a schedule for their implementation, including any conditions that require public facility improvements, be in place concurrent with the impacts of the proposed development.

D. A Traffic Study will be required at the time of development. Transportation improvements may be required concurrent with impacts of proposed development. Where the evaluation demonstrates a deficient condition with the

inclusion of the development traffic, developer will be responsible for specific improvements that restores the roadway(s) to the adopted standard.

E. Connection to a paved road meeting county specification will be required. Any roadway improvements required for this development will be incumbent upon developer.

F. Developer will be required to satisfy all Florida Department of Transportation development requirements for impacts to US 27.

G. The Applicant shall dedicate additional rights-of-way as required by the County Engineer in order to meet the requirements of the Long-Range Transportation Plan, the Land Development Regulations, the Highlands County Technical Standards Manual, and the Capital Improvement Program at the time of development.

H. Central potable water and a central wastewater or an on-site wastewater treatment plant is required for development of this site.

I. The property shall be considered as a single project for purposes of development review and approval for all purposes under County Codes.

J. Land or assessment will be provided to meet the minimum recreation requirements based upon the number of build-out dwelling units and the population generated.

Supplemental Material/Issue Analysis Report:

1. **Request:** The matter for consideration is for a change to the Future Land Use Map of six parcels totaling approximately 95 acres, from RL to RM.

The parcel is vacant of structures. The Applicant is proposing to utilize the property for a future residential development. In 2006, a large-scale plan amendment from Agriculture (AG) to Low Density Residential (RL) was adopted and accompanied by a zoning change from Agricultural District (AU) to Estate District (EU).

There is a companion request for a zoning change from EU to R-1 (Residential District), P&Z 2075.

2. Existing Use Analysis:

LOCATION	EXISTING USE	LAND USE CATEGORY	ZONING
Subject Property	Groves/Orchards/ Timberland	RL	EU
Adjacent Property to the North	Open Storage/ Groves/Vacant/ Single-Family Residences/ Miscellaneous/ Lake Josephine Canal	Commercial (C)/ AG/RM	Business District (B-3)/AU/R-1
Adjacent Property to the South	Non-Ag Acreage/State (Lake Wales Ridge MGT Area)/Vacant	AG	AU/R-1
Adjacent Property to the East	Grazing Soil/US-27/ Single-Family Residences/Timberland/ Lake Josephine Canal	C/AG	AU/B-3/Business District (B-4)
Adjacent Property to the West	Single-Family Residences	AG	AU

3. Applicable References:

Planning…§163.3194(1)(a) - (b), F.S.; Highlands County 2030 Comprehensive Plan: Future Land Use Policies: 1.1, General Growth Management Strategy; Policy 1.2.D.2, Low Density Residential (RL) and Policy 1.2.D.3, Medium Density Residential (RM).

Zoning…Highlands County Land Development Regulations (LDRs): Section 12.05.201: Estate District (EU) and Section 12.05.211: Residential District (R-1).

4. Supporting Goals, Objectives, and/or Policies from Comprehensive Plan:

Future Land Use Element

Goal: Ensure a high quality, diversified living environment through the efficient distribution of compatible land uses, discourage urban sprawl, protect environmentally sensitive lands, reduce greenhouse gas emissions, and provide guidance for the location, type, and intensity for new development, within the 2010 to 2030 planning period.

Objective 1: Growth Management Strategy

Policy 1.1, General Growth Management Strategy:

A.1. Encourage compatible future growth, including infill, in the planning period of 2010 to 2030;

A.2. Allow and encourage compatible infill development wherever properties are already served by public infrastructure, but not utilized at the most suitable density and/or intensity or type of land use in relation to surrounding development;

Infrastructure Element

Objective 6: Provide Sufficient Potable Water to Residential and Nonresidential Users Within Water Service Areas Consistent with the Water Supply Facilities Work Plan:

Policy 6.5, Mandatory Connection to Central Water System:

B. The County shall require that all new development and redevelopment containing dwelling units on lots smaller than one (1.0) gross acre in size to provide potable water as follows:

1. Multi-Family Developments (regardless of parcel size) and subdivisions with lots less than 1 acre in size shall be required to:

a. Connect to an existing system; or

b. Construct or guarantee to construct an approved central potable water system, or sufficiently upgrade an existing system to serve the entire proposed project.

K. Pursuant to F.S. 163.3180, prior to the issuance of a building permit, the developer shall submit written guarantee from the water supplier to ensure adequate water supplies will be available by the date of issuance of a Certificate of Occupancy and no Certificate of Occupancy shall be issued until potable water is available to the unit.

5. Department Analysis and Comments of Petitioner's Proposal:

5.A. The Departments, Divisions, and Agencies listed below provided comments as follows:

Florida Department of Transportation: Any future developments adjacent to SR 25 (US 27) are required per Florida Administrative Code 14-96 to submit to the Department for the appropriate permit(s) to connect to the state roadway system. Additionally, the Department will require sufficient information to determine what, if any, additional improvements to SR 25 (US 27) will be required as a result of traffic generated by said development. This information may be submitted directly to District One's Access Management Department and Planning Studio for review.

FDOT encourages the development of a multimodal strategy such as sidewalks and bicycle facilities which will facilitate alternative local transportation networks that connect residential and non-residential uses without affecting larger systems. In addition, FDOT encourages the County to consider a context sensitive approach to future development that promotes healthy, safe, and economically viable communities that encourages quality of life, incorporating all modes of transportation. FDOT offers several initiatives to assist the County in creating

quality developments while protecting future mobility on the regional roadway network. These include "Complete Streets", modern roundabouts, and a commitment to bicycle and pedestrian safety. FDOT welcomes the opportunity to partner with, and provide technical assistance to the County, to create multimodal transportation facilities to serve all users. For assistance please contact Vitor Suguri, Ph.D. / FDOT Community Planner / (239) 225-1959 / Vitor.Suguri@dot.state.fl.us

Engineering Department: Approved with conditions. At the time of development, the Applicant shall undergo the development review process, and additional requirements may be identified at that time.

Zoning Division: The staff has no objection to this request.

Florida Department of Health: No objection.

5.B. The following Departments, Divisions, and Agencies offered no comment: Florida Department of Environmental Protection and Highlands County Natural Resources.

5.C. The following Departments, Divisions, and Agencies did not respond: City of Sebring, Highlands County Emergency Management, Highlands County Emergency Medical Services, and Highlands County Fire Rescue.

6. Planning Division: The following analysis and findings of fact describe the physical, legal and cultural characteristics of the Applicant's property:

6.A. Natural Features Analysis:

1. **Topography:** The topographic map depicts the subject property as mostly level with an elevation between 70 and 95 feet.
2. **Soils:** The soils underlying the site are:
   Astatula sand, 0 to 8 percentage slopes; the available water capacity is very low, with a very rapid permeability. Depth to the water table is more than 80 inches. This soil is nearly level to moderately sloping, and excessively drained.
   St Lucie sand, 0 to 8 percentage slopes; nearly level to moderate sloping, excessively drained, with a depth to the water table more than 80 inches.
   Arents, very steep; the soil is made up of loose, sandy mineral material, muck of variable thickness underlies the fill material and mineral material is below the muck. The available water capacity and the permeability depend on the composition of the fill material, with a water table at a of depth 10 to 80 inches. The soil is not used for cultivated crops and has varied limitations for urban and recreational development.
   Archbold sand, 0 to 5 percentage slopes; nearly level to gently sloping soil, moderately well drained, rapid permeability, with a water table at a of depth 40 to 60 inches in summer rainy season.
   Paola sand, 0 to 8 percentage slopes; nearly level to moderately sloping, excessively drained soils, the permeability is very rapid, with a water table at more than 80 inches.

3. **Surface Waters:** The Lake Josephine Canal intersects the subject parcel; this canal connects Lake Josephine with drainage canals running into Lake Istokpoga.
4. **Vegetative Cover:** Most of the site has been cleared of native vegetation and portions of the site are used for timberland and groves.

6.B. Land Use Analysis:

1. **Current Use of Land:** The current use of the land is a mixture of uses, including groves, timberland, and vacant land. There was formerly a citrus grove on a large portion of the site that was cleared.
2. **Current Future Land Use Map (FLUM) Designation:** The site has a FLUM designation of Low Density Residential.
3. **Proposed FLUM Designation:** The proposed FLUM designation is Medium Density Residential.
4. **Current FLUM Population Yield:** The current FLUM allows up to 3 dwelling units per acre. The parcel would currently carry a potential population yield of 641.25 persons; 3 dwelling units x 95 acres = 285 dwelling units x 2.25 persons = 641.25 persons.
5. **Proposed FLUM Population Yield:** The proposed FLUM allows up to 8 dwelling units per acre, however the proposed conditions limit the density to 4 dwelling units per acre. The parcel would carry a potential population yield of 855 persons; 4 dwelling units x 95 acres = 380 dwelling units x 2.25 persons = 855 persons.
6. **The Applicant's proposed development program:** The Applicant is proposing that the site be used for a residential development.

6.C. Special Designated Areas:

1. **Environmental Protection:** The Conservation Overlay Map series of the Comprehensive Plan indicates that the site contains approximately 25 acres of Xeric Upland habitat on the west side of the property. Pursuant to Natural Resource Element Policy 3.3. of the Comprehensive Plan, the Applicant **is required** to obtain Environmental Clearance at the time of development.
2. **Historic Resources:** The Florida Master Site File (FMSF) indicates that there are no known historic resources on the property.
3. **Archaeological Resources:** The Archaeologically Sensitive Areas Map of the Conservation Overlay Map series of the Comprehensive Plan and the FMSF indicate no known archaeological resources on the site.
4. **Floodplains (FEMA designation):** The property has a flood zone designation of X, for areas located outside the Special Flood Hazard Areas, as depicted on the Flood Insurance Rate Map Community Panel Number **12055C0243C**, effective November 18, 2015.
5. **Military Airport Zones (MAZ):** Portions of the property are located within MAZ III as designated by Section 12.12.800 of the Highlands County LDRs.
6. **Wellhead Protection Zones:** The property is not located within any of the defined protection zones as defined by Infrastructure Policy 6.6. of the Comprehensive Plan.

7. **Airport Surface Areas:** The property is not located within any of the defined surface areas as designated by Chapter 2.1 of the Highlands County Code of Ordinances.

6.D. Public Facilities and Services:

1. **Potable Water:** The property will be served by an on-site central potable water system provided by the US Water Corporation.
2. **Central Wastewater:** The property will be served by an on-site central wastewater treatment plant.
3. **Solid Waste:** The property will be serviced by a county-approved refuse collection company.
4. **Vehicular Access and Traffic Circulation:** The site has direct access onto US 27 and Lake Josephine Drive.
5. **Railroad Access:** The site is not located adjacent to any railroad tracks.
6. **Recreation:** The proposed development will require approximately 8.7 acres for recreation.
7. **Drainage:** The Applicant will be required to comply with Section 12.13.104.F. of the Highlands County LDRs and the applicable water management district regulations.

6.E. Traffic Impacts: Pursuant to the Comprehensive Plan: Technical Support Section, a traffic analysis **is** required at the time of development.

Table. Level of Service Standards

Road Name	From	To	Adopted LOS Standard	Current LOS	Existing Peak Hour Trips	Additional Peak Hour Trips from Projected Development
US 27	**CR 17**	**Skipper Road**	**D**	**C**	**1,954**	**45**
Lake Josephine Drive	**Payne Road**	**US 27**	**D**	**C**	**193**	**7**

Source: Highlands County Roadway Network Database and Transportation Analysis performed by Traffic Planning and Design, Inc.

6.F. Schools: The permitted uses within the Medium Density Residential Future Land Use designation will generate student impacts to the school district; school concurrency **is** required at time of development.

6.G. Airports: The subject property is located approximately 15.1 miles southeast of the Avon Park Executive Airport and 5.31 miles southwest of the Sebring Regional Airport.

6.H. Fundamental Planning Analysis ref. Comprehensive Plan:
Technical Support Section II. 3.b. (1-8) for the Future Land Use Element: Sprawl Rule Indicators:

(1) *Directs or locates economic growth and associated land development to geographic areas of the community in a manner that does not have an adverse impact on and protects natural resources and ecosystems:* The site is located in a residential area. The proposed residential use will not adversely impact the natural resources or ecosystems. All required permits from appropriate agencies shall be obtained prior to development.

(2) *Promotes the efficient and cost-effective provision or extension of public infrastructure and services:* The future development will be designed to connect to central potable water and wastewater systems or will be required to connect to central potable water and wastewater upon availability and further development of the site. Fire services and law enforcement are already available.

(3) *Promotes walkable and connected communities and provides for compact development and a mix of uses at densities and intensities that will support a range of housing choices and a multimodal transportation system, including pedestrian, bicycle, and transit, if available:* The property is located adjacent to an existing shared bikeway along US 27, which in turn connects to downtown Sebring and Lake Placid. The bikeway along US 27 will provide bicycling to local businesses.

(4) *Promotes conservation of water and energy:* This indicator is not applicable.

(5) *Preserves agricultural areas and activities, including silviculture, and dormant, unique, and prime farmlands and soils:* Many of the property's soils have severe limitations for agricultural activities. The property is located in an urbanized area and will not impact nearby agricultural areas and activities, thus preserving them.

(6) *Preserves open space and natural lands and provides for public open space and recreation needs:* The future development will locate on already disturbed natural lands; hence, the development preserves other open space and natural lands.

(7) *Creates a balance of land uses based upon demands of the residential population for the nonresidential needs of an area:* This indicator is not applicable.

(8) *Provides uses, densities, and intensities of use and urban form that would remediate an existing or planned development pattern in the vicinity that constitutes sprawl or if it provides for an innovative development pattern such as transit-oriented developments or new towns as defined in s. 163.3164:* This indicator is not applicable.

7. Mandatory Findings of Fact:

Use Consistency Finding: The proposed Large Scale Comprehensive Plan Amendment **is consistent** with the patterns of existing development within this area and compatible with the surrounding land uses.

Plan Consistency Finding: The proposed Large Scale Comprehensive Plan Amendment **is consistent** with the goals, objectives, and policies of the adopted Comprehensive Plan.

Environmental Clearance Finding: Environmental Clearance, pursuant to Natural Resources Element Policy 3.3 of the Comprehensive Plan, **is required** for the proposed Large Scale Comprehensive Plan Amendment.

Historical and Archaeological Clearance: The proposed Large Scale Comprehensive Plan Amendment **is not required** to obtain Historical and Archaeological clearance, pursuant to FLU Policy 7.1 and NRE Policy 1.3 of the Comprehensive Plan. The Archaeologically Sensitive Areas Map of the Conservation Overlay Map series of the Comprehensive Plan and the Florida Master Site File indicate that there are no known cultural resources on the property.

Conformity Finding: If approved, all future development actions for the property shall be made to conform to applicable Comprehensive Plan policies and to LDRs in effect at the time the applicable development order becomes effective as provided by law.

The Planning Division, based on the Mandatory Findings of Fact and Consistency with the Comprehensive Plan, recommends the Board of County Commissioners to approve and adopt by Ordinance, CPA-21-585LS, amending the Future Land Use Element and the Future Land Use Map of the Highlands County Comprehensive Plan for six parcels totaling approximately 95 acres from Low Density Residential (RL) to Medium Density Residential (RM), referencing the mandatory findings of fact, and transmitting CPA-21-585LS to the Florida Department of Economic Opportunity for expedited state review.

Attachments:

Exhibit 1: Location Map
Exhibit 2: Aerial Map
Exhibit 3: Future Land Use Map
Exhibit 4: Proposed Future Land Use Map
Exhibit 5: Site Photographs
Exhibit 6: Traffic Analysis
Exhibit 7: Ordinance

Exhibit 1:

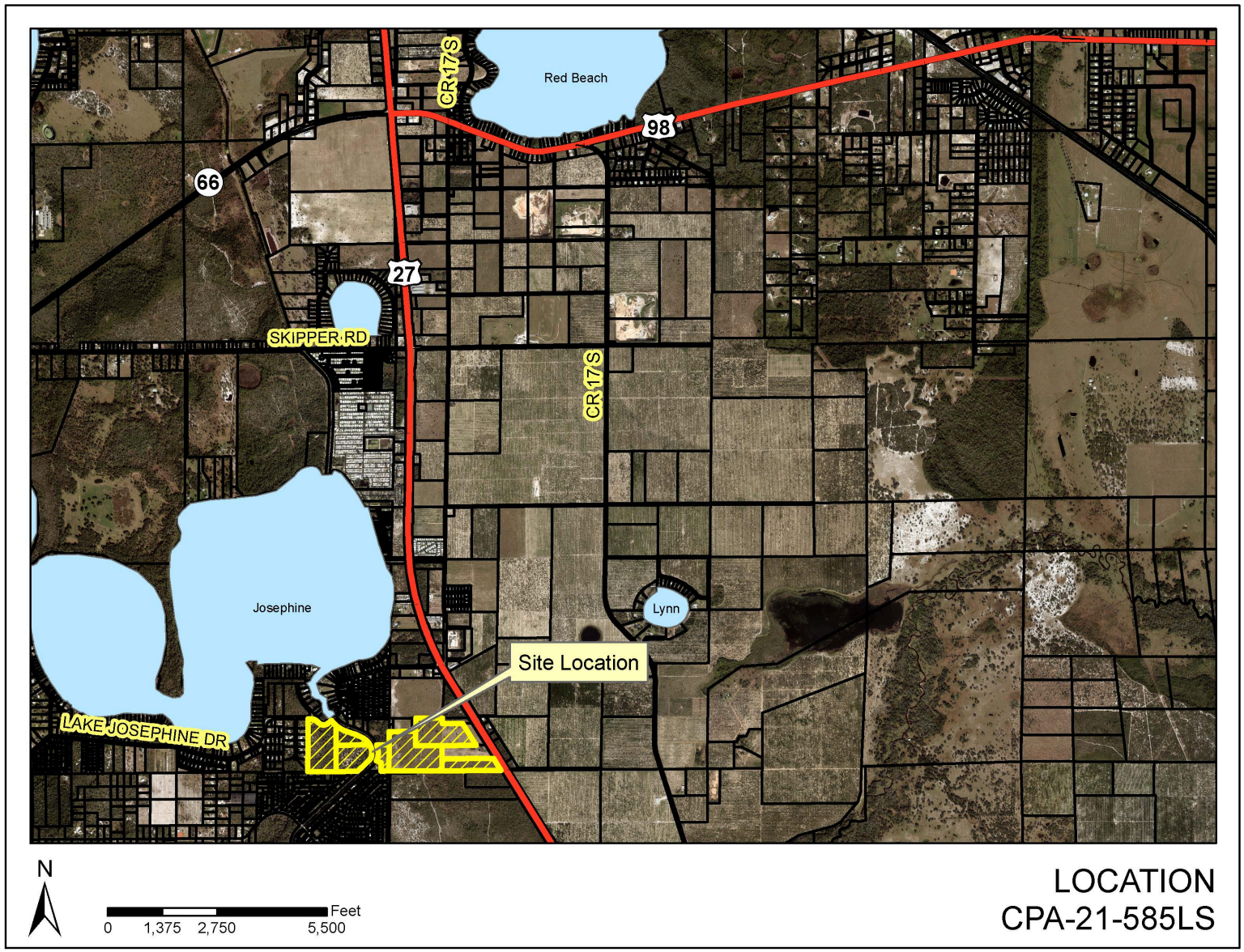

Red Beach
CR 17/S
98
66
27
SKIPPER RD
CR 17/S
Josephine
Lynn
Site Location
LAKE JOSEPHINE DR
N
0
1,375
2,750
5,500
Feet
LOCATION
CPA-21-585LS

Exhibit 2:

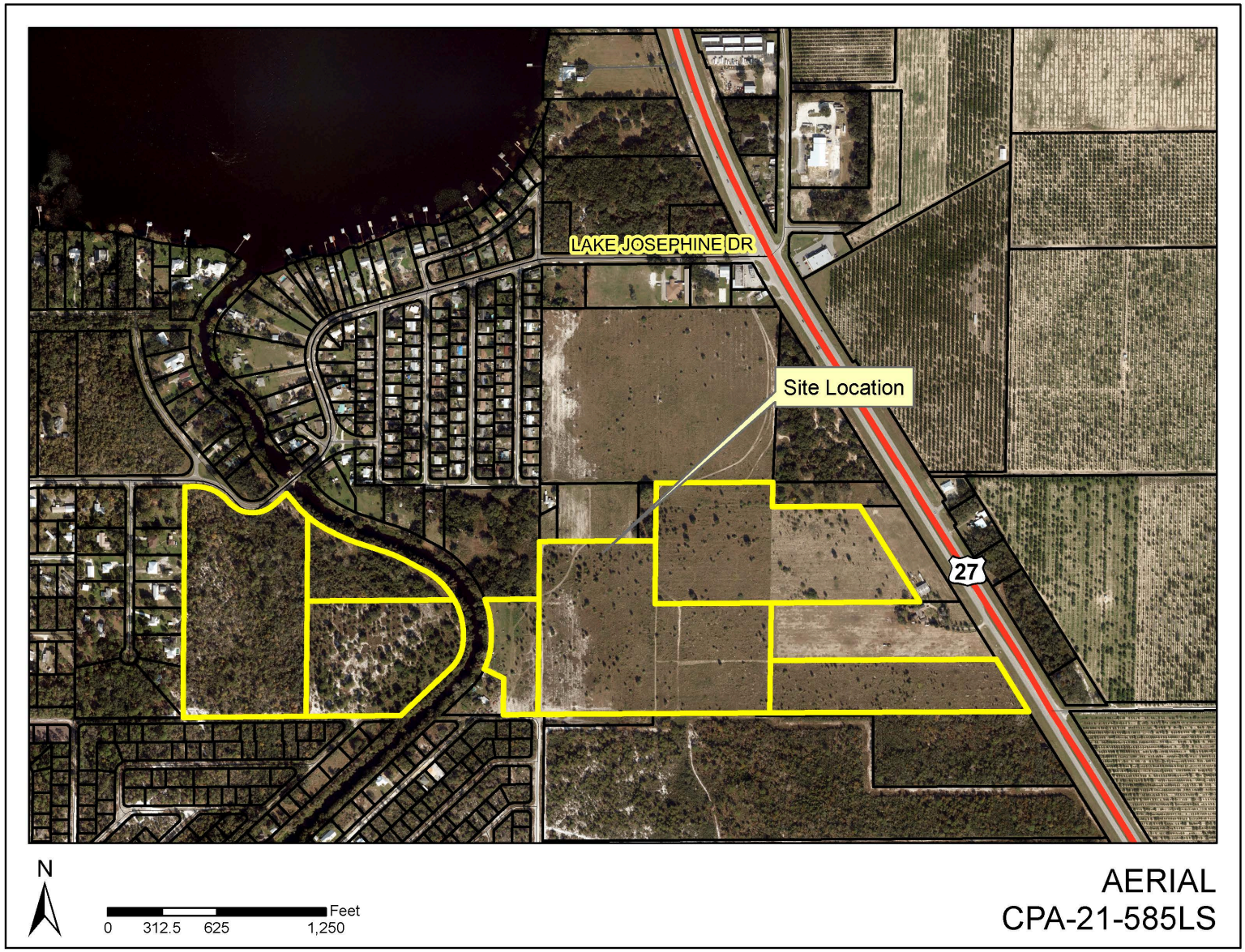

LAKE JOSEPHINE DR
Site Location
27
N
0
312.5
625
1,250
Feet
AERIAL
CPA-21-585LS

Exhibit 3:

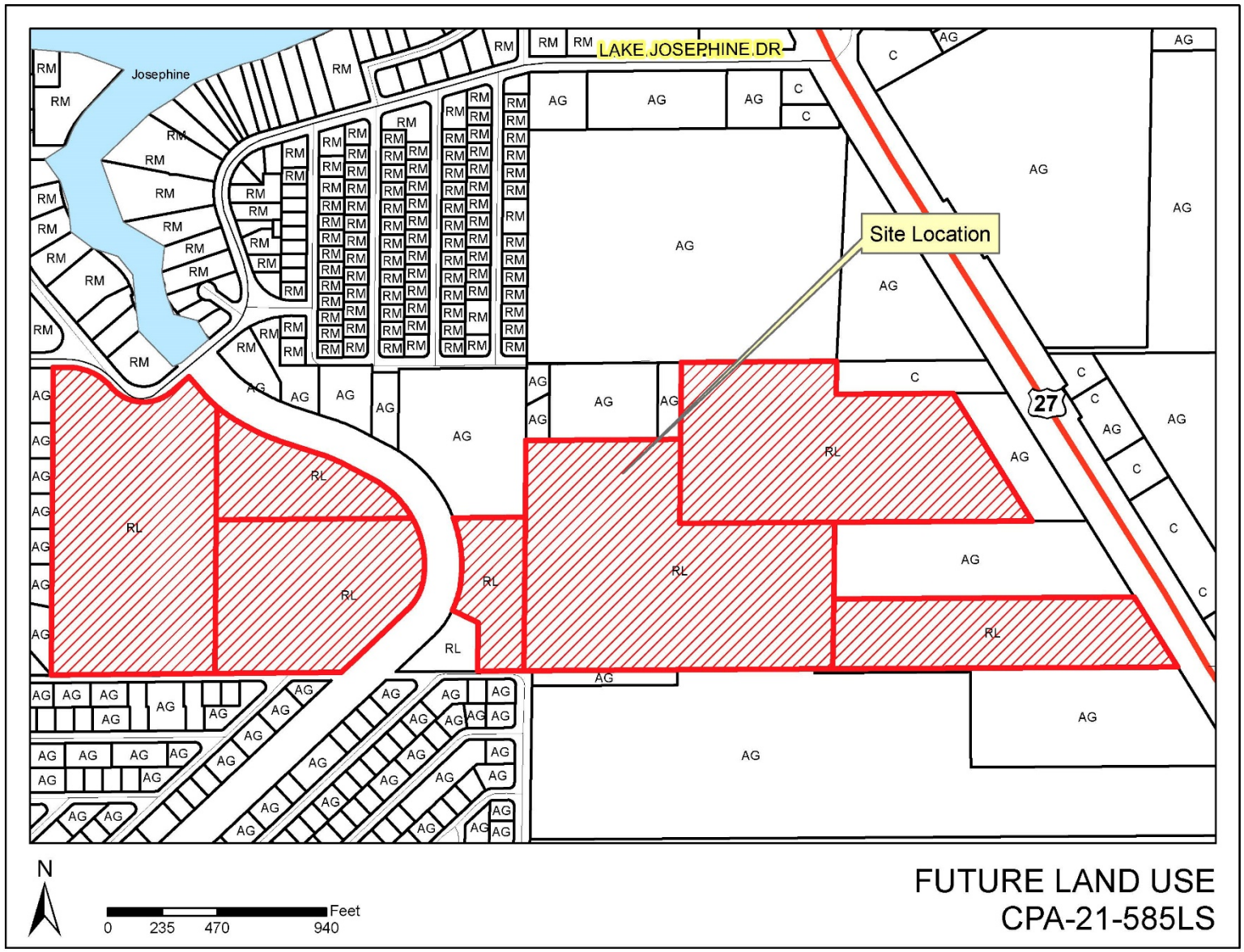
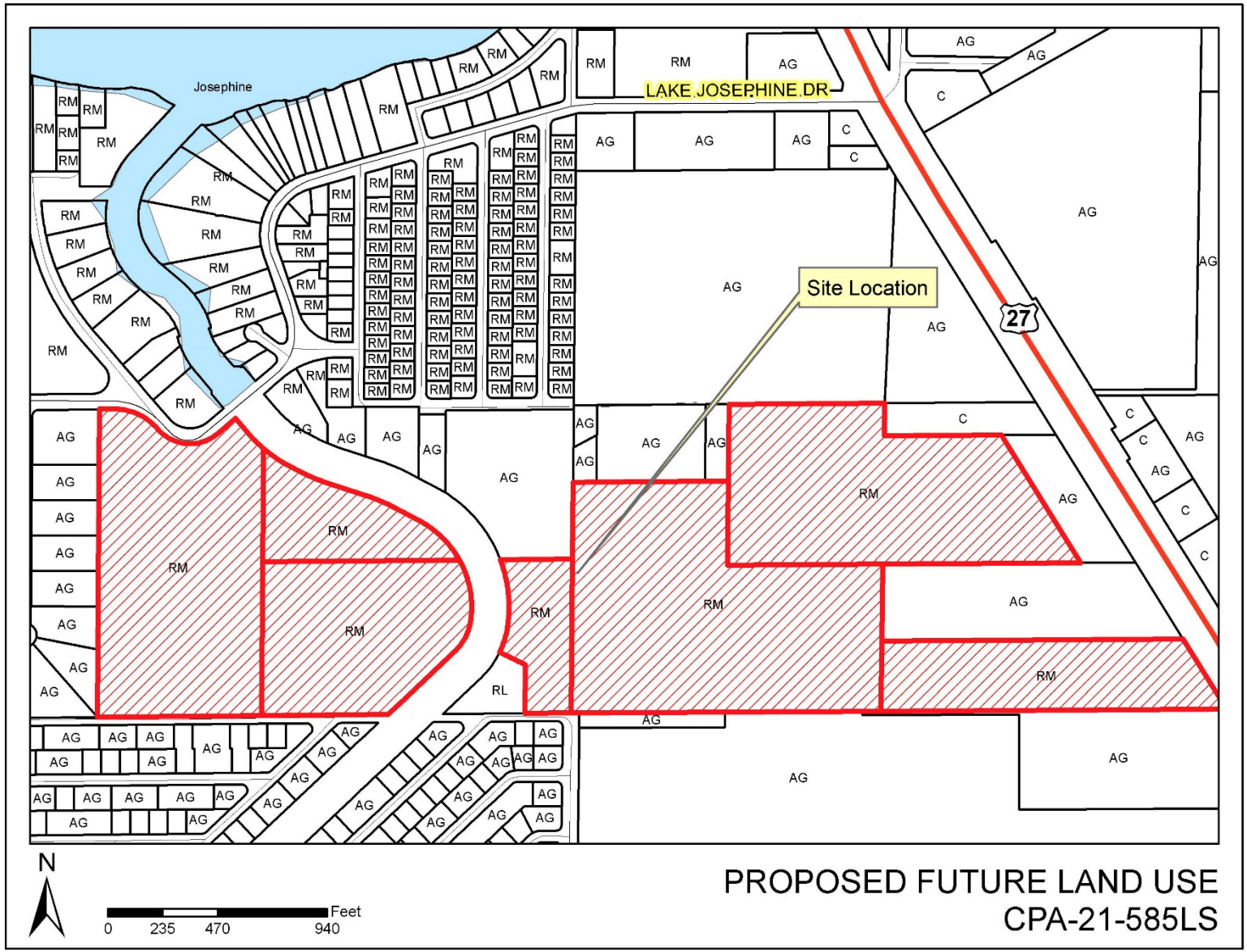

LAKE JOSEPHINE DR
Josephine
Site Location
27
RM
AG
C
RL
N
0
235
470
940
Feet
FUTURE LAND USE
CPA-21-585LS

Exhibit 4:


Josephine
LAKE JOSEPHINE DR
Site Location
27
RM
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RL
N
0
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940
Feet
PROPOSED FUTURE LAND USE
CPA-21-585LS

Exhibit 5:

Highlands County, Florida
Comprehensive Plan Amendment Application
(Land Use Change)

Large Scale Comprehensive Plan Map Amendment (more than 20 acres):

Change from: RL

Change to: RM

Note: Do not leave any blank lines; if something does not apply, indicate that it is not applicable by using N/A

****

SECTION I: STAFF USE ONLY:

Case Number: CPA- 21-585LS **- LS** **Date of Application:** 02/17/2021

Amount of Fee: $ 2,025 **Receipt No.:** 210200116 **Tax Map No.:** 93C

Hearing Dates: LP / / **P&Z** 04/13/2021 **BOCC** 05/18/2021

****

This application has been reviewed for completeness and determined sufficient.

Melony C. Pepper 2/26/2021

Signed: Planning Supervisor **Date**

****

SECTION II: APPLICANT INFORMATION:

1. **Name of Property Owner(s):** Owner(s) must sign the **Owner's Affidavit** (attached), which must accompany the application.

   Print Name(s): EMW Associates, LLC

   Mailing Address: 1320 Estuary Trial, Delray Beach, Florida 33483

   Daytime Telephone No. (954) 648-6020 **E-Mail Address:** wwmee52@gmail.com

2. **Name of Agent:** Complete the **Agent's Affidavit** (attached) from property owner, giving the agent authority to represent this application. Attach completed affidavit to the application.

   Print Name: Roger Dale Polson

   Mailing Address: PO Box 588, Sebring, Florida 33871-0588

   Daytime Telephone No. (863) 385-5564 **E-Mail Address:** dale@polstonengineering.com

NOTARIZED AUTHORIZATION:

☐ If the applicant is not the owner of the property, a written, notarized authorization from each owner must be provided with this application – use Form A, attached. Property owner authorization is required. If the property owner withdraws permission at any point during the review and approval process, the application is considered null and void.

☒ If an agent is submitting the application for the owner/applicant – authorization from the owner/applicant is required– use Form B, attached.

SECTION III: PLAN AMENDMENT REQUEST INFORMATION:

Please provide a brief description of the proposed plan amendment, including the reason(s) the amendment should be approved: This is a single family residential neighborhood. Rezoning and changing land use to be consistent with the surrounding neighborhood so a single family subdivision can be developed there

Based upon the Highlands County Comprehensive Plan, please provide the goal(s), objective(s), and/or policy number(s) that support your proposed plan amendment. (The Comprehensive Plan can be found at http://www.hcbcc.net/departments/development_services/planning/uploads/2030_Comp_Plan_2_15.pdf)

a. Goal(s) Efficient distribution of compatible land use
b. Objective(s) 1. Growth Management Strategies
c. Policy(ies) 1.2.D - Agriculture/compatible land use for rural area

SECTION IV: PROPERTY INFORMATION:

3. **Legal Description(s) of Property Covered by Application:** If subdivided: Lot, block, complete name of subdivision, plat book, page number, section, township and range. If metes and bounds description: complete description including section, township and range. See attached deeds

4. **Strap(s) of Property Covered by Application:**

STRAP No. C-33-35-29-A00-0021/0040-0000; STRAP No. C-33-35-29-A00-0050-0000;
STRAP No. C-34-35-29-A00-0140/0170-0000; STRAP No. C-34-35-29-A00-0130-0000;

5. **Street Address(es) of Property Covered by the Application**: 1055 Lake Josephine Drive, 13225 W. Waterway Drive, 955 Atkins Road, (2) information items, 12715 US Hwy 27 South, Sebring, Florida 33875

6. **Name of Project, Subdivision, or Overall Projector part of a larger project, if applicable**: EMW Properties Subdivision

7. **Existing Zoning District:** EU **Existing Land Use Classification:** RL

8. **Current Use of the Property:** Number of existing dwelling units, type of commercial or industrial, etc. Vacant/Grove

9. **Are there existing structures on the property?** [ ] **Yes** [X] **No**
If yes, what type? (Dwelling, Mobile Home, Accessory Structure, Commercial Building, Other)
If multiple units, the number of dwellings per building:

10. **Existing Property Information:** Size of Property (width) +/-1872 feet, (depth) +/- 1320 feet, road frontage +/-992 feet, water frontage +/- 1972 feet, **Total acres:** +/- 95 acres
If different from the total acreage, the developable portion is Same +/- acres.

11. **Is the property located within the Lake Placid Regional Plan (LPRP) area? [ ] Yes** [X] **No**
If yes, a separate application meeting should be arranged with the Town of Lake Placid. Please ask the Town staff (Highlands County Planning Department) for assistance.

12. **Vesting:** Is the property vested for specific property rights? [ ] **Yes** [X] **No**
If yes, explain:

13. Current Uses on the Adjacent Properties:

	Current Use(s)	FLUM Designation(s)	Zoning District(s)
North	Residential/Vacant	RM, AG, RL	R1, AU, EU
South	Vacant	AG	R1, AU
East	Vacant	RL, AG, C	AU, B3
West	Residential/Vacant	AG	AU

SECTION V: INFORMATION ABOUT THE PROPOSED USE:

14. Proposed Number of Dwelling Units or Square Feet of Commercial space: 95 x 4 = 380 single family homes

15. Residential Density: The proposed maximum density is 4 units per acre
See Technical Support Section II.4, Highlands County Comprehensive Plan, located at http://www.hcbcc.net/departments/development_services/planning/uploads/2030_Comp_Plan_2_15.pdf).

16. Commercial Intensity: The proposed maximum intensity is NA square feet at NA FAR (Floor Area Ratio, see Technical Support Section II.4, Highlands County Comprehensive Plan, located at http://www.hcbcc.net/departments/development_services/planning/uploads/2030_Comp_Plan_2_15.pdf).

17. Estimated Population Generated: The proposed projected population is determined by multiplying the proposed total number of units 380 x 2.3 (average persons per household, Year 2000 Census), equaling 840 +/- persons in the development.

18. Commercial or Industrial: The proposed intensity is determined by multiplying the area of the property by the applicable FAR (Floor Area Ratio) for a total of NA square feet GFA (Gross Floor Area). Provide additional information if necessary.

19. Proposed Development Standards (if applicable): Proposed parcel size (if increasing area with this application) 10,000 square feet or larger square feet/acre.

SECTION VI: ADDITIONAL COMPREHENSIVE PLAN INFORMATION:

20. Wetlands, Xeric Uplands and/or Cutthroat grass Seeps are on the property.

Provide a copy of the Conservation Overlay Map for your property, indicating the presence of one or more of the protected habitats. If the habitat(s) is/are present and a Simplified Environmental Clearance Report (SECR) or an Environmental Clearance Report (ECR) **has not been done** for the property in the last five (5) years, please submit a copy with this application. (See Comprehensive Plan NRE Policy 3.3 for requirements). If Environmental Clearance **has not been granted**, attach a copy of the letter from the Planning Department granting the clearance.♠

*****Environmental Clearance is not required for a Future Land Use Amendment; however, it may be required at the time of development*****

♠The following are exempt from environmental clearance requirements:

2. The Development Services Director shall make the Environmental Clearance Determination without further review whenever a particular site is not in an area where the Conservation Overlay Map Series shows the resource categories listed above.

Other exemptions include:

a. ½ acre for residential development on legally recorded lots that existed prior to September 15, 1993.
b. Property which has been cleared of vegetation prior to May 2, 1994.
c. All development on lots legally recorded on or after September 15, 1993 with previously approved Environmental Clearance.
d. DRI or Binding Letter that is fully mitigated based on State recommendation and/or approval for protected natural resources.
e. Remodeling, reconstruction, or restoration of residential units or nonresidential units with no increase in the number of permanent dwelling units, or no increase in the square footage of nonresidential use, or no increase in the environmental impacts of the development.
f. Bona-fide agriculture (See also NRE 3.14.E).
g. Up to two (2) acres on land for development with urban zoning and urban FLUM designations.
h. Up to two (2) acres for residential development (one single family home) on legal lots with Agricultural Land Use and Agricultural zoning.

(Highlands County Comprehensive Plan, Natural Resources Element Policy 3.3 A.)

21. **Surface Water:** List all lakes, streams, rivers, and other water bodies on the property or within 1,000 feet of the boundaries of the property. **Lake Josephine and Josephine Creek**

22. **Flood Hazard Areas:** Are there Special Flood Hazard areas on the property? [ ] **Yes** [X] **No If yes,** indicate the location of the area(s) on a map provided by the Applicant (this map can be accessed at http://gis.hcbcc.org/pubmap, under the "Layers" tab), or indicate the FEMA Map No. _____

23. **Historic Properties:** Are historic resources on the property? [ ] **Yes** [X] **No** If present, indicate the location on a map, provided by the Applicant, and the current address of the historic structure.

24. **Archaeological Resources:** Are archaeological resources on the property? [ ] **Yes** [X] **No** If present, list the Florida Master Site File (FMSF) number of the archaeological site_____. Determine if the parcel lies within an area of high probability for undiscovered archaeological resources (See maps on file in the Planning Department).

25. **Military Airport Zones (MAZ):** Is this property located in an MAZ? [X] **Yes** [ ] **No**
If Yes, please indicate the area as MAZ I, II, or III **III**.

SECTION VII: ADDITIONAL INFORMATION REQUIRED PERTAINING TO PUBLIC FACILITIES:

26. **Potable Water:** The proposed development will be served by an off-site central potable water system.
[X] **Yes** [ ]**No**
If yes, the potable water system requirements will be accommodated by the US Water Corporation water system.
If No, the proposed development will be served by an on-site potable water (well) system that will be designed to connect to a central water system when it becomes available. _____ **Applicant's Initial**

The Applicant must provide the following data for the water system that will be used (gallons per capita per day or gpcd):

a. The facility has the designed capacity for pumping and treating _____gpcd.
b. The facility has a permitted capacity for _____gpcd.
c. The facility has an average demand or committed capacity for _____gpcd.
d. The facility has an excess capacity of _____gpcd.
e. This proposed development will require approximately _____gpcd.

Note: The required level of service (LOS) for potable water for Highlands County is:

Residence Type	Gallons per Capita per Day
RV Park	75
Mobile Home Park	100
Single Family or Multi-Family	120

(See the attached sample letter requesting this information from the service provider.) PLEASE ATTACH THE LETTER TO THIS APPLICATION. THIS APPLICATION WILL NOT BE COMPLETE WITHOUT THIS LETTER.

27. **Wastewater Treatment:** The proposed development will be served by an on-site central wastewater treatment system. [X] **Yes** [ ] **No They will be permitting on on-site WWTP**
If Yes, the wastewater treatment system requirements will be accommodated by the _____ _____ system.
If No, the proposed development will be served by an on-site wastewater septic tank system that will be designed to connect to a central wastewater treatment system when it becomes available.
_____ **Applicant's Initial**

The Applicant must provide the following data for the wastewater treatment system that will be used (gallons per capita per day or gpcd):

a. The facility has the designed capacity for treating _____gpcd.
b. The facility has a permitted capacity for _____gpcd.
c. The facility has an average demand or committed capacity for _____gpcd.
d. The facility has an excess capacity of _____gpcd.
e. This proposed development will require approximately _____gpcd.

Note: The required level of service (LOS) for wastewater treatment for Highlands County is:

Residence Type	Gallons per Capita per Day
RV Park	75
Mobile Home Park	100
Single Family or Multi-Family	120

(*See the attached sample letter requesting this information from the service provider*). PLEASE ATTACH THE LETTER TO THIS APPLICATION. THIS APPLICATION WILL NOT BE COMPLETE WITHOUT THIS LETTER.

28. **Surface Drainage:** I (we) certify that storm water management will comply with the requirements of Section12.13.104.F of the Highlands County Land Development Regulations (See County Engineer) and the applicable water management district regulations:[X] **Yes** [ ] **No**_____ **Applicant's Initial**

Note: The required level of service (LOS) for the County is premised upon the applicable water management district standards*.

SFWMD: 25-year/24-hour storm event (peak discharge, 25-year/36-hour)
SWFWMD: 25-year/24-hour storm event (peak discharge, 25-year/24-hour)

*Applicants must utilize the appropriate water management district standards for drainage procedures and methods to ensure that post-development runoff will not exceed pre-development runoff for a minimum 24-year/24-hour storm event, and that Best Management Practices shall be utilized to meet or exceed state water quality standards. Direct discharge into designated outstanding Florida waters requires a treatment area 1.5 times the standard area.

29. **Solid Waste Disposal:** The proposed development will be served by the Waste Connections refuse collection company.

Note: The required LOS for the County is based upon the landfill capacity to accommodate at least 5.21pounds/person/day.

30. **Recreation and Open Space:** The recreation and open space LOS adopted by Highlands County will be met at the time of development which will include, in part, the following facilities, if any:

Note: The required level of service for the County is to provide adequate facilities to maintain a County-wide standard of 10 acres/1,000 population.

31. Schools: Every application requesting a land use change that will generate new residential dwelling units and a permanent population shall secure from the Highlands County School District **a letter** that will certify information pertaining to the following concerns based upon the location of the Applicant's property:
(See the attached sample letter requesting this information from the School District).
PLEASE ATTACH THE LETTER TO THIS APPLICATION. THIS APPLICATION WILL NOT BE COMPLETE WITHOUT THIS LETTER.

Note: The Level of Service (LOS) for schools is defined as school enrollment as a percentage of school student capacity based upon the Florida Inventory of School Houses (FISH). The LOS standard is the maximum level of school utilization that will be permitted in the Highlands County School District as 100% of permanent FISH capacity.

ENGINEERING INFORMATION ON THIS PAGE IS TO BE SECURED BY THE APPLICANT.

32. **Comprehensive Plan Amendment Traffic Analysis:** A Comprehensive Plan Amendment Traffic Impact Study (TIS) shall be required for all Large Scale Plan Amendments. The Applicant and/or the traffic consultant is/are required to schedule a Pre-Application Conference with the County Engineer to determine the TIS scope, methodology and submission requirements. A completed TIS is to be submitted with this application before it is determined complete for processing. THIS APPLICATION WILL NOT BE COMPLETE WITHOUT THE TRAFFIC IMPACT STUDY. The Applicant is to be aware of the time required to complete the TIS and the application submission due dates for Large Scale Plan Amendments.

33. **Traffic Levels of Service:** Roadway Level of Service Standards are established by TE Policy 8.2 which is as follows:

Functional Classification	**Peak-Hour/Peak-Season Level of Service**
Principal/Major Arterial (State Road/Non-SIS)	D
Principal/Minor Arterial	D*
Minor Arterial	D
Major Collector	D
Minor Collector	D

*Level of Service depends upon language as assigned by FDOT per Florida Administrative Code Rule.

Before this application is determined to be complete, the Applicant is responsible for securing from the County Engineer or designee a determination as to whether a Comprehensive Plan Traffic Study is required for this amendment. If a Land Development Traffic Assessment (LDTA) or Comprehensive Plan Amendment Impact Study (TIS) is not required, this application is to be endorsed confirming clearance: (to be circled by Reviewer)

A. Small Project: No Traffic Impact Study Required.

B. Minor Land Development Traffic Assessment or Comprehensive Plan Amendment Traffic Impact Study: A development which generates 150 but less than or equal to 1,000 average daily trips.
   1. Required with this application.
   2. Required at the time of development

C. Major Land Development Traffic Assessment or a Comprehensive Plan Amendment Traffic Impact Study: A development which generates more than 1,000 average daily trips.
   1. Required with this application
   2. Required at the time of development

D. TRAFFIC STUDY REQUIRED AT THE TIME OF DEVELOPMENT

Kenya Anderson Digitally signed by Kenya Anderson Date: 2021.03.11 13:02:16 -05'00'

Reviewer's Signature Date

Clinton Howerton Jr. Digitally signed by Clinton Howerton Jr. Date: 2021.03.17 08:44:49 -04'00'

County Engineer's Signature Date

34. **Preliminary Concurrency Evaluation:** Completion of a Comprehensive Plan Amendment Traffic Study and approval of the Plan Amendment by the BCC does not provide Concurrency Approval. A separate application for Concurrency Determination is provided and administered by the County Engineer.

END OF APPLICATION

ATTACHMENTS:

1. Owner's Affidavit(s) or Corporate Affidavit
2. Agent's Affidavit(s)
3. Notarized authorization from each owner, as applicable (Form A)
4. Notarized authorization for agent to submit petition, as applicable (Form B)
5. Public Utility Information Request Sample Letter
6. Public School Information Request Sample Letter
7. Application Due Dates
8. Fee Schedule

18.50
2800.00 ad

OFFICIAL RECORDS
BK 1873 PG 410

1330449

DEED DOC STAMPS 2800.00 D.C.

Prepared by and return to:
Melissa E. Barlaug
Legal Assistant
William J. Nielander, P.A.
172 E. Interlake Blvd
Lake Placid, FL 33852
863-465-8181
File Number: 05-533LR

[Space Above This Line For Recording Data]

Warranty Deed

This Warranty Deed made this ___ day of June, 2005 between **Dedo A. Saxony** whose post office address is **4698 County Road 8, R.R. #4 , Picton, ON K0K 2T0**, grantor, and **EMW Associates, L.L.C., a Florida Limited Liability Company** whose post office address is **165 Riverside Dr, Ormond Beach, FL 32176**, grantee:

(Whenever used herein the terms "grantor" and "grantee" include all the parties to this instrument and the heirs, legal representatives, and assigns of individuals, and the successors and assigns of corporations, trusts and trustees)

Witnesseth, that said grantor, for and in consideration of the sum of TEN AND NO/100 DOLLARS ($10.00) and other good and valuable considerations to said grantor in hand paid by said grantee, the receipt whereof is hereby acknowledged, has granted, bargained, and sold to the said grantee, and grantee's heirs and assigns forever, the following described land, situate, lying and being in **Highlands County, Florida** to-wit:

Being the East 704.42 feet of Government Lot 10, Section 33, Township 35 South, Range 29 East, Highlands County, Florida, more particularly described as follows: Commence at the SE Corner of Section 33, thence South 89°26' West a distance of 1,326.25 feet to the SE Corner of Government Lot 10 and point of beginning; thence continue along said line a distance of 704.42 feet to a point, thence North 00°21'31" East a distance of 1,319 feet to a point on the northerly boundary of Government Lot 10, thence North 89°26' East a distance of 57.89 feet to a point of curve, thence along a curve to the right having a radius of 278.71 feet an arc distance of 213.71 feet to a point of compound curve, thence along a curve to the left having a radius of 182.91 feet an arc distance of 287.20 feet to the point of tangency, thence North 49°18'10" East a distance of 169.30 feet to a point on the northerly boundary of Government Lot 10, thence North 89°26' East along the northerly boundary of Government Lot 10, a distance of 71.23 feet to the northeast corner of Government Lot 10, thence South 00° 21'31" West a distance of 1,319 feet to the southeast corner of Government Lot 10 and point of beginning. LESS Road Right-of-Way and LESS all land lying north of road Right-of-Way.

Parcel Identification Number: C-33-35-29-A00-0021-0000

Subject To:
1. Comprehensive land use plans, zoning, restrictions, prohibitions, and other requirements imposed by governmental authority.
2. Restrictions and matters appearing on the plat or otherwise common to the subdivision.
3. Public utility easements of record.
4. Taxes for the year 2005 and subsequent years.

The property herein conveyed DOES NOT constitute the HOMESTEAD property of the Grantor and is in fact VACANT land.

Together with all the tenements, hereditaments and appurtenances thereto belonging or in anywise appertaining.

To Have and to Hold, the same in fee simple forever.

And the grantor hereby covenants with said grantee that the grantor is lawfully seized of said land in fee simple; that the grantor has good right and lawful authority to sell and convey said land; that the grantor hereby fully warrants the title to said land and will defend the same against the lawful claims of all persons whomsoever; and that said land is free of all encumbrances, except taxes accruing subsequent to **December 31, 2004**.

In Witness Whereof, grantor has hereunto set grantor's hand and seal the day and year first above written.

Signed, sealed and delivered in our presence:

Witness Name: JACK H. WARD

Witness Name: SUSAN SAXON

Dedo A. Saxony

DoubleTime®

OFFICIAL RECORDS
BK 1873 PG 411

1330449

Country of Canada
Province of ONTARIO

The foregoing instrument was acknowledged before me this 29th day of June, ~~2005 by~~ Dedo A. Saxony, who ☒ is personally known or [X] has produced a driver's license as identification.

[Notary Seal]

Notary Public

Printed Name: Jack H. WARD

My Commission Expires: N/A

FILE# 1330449 RCD:Jul 12 2005 @ 5:11 PM
L.E. "Luke" Brooker Clerk of Courts Highlands Co

Return to:

18.20
1278 con

OFFICIAL RECORDS
BK 1845 PG 335

1310927

DEED DOC STAMPS 1278.20 D.C.

This instrument was prepared by:
Maria DaSilva for
South Ridge Abstract & Title Co.
229 So Commerce Ave.
P.O Box 1070
Sebring, FL 33870

Parcel ID Number: C 33 35 29 A00 0050 0000

Warranty Deed

This Indenture, Made this 14th day of April, 2005 A.D., **Between**

INGRID ANN BERGLUND MINNICK

whose address is: 3733 S. County Rd 150 E, Logansport
of the County of Cass, State of INDIANA 46947, **grantor,** and

EMW ASSOCIATES, L.L.C., A Florida Limited Liability Company
whose address is: 468 RIVERSIDE DRIVE, ORMOND BEACH

of the County of , State of FLORIDA 32176, **grantee.**

Witnesseth that the GRANTOR, for and in consideration of the sum of

----------TEN DOLLARS ($10)---------- DOLLARS,

and other good and valuable consideration to GRANTOR in hand paid by GRANTEE, the receipt whereof is hereby acknowledged, has granted, bargained and sold to the said GRANTEE and GRANTEE'S heirs, successors and assigns forever, the following described land, situate, lying and being in the County of Highlands State of Florida to wit:

The North Half of Government Lot 11, Section 33, Township 34 South, Range 29 East, Highlands County, Florida, lying Southwesterly of the Southwesterly Easement Line of Josephine Creek Easement as shown in Plat Book 8, Page 43, of the Public Records of Highlands County, Florida, being more particularly described as follows: COMMENCE at the Southeast Corner of Government Lot 11 of section 33, Township 35 South, Range 29 East; thence North 00 degrees 35 minutes 27 seconds East along the East Line of said Government Lot 11 a distance of 659.75 feet to the Southeast Corner of the North Half of Government Lot 11 of Section 34, Township 35 South, Range 29 East; thence South 89 degrees 37 minutes 03 seconds West along the South Line of the North Half of Government Lot 11, A distance of 483.77 feet to a point on the said Southwesterly Easement Line for the POINT OF BEGINNING; thence continue South 89 degrees 37 minutes 03 seconds West along said South Line of the North Half of Government Lot 11 a distance of 842.46 feet; thence North 00 degrees 35 minutes 28 seconds East along the

(Continued on Attached)

and the grantor does hereby fully warrant the title to said land, and will defend the same against lawful claims of all persons whomsoever.

In Witness Whereof, the grantor has hereunto set her hand and seal the day and year first above written.

Signed, sealed and delivered in our presence:

Suzanna J. Snyder
Signature of Witness
Printed Name Suzanna J Snyder

E D Beneler
Signature of Witness
Printed Name EDWARD D BENELER II

Ingrid Ann Berglund Minnick (Seal)
Signature
INGRID ANN BERGLUND MINNICK
P.O. Address:

STATE OF Indiana
COUNTY OF Cass

The foregoing instrument was acknowledged before me this 14 day of April, 2005 by INGRID ANN BERGLUND MINNICK

she is personally known to me or she has produced her Ingrid Ann Berglund Minnick as identification.

Suzanna J. Snyder
Printed Name: Suzanna J Snyder
Notary Public
My Commission Expires: March 4, 2009

NOTARY PUBLIC STATE OF INDIANA

66141

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Warranty Deed - Page 2

Parcel ID Number: C 33 35 29 A00 0050 0000

OFFICIAL RECORDS
BK 1845 PG 336

1310927

West Line of Government Lot 11, a distance of 485.60 feet to a point on the said Southwesterly Easement Line of Josephine Creek Easement and to a point on a non tangent curve to the left having a radius of 600.00 feet, a central angle of 12 degrees 46 minutes 34 seconds and a chord bearing of South 55 degrees 52 minutes 49 seconds East 133.51 feet; thence Southeasterly along the arc and along said Southwesterly Easement Line a distance of 133.79 feet; thence South 62 degrees 16 minutes 07 seconds East along said Southwesterly Easement Line a distance of 46.57 feet to a point of curve to the left having a radius of 805.00 feet, a central angle of 09 degrees 27 minutes 44 seconds and a chord bearing of South 66 degrees 59 minutes 59 seconds East 132.79 feet; thence Southeasterly along the arc and along said Southwesterly Easement Line a distance of 132.94 feet; thence South 71 degrees 43 minutes 51 seconds East along said Southwesterly Easement Line a distance of 184.14 feet to a point of curve to the right having a radius of 645.00 feet, a central angle of 09 degrees 27 minutes 44 seconds and a chord bearing of South 66 degrees 59 minutes 59 seconds East 106.40 feet; thence Southeasterly along the arc and along the Southwesterly Easement Line a distance of 106.52 feet; thence South 62 degrees 16 minutes 07 seconds East along the Southwesterly Easement Line a distance of 132.71 feet to a point of curve to the right having a radius of 420.00 feet, a central angle of 33 degrees 37 minutes 44 seconds and a chord bearing of South 45 degrees 27 minutes 15 seconds East, 242.99 feet; thence Southeasterly along the arc and along said Southwesterly Easement Line a distance of 246.51 feet to the POINT OF BEGINNING.

THE PROPERTY HEREIN CONVEYED IS THE SEPARATELY OWNED NON-HOMESTEAD PROPERTY OF THE GRANTOR AS DEFINED UNDER FLORIDA LAW.

Subject to restrictions, reservations and easements of record, if any, and taxes and assessments for the year 2005 and subsequent years

FILE# 1310927 RCD:Apr 21 2005 @ 3:51 PM
L.E. "Luke" Brooker Clerk of Courts Highlands Co

Return to:

H 1850.00 8050.00 JR

OFFICIAL RECORDS
BK 1830 PG 198
1299568

DEED DOC STAMPS 8050.00 D.C. JR

This instrument was prepared by:
Maria DaSilva for
South Ridge Abstract & Title Co.
229 So Commerce Ave.
P O Box 1070
Sebring, FL 33870

Parcel ID Number: C 33 35 29 A00 0030 0000
Grantee #1 TIN:
Grantee #2 TIN:

13225 W. Waterway &
12715 US 27 S

C-34-35-29-A00-0130-0000
C-33-35-29-A00-0040-0000
C-34-35-29-A00-0140-0000
C-34-35-29-A00-0170-0000

Warranty Deed

This Indenture, Made this 25th day of February, 2005 A.D., **Between** McKAY-FUSS-ALDERMAN, INC., a Florida Corporation whose address is: 4001 Lafayette Ave. Sebring 33872 of the County of Highlands, State of Florida, **grantor,** and EMW ASSOCIATES, L.L.C., a Florida Limited Liability Company, whose address is: 165 Riverside Drive Ormond Beach 32176 of the County of , State of Florida, **grantee.**

Witnesseth that the GRANTOR, for and in consideration of the sum of ----------TEN DOLLARS ($10)---------- DOLLARS, and other good and valuable consideration to GRANTOR in hand paid by GRANTEE, the receipt whereof is hereby acknowledged, has granted, bargained and sold to the said GRANTEE and GRANTEE'S heirs, successors and assigns forever, the following described land, situate, lying and being in the County of Highlands State of Florida to wit:

BEGIN AT SOUTHWEST CORNER OF SECTION 34, TOWNSHIP 35 SOUTH RANGE 29 EAST, HIGHLANDS COUNTY, FLORIDA (ALSO BEING THE SOUTH WEST CORNER OF GOVENMENT LOT 13 AND THE SOUTHEAST CORNER OF GOVERNMENT LOT 11, SECTION 33, TOWNSHIP 35 SOUTH, RANGE 29 EAST); THENCE SOUTH 89 DEGREES 56 MINUTES 22 SECONDS WEST ALONG THE SOUTH LINE OF SAID GOVERNMENT LOT 11(SAID LINE ALSO BEING THE SOUTH LINE OF SAID SECTION 33), A DISTANCE OF 1,326.22 FEET TO SOUTHWEST CORNER OF SAID GOVERNMENT LOT 11; THENCE NORTH 00 DEGREES 53 MINUTES 03 SECONDS EAST ALONG THE WEST LINE OF SAID GOVERNMENT LOT 11, A DISTANCE OF 659.09 FEET TO NORTHWEST CORNER OF THE SOUTH HALF OF SAID GOVERNMENT LOT 11; THENCE NORTH 89 DEGREES 54 MINUTES 39 SECONDS EAST ALONG THE NORTH LINE OF SAID SOUTH HALF OF GOVERNMENT LOT 11, A DISTANCE OF 1,326.22 FEET TO SOUTHWEST CORNER OF THE SOUTH HALF OF THE NORTHWEST QUARTER OF SAID GOVERNMENT LOT 13; THENCE NORTH 00 DEGREES 53 MINUTES 03 SECONDS EAST ALONG THE WEST LINE OF SAID GOVERNMENT LOT 13(SAID LINE ALSO BEING THE EAST LINE OF SAID GOVERNMENT LOT 11), A DISTANCE OF 329.88 FEET TO SOUTHWEST CORNER OF THE NORTH HALF OF THE NORTHWEST QUARTER OF SAID GOVERNMENT LOT 13; THENCE NORTH 89 DEGREES 53 MINUTES 25 SECONDS EAST ALONG THE SOUTH LINE OF THE SAID NORTH HALF OF THE NORTHWEST QUARTER OF GOVERNMENT LOT 13, A DISTANCE OF 664.97 FEET TO THE SOUTHEAST CORNER OF THE SAID

(Continued on Attached)

and the grantor does hereby fully warrant the title to said land, and will defend the same against lawful claims of all persons whomsoever.

In Witness Whereof, the grantor has hereunto set its hand and seal the day and year first above written.

Signed, sealed and delivered in our presence:

Peter H McDavitt
Printed Name Peter H. McDavitt
Witness

By: Kimble D McKay (Seal)
KIMBLE D. McKAY
as VICE PRESIDENT
P.O. Address:

McKAY-FUSS-ALDERMAN, INC., a Florida Corporation

Printed Name: MARIA DaSilva
Witness

(Corporate Seal)

STATE OF Florida
COUNTY OF Highlands

The foregoing instrument was acknowledged before me this 25th day of February, 2005 by KIMBLE D. McKAY, as VICE PRESIDENT of McKAY-FUSS-ALDERMAN, INC., a Florida Corporation on behalf of the corporation he is personally known to me or he has produced his Florida driver's license as identification.

Maria Desilva
My Commission DD361221
Expires October 10, 2008

Printed Name: MARIA DASILVA
Notary Public
My Commission Expires:

64873

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Warranty Deed - Page 2

OFFICIAL RECORDS
BK 1830 PG 199

1299568

Parcel ID Number: C 33 35 29 A00 0030 0000

NORTH HALF OF THE NORTHWEST QUARTER OF GOVERNMENT LOT 13; THENCE NORTH 00 DEGREES 57 MINUTES 57 SECONDS EAST ALONG THE EAST LINE OF THE SAID NORTH HALF OF THE NORTHWEST QUARTER OF GOVERNMENT LOT 13, A DISTANCE OF 330.18 FEET TO NORTHEAST CORNER OF THE SAID NORTH HALF OF THE NORTHWEST QUARTER OF GOVERNEMNT LOT 13; THENCE NORTH 89 DEGREES 51 MINUTES 53 SECONDS EAST ALONG THE NORTH LINE OF SAID GOVERNMENT LOT 13 A DISTANCE OF 665.48 FEET TO THE NORTHEAST CORNER OF SAID GOVERNMENT LOT 13 (SAID POINT ALSO BEING THE NORTHWEST CORNER OF GOVERNMENT LOT 14); THENCE SOUTH 01 DEGREE 02 MINUTES 57 SECONDS WEST ALONG THE EAST LINE OF SAID GOVERNMENT LOT 13 (SAID LINE ALSO BEING THE WEST LINE OF SAID GOVERNMENT LOT 14), A DISTANCE OF 140.82 FEET; THENCE NORTH 89 DEGREES 51 MINUTES 53 SECONDS EAST, A DISTANCE OF 499.53 FEET TO A POINT ON A LINE LYING 200 FEET SOUTHWESTERLY OF AND PARALLEL TO THE SOUTHWESTERLY RIGHT OF WAY LINE OF U.S. HIGHWAY NO. 27; THENCE SOUTH 31 DEGREES 33 SECONDS 51 MINUTES EAST ALONG SAID LINE PARALLEL LINE, A DISTANCE OF 646.44 FEET TO A POINT ON THE NORTH LINE OF THE SOUTH 300 FEET OF THE NORTH THREE-FOURTHS OF SAID GOVERNMENT LOT 14; THENCE SOUTH 89 DEGREES 56 MINUTES 30 SECONDS WEST ALONG SAID NORTH LINE, A DISTANCE OF 848.00 FEET TO A POINT ON THE WEST LINE OF SAID GOVERNMENT LOT 14; THENCE SOUTH 01 DEGREE 02 MINUTES 57 SECONDS WEST ALONG SAID WEST LINE, A DISTANCE OF 330.06 FEET TO A POINT ON THE SOUTH LINE OF THE NORTH 30 FEET OF THE SOUTH HALF OF THE SOUTH HALF OF SAID GOVERNMENT LOT 14; THENCE NORTH 89 DEGREES 56 MINUTES 30 SECONDS EAST ALONG THE SAID SOUTH LINE, A DISTANCE OF 1,291.23 FEET TO A POINT ON THE SOUTHWESTERLY RIGHT OF WAY LINE OF U.S. HIGHWAY NO. 27; THENCE SOUTH 31 DEGREES 33 MINUTES 51 SECONDS EAST ALONG SAID RIGHT OF WAY LINE, A DISTANCE OF 353.15 FEET A TO POINT ON THE SOUTH LINE OF SAID GOVERNEMT LOT 14(SAID LINE ALSO BEING THE SOUTH LINE OF SAID SECTION 34); THENCE SOUTH 89 DEGREES 58 MINUTES 02 SECONDS WEST ALONG SAID SOUTH LINE, A DISTANCE OF 154.51 FEET TO THE SOUTH QUARTER CORNER OF SAID SECTION 34; THENCE CONTINUE SOUTH 89 DEGREES 58 MINUTES 02 SECONDS WEST ALONG SAID LINE, A DISTANCE OF 2,654.15 FEET TO THE POINT OF BEGINNING, LESS JOSEPHINE CREEK EASEMENT RIGHT OF WAY, RECORDED IN PLAT BOOK 8, PAGE 43, PUBLIC RECORDS OF HIGHLANDS COUNTY, FLORIDA.

less and except: Need legal from
4113 Sebring Lakes Blvd

* See Schedule A
OR 915 PG 473

FILE# 1299568 RCD:Mar 04 2005 @ 11:02 AM
L.E. "Luke" Brooker Clerk of Courts Highlands Co

SCHEDULE "A"
Legal Description (Continued)

A portion of the South 1/2 of Government Lot 11 in Section 33, Township 35 South, Range 29 East, Highlands County, Florida, more particularly described as follows: Commence at the Southeast corner of the aforesaid Section 33, thence run S. 89°56'22" W. along the South line of said Section 33 for a distance of 198.93 feet to the Point of Beginning of the Tract of land hereinafter to be described; thence run N. 0°53'39" E. parallel with the East line of said Section 33 for a distance of 208.68 feet to a point; thence run N. 63°45'46" W. for a distance of 122.15 feet to a point on the Southeasterly right-of-way line of Josephine Creek Easement as recorded in Plat Book 8 at Page 43, of the Public Records of Highlands County, Florida, said point being on a circular curve, bearing S. 63°45'46" E. from the center of said curve; thence run Southwesterly along the arc of said circular curve to the right, having for its elements a radius of 394.31 feet a central angle of 20°47'15" for an arc distance of 143.06 feet to the point of tangence; thence run S 47°01'29" W. still along the Southeasterly right-of-way line of said Josephine Creek Easement for a distance of 218.40 feet to a point on the South line of said Section 33; thence run N 89°56'22" E. along the South line of said Section 33 for a distance of 351.00 feet to the Point of Beginning. Containing 1.24 acres more or less; AND,

The right of ingress and egress over, through and along the following described property: The North 30.00 feet of the South 1/2 of Government Lot 11, as measured at right angles thereto, in Section 33, Township 35 South, Range 29 East, Highlands County, Florida, lying East of the East right-of-way line of Josephine Creek Easement as recorded in Plat Book 8 at Page 43 of the Public Records of Highlands County, Florida; AND, the North 30.00 feet of the Southwest 1/4 of Government Lot 13, as measured at right angles thereto, in Section 34, Township 35 South, Range 29 East, Highlands County, Florida; for the purpose of roadway right-of-way and easement in common with Myra A. Smoak, her heirs and assigns.

DOCUMENTARY TAX PD. $ .50
INTANGIBLE TAX PD. $ —
EARL RICH, CLERK, HIGHLANDS COUNTY
BY N.D. Smith DEPUTY CLERK

FILED AND RECORDED
EARL RICH, CLERK
HIGHLANDS COUNTY
Nov 18 9 54 AM '86

599276

O.R. BOOK 915 PAGE 473

Highlands County, Florida
Development Services Department Application

OWNER'S AFFIDAVIT

I, WAYNE WENNICK, being first duly sworn, depose and say that I am the **OWNER** of the property described and which is the subject matter of the proposed hearing; that all the answers to the questions in this application, and all sketches, data and other supplementary matter attached to and made a part of the application, are honest and true to the best of my knowledge and belief. I understand this application must be completed and accurate before hearings can be advertised. I also understand that it is my obligation to comply with any other lawfully adopted and recorded deed restrictions or covenants that are more restrictive or impose a higher standard, and that any action of this Board does not supersede those requirements.

I authorize County staff to enter the property during the application process to complete its evaluation.

Please initial the appropriate line:

No contact is required. WW

An appointment is required before entering the property. ~~WW~~ WW

WAYNE WENNICK
Print Name of Owner

Wayne C. Wennick
Signature of Owner

1320 Estuary Trail
Address: Number and Street (P.O. Box)

Delray Beach, Florida 33483
City and State (Zip Code)

STATE OF FLORIDA
PALM **~~HIGHLANDS~~ COUNTY**

BEACH The Foregoing instrument was acknowledged before me this 16 day of FEBRUARY 2021, by WAYNE WENNICK who is personally known by me ☐ ~~or~~ who has produced _____, as identification and who did take an oath:

Signature

ASHLEY COURTNEY
Print Name

ASHLEY COURTNEY
MY COMMISSION # GG 951397
EXPIRES: May 24, 2024
Bonded Thru Notary Public Underwriters

Notary Public, State of Florida
My Commission Expires: 5/24/24

Highlands County, Florida
Development Services Department Application

AGENT'S AFFIDAVIT

I, Roger Dale Polston, being first duly sworn, depose and say that I am the **ATTORNEY-IN-FACT, AGENT or LESSEE** of the property described and which is the subject matter of the proposed hearing; that all the answers to the questions in this application, and all sketches, data and other supplementary matter attached to and made a part of the application, are honest and true to the best of my knowledge and belief. I understand this application must be completed and accurate before hearings can be advertised. I also understand that it is my obligation to comply with any other lawfully adopted and recorded deed restrictions or covenants that are more restrictive or impose a higher standard, and that any action of this Board does not supersede those requirements.

Roger Dale Polston — Roger Dale Polston
Print Name of Agent — Signature of Agent

PO Box 588, Sebring, Florida 33871-0588
Address: Number and Street (P.O. Box) — City and State (Zip Code)

STATE OF FLORIDA, HIGHLANDS COUNTY

The Foregoing instrument was acknowledged before me this 17 day of February 2021, by Roger Dale Polston who is personally known by me or who has produced _____ respectively, as identification and who did take an oath:

MELINDA SPRINGSTEEN
MY COMMISSION # GG 274837
EXPIRES: February 24, 2023
Bonded Thru Notary Public Underwriters

Signature

Melinda Springsteen
Print Name

Notary Public, State of Florida

My Commission Expires: Feb. 24, 2023

Highlands County, Florida
Development Services Department Application

FORM B. Applicant Authorization to Agent

I, the undersigned, being first duly sworn, depose and say that I am the applicant for the REZONING of the property described and which is the subject matter of the proposed hearing.

I give authorization for Roger Dale Polston to be my agent for this application.

WAYNE WENNICK
Print Name of Applicant

Signature of Applicant

1320 Estuary Trail
Address: Number and Street (P.O. Box)

Delray Beach, Florida 33483
City and State (Zip Code)

STATE OF FLORIDA
~~HIGHLANDS~~ COUNTY

PALM BEACH

The Foregoing instrument was acknowledged before me this 16 day of FEBRUARY 2021 by WAYNE WENNICK who is personally known by me ☐ ~~or~~ who has produced _____, as identification and who did ~~take an oath~~.

ASHLEY COURTNEY
MY COMMISSION # GG 951397
EXPIRES: May 24, 2024
Bonded Thru Notary Public Underwriters

Signature

ASHLEY COURTNEY
Print Name

Notary Public, State of Florida
My Commission Expires: 5/24/24

HC WATERWORKS, INC.

April 27, 2021

Melinda Springsteen
Polston Engineering Inc.
P.O. Box 588
Sebring, FL 33871-0588

Re: Water Availability, HC Water Works/Lake Josephine

Dear Ms. Springsteen:

As per your recent request for water service availability I am pleased to provide you with the following information:

The Design Capacity for our system is 0.600 MGD.
The Permitted Capacity through the Southwest Florida Water Management District (SWFWMD) is currently 0.155 MGD.
To date our Committed Capacity is 0.075 MGD leaving an Excess Capacity of 0.080 MGD at this time.

During our last permit renewal, the SWFWMD assured us that we can apply for and receive a higher Permitted Capacity when and if the need arises. The District reduced our permitted amount as a result of the lack of growth based on the last 10 years in Highlands County. This has nothing to do with the water system's ability to meet the demand. Our water system is fully capable to supply the requested water demand, as well as fire protection.

With your client's assistance, our Engineering Department will file for this permit revision when the need becomes necessary. We will need additional information and a written request for water service from the developer. This will include detailed plans on number of homes, lot size, number of expected residents, as well as a firm committed development timeline and expected completion. This information will be necessary in order to request additional water capacity from the SWFWMD. Also depending on your building schedule, HC Waterworks may be able to meet the early phases of construction until such time as addition capacity is granted by the SWFWMD

We look forward to working with you on developing this area of Highlands County.

If you have any further questions or concerns, please do not hesitate to contact me at either trendell@uswatercorp.net or (727) 848-8292, ext. 245.

Sincerely,

Troy Rendell
Vice President
Investor Owned Utilities
// for HC Waterworks, Inc.

4939 Cross Bayou Boulevard ~ New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

Polston Engineering Inc.
CIVIL ENGINEERING CONSULTANTS

LAND PLANNING
SITE DESIGN
SOIL SCIENCE
ROAD DESIGN
WATER SYSTEM DESIGN
WASTE WATER DESIGN

P.O. BOX 588, SEBRING, FLORIDA 33871-0588 * (863) 385-5564 * FAX (863) 385-2462

February 1, 2021

Mr. Michael Averyt
Assistant Superintendent/Business Operations
School Board of Highlands County
426 School Street
Sebring, Florida 33870

Re: School Capacity Request for Large Comprehensive Plan Land Use Change

Dear Mr. Averyt,

An amendment to the Future Land Use Map (FLUM) of Highlands County has been requested by Jack and Janice Morton Trust. Please provide a letter stating that school capacity exists based on the following information:

Proposed Development: potential residential homes, 10,000 square feet or larger
Location (map attached): Sebring Florida - See attached maps

The anticipated number of students that will be generated by the proposed development will be _____.

School Attendance Zones for the anticipated students:
Elementary: Cracker Trail Elementary
Middle: Sebring Middle School
High: Sebring High School

Proposed build out year: 2035
Proposed Phasing, if applicable: Not applicable

It is understood that this information is provided as a planning tool to assist in the evaluation of a proposed land use amendment. This information does not reserve school capacity nor does it establish school concurrency requirements. School concurrency requirements will be established pursuant to F.S. 163.3177 and F.S.163.3180 at time of development.

Thank you for your consideration with our request.

Sincerely,

Melinda Springsteen
mindi@polstonengineering.com

The School Board of Highlands County
Transforming Today's Learners into Tomorrow's Leaders

Department
Michael Averyt, Business/Operations

426 School Street
Sebring, FL 33870
(863) 471-5626
averytm@highlands.k12.fl.us

School Board of Highlands County
School Capacity Planning Tool for Comprehensive Plan Amendments

September 9, 2020

Mindi Springsteen
Polston Engineering
P. O. Box 588
Sebring, FL 33871

School Year of Analysis: **2020/2021**

Proposed Development:
Applicant: Polston Engineering, Inc.
Location (map attached): 1055 Lake Josephine Drive C-33-35-29-A00-0021-0000, 13225 W. Waterway Drive C-33-35-29-A00-0040-0000, 955 Atkins Road C-33-35-29-A00-0050-0000, C-34-35-29-A00-0170-0000, C-34-35-29-A00-0140-0000

School Attendance Zones:
Elementary: **Cracker Trail Elementary**
Middle: **Sebring Middle**
High: **Sebring High**

Proposed Dwelling Units: **380** Single Family _____ Mobile Home ___ Multi-Family
Propose build out year: **Unknown**
Proposed Phasing if applicable:

2018 Student Generation Rates by Dwelling Unit Type

Dwelling unit Type	Elementary (K-5)	Middle (6-8)	High (9-12)
Single Family	0.129	0.061	0.074
Mobile Home	0.086	0.041	0.049
Multi-Family	0.080	0.038	0.046

Dr. Brenda Longshore, Superintendent
Donna Howerton, Chairperson · **Jan Shoop**, Vice Chairperson
Bill Brantley **Jill Compton Twist** · **Isaac Durrance** ·

A fully accredited school system of the Southern Association of Colleges and Schools
Equal Opportunity Employment and Veteran's Preference Employer

The School Board of Highlands County
Transforming Today's Learners into Tomorrow's Leaders

Department
Michael Averyt, Business/Operations

426 School Street
Sebring, FL 33870
(863) 471-5626
averytm@highlands.k12.fl.us

School	Capacity	5-Year Work Program Added Capacity	Available Planning Capacity	Proposed Development Student Generation	Available Capacity including Proposed Development (+/-)
Cracker Trail Elementary	174.00	0	174.00	49.02	124.98
Sebring Middle	129.68	0	129.68	23.18	106.50
Sebring High	502.76	0	502.76	28.12	474.64

This information is provided as a planning tool to assist in the evaluation of a proposed land use amendment. This information does not reserve school capacity nor does it establish school concurrency requirements. School concurrency requirements will be established pursuant to F.S. 163.3177 and F.S.163.3180 at time of development.

Sincerely,

Michael Averyt
Assistant Superintendent of Business/Operations

MA/cd

Dr. Brenda Longshore, Superintendent
Donna Howerton, Chairperson · Jan Shoop, Vice Chairperson
Bill Brantley Jill Compton Twist · Isaac Durrance ·

A fully accredited school system of the Southern Association of Colleges and Schools
Equal Opportunity Employment and Veteran's Preference Employer

ORDINANCE NO. 20-21-16

AN ORDINANCE OF THE BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA, AMENDING THE FUTURE LAND USE ELEMENT AND THE FUTURE LAND USE MAP OF THE HIGHLANDS COUNTY 2030 COMPREHENSIVE PLAN AND PERTAINING TO THAT PROPERTY IDENTIFIED BY THE HIGHLANDS COUNTY PROPERTY APPRAISER THROUGH PARCEL ID# C-33-35-29-A00-0021-0000, C-33-35-29-A00-0050-0000, C-33-35-29-A00-0040-0000, C-34-35-29-A00-0170-0000, C-34-35-29-A00-0140-0000, AND C-34-35-29-A00-0130-0000; PROVIDING FOR APPROVAL OF FUTURE LAND USE ELEMENT AMENDMENTS TO POLICY 15.2.46 AND 15.2.76; ; PROVIDING FOR APPROVAL OF LAND USE DESIGNATION CHANGE AND FUTURE LAND USE MAP AMENDMENT; PROVIDING FOR LEGISLATIVE FINDINGS AND INTENT; PROVIDING FOR IMPLEMENTATION OF ADMINISTRATIVE ACTIONS; PROVIDING A SAVINGS CLAUSE; PROVIDING FOR NON-CODIFICATION AND SCRIVENER'S ERRORS; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, Florida Statutes, Sections 163.3161 through 163.3215, empower Highlands County to adopt and amend the Highlands County 2030 Comprehensive Plan (hereinafter referred to as the "Plan"); and

WHEREAS, the Property Owner of that property identified by the Highlands County Property Appraiser through Parcel ID# C-33-35-29-A00-0021-0000, C-33-35-29-A00-0050-0000, C-33-35-29-A00-0040-0000, C-34-35-29-A00-0170-0000, C-34-35-29-A00-0140-0000, and C-34-35-29-A00-0130-0000 (Property), has requested changes to the Property which require an amendment to the Future Land Use Map of the Plan; and

WHEREAS, the Highlands County Planning and Zoning Commission held a duly noticed public hearing on May 11, 2021, to review the proposed Large-Scale Plan amendment CPA-21-585LS, and recommended that the County approve the proposed Large-Scale Plan amendment CPA-21-585LS for transmittal to the Florida Department of Economic Opportunity (hereinafter referred to as the "DEO"); and

WHEREAS, Highlands County hereby finds that the CPA-21-585LS amendment to the future land use map is consistent with the patterns of existing development within this area and compatible with the surrounding land uses; and

WHEREAS, the County further finds that the CPA-21-585LS amendment to the future land use map is consistent with the goals, objectives, and policies of the adopted Plan; and

WHEREAS, the County has determined that Environmental Clearance, pursuant to NRE Policy 3.3 of the Plan, is not required for the CPA-21-585LS amendment to the future land use map; and

WHEREAS, the County has determined that the Archaeologically Sensitive Areas Map of the Conservation Overlay Map series of the Plan and the Florida Master Site File indicate that there are no known cultural resources on the property and the proposed Future Land Use Map amendment, CPA-21-585LS, does not require Historical and Archaeological clearance, pursuant to FLU Policy 7.1 and NRE Policy 1.3 of the Plan; and

WHEREAS, pursuant to the Highlands County Code of Ordinances, Sections 8-128(a) and 12.01.102.B, all future development actions for the property shall be made to conform to applicable Plan policies and to Land Development Regulations in effect at the time of development; and

WHEREAS, the County held a duly noticed public hearing on May 18, 2021, and approved transmittal of Large-Scale Plan amendment CPA-21-585LS to the DEO for its review; and

WHEREAS, CPA-21-585LS amendment and appropriate supporting data and analysis were transmitted to the reviewing agencies identified in Florida Statutes Section 163.3184(1)(c) on June 1, 2021; and

WHEREAS, DEO submitted its Comment Letter (with or without) comments related to important state resources or facilities for CPA-21-585LS amendment (Amendment No. 21-02ESR [expedited state review]) on July 1, 2021, and comments (were/were not) received from other reviewing agencies; and

WHEREAS, the Board held a duly noticed public hearing on May 18, 2021, to consider final adoption of Large-Scale Plan amendment CPA-21-585LS.

NOW THEREFORE, BE IT ORDAINED by the Highlands County Board of County Commissioners, after due notice and public hearing, as follows:

SECTION 1. LEGISLATIVE FINDINGS AND INTENT. The Board of County Commissioners for Highlands County has complied with all requirements and procedures of Florida law in processing this Ordinance. The above recitals are hereby adopted.

SECTION 2. APPROVAL OF FUTURE LAND USE ELEMENT AMENDMENTS TO POLICY 15.2.46 AND 15.2.76.

A. Paragraph 46 of Policy 15.2 of the Future Land Use Element of the Plan, is hereby amended as follows:

46. ~~CPA-05-343LS: (EMW Associates, LLC) Approximately 75.81 acres on the west side of US Highway 27, in Section 34, Township 35S, Range 29E, approximately ¼ mile south of the intersection of Lake Josephine Drive with US27, changing the Future Land Use Map from "Agriculture" to "Low Density Residential". The Applicant proposes development of 75 single family homes.~~

~~*Proposed Site Specific Conditions:*~~

~~A. Central potable water is required for development of this site.~~

~~B. One-~~ ~~Adequate Right-of-way is provided for the improvement to US 27 to 6 lanes.~~

~~C. Environmental clearance, if required, of impacts to Wetlands, Cutthroat Grass Seeps, and Xeric Uplands will be necessary prior to development. No development order or permit will be issued unless prescribed environmental mitigation is accomplished. Concurrency assessment for traffic circulation, central wastewater, potable water, solid waste disposal, storm water drainage, and recreation and open space will be required prior to development. All development orders and permits will specify any needed improvements, and a schedule for their implementation, including any conditions that require public facility improvements, be in place concurrent with the impacts of the proposed development.~~

~~D. Development is limited to 75 lots, a minimum lot size of ½ acre per lot, and a 75 foot setback for all on-site wastewater disposal system drain fields from Josephine Creek or utilization of Performance-Based Treatment Systems.~~

~~E. Payment for transportation impacts shall be required prior to beginning development as follows:~~

~~a. The payment of the transportation assessment cost at the time of concurrency will be made according the Highlands County Land Development Regulations and will also be based upon the proportionate fair share cost calculated as part of an approved Traffic Study submitted through the County's concurrency review process.~~

~~b. Impact fee credits will be granted according to the procedures identified in Highlands County Proportionate Fair Share Ordinance and Impact Fee Ordinance.~~

CPA-21-585LS: (EMW Associate) (Previously identified as CPA-05-343LS and CPA-07-377LS) Approximate 95 acres located in Sections 33 and 34,

Township 35 South, Range 29 East, South of Lake Josephine, changing the land use from "Low Density Residential" to "Medium Density Residential" (*amended by Ordinance No. 20-21-16)*

Site Specific Conditions:

A. The number of units is to be capped at 380 DU's.

B. Environmental clearance, if required, of impacts to Wetlands, Cutthroat Grass Seeps, and Xeric Uplands will be necessary prior to development. No development order or permit will be issued unless prescribed environmental mitigation is accomplished.

C. Concurrency assessment for traffic circulation, central wastewater, potable water, solid waste disposal, storm water drainage, and recreation and open space will be required prior to development. All development orders and permits will specify any needed improvements, and a schedule for their implementation, including any conditions that require public facility improvements, be in place concurrent with the impacts of the proposed development.

D. A Traffic Study will be required at the time of development. Transportation improvements may be required concurrent with impacts of proposed development. Where the evaluation demonstrates a deficient condition with the inclusion of the development traffic, developer will be responsible for specific improvements that restores the roadway(s) to the adopted standard.

E. Connection to a paved road meeting county specification will be required. Any roadway improvements required for this development will be incumbent upon developer.

F. Developer will be required to satisfy all Florida Department of Transportation development requirements for impacts to US 27.

G. The Applicant shall dedicate additional rights-of-way as required by the County Engineer in order to meet the requirements of the Long-Range Transportation Plan, the Land Development Regulations, the Highlands County Technical Standards Manual, and the Capital Improvement Program at the time of development.

H. Central potable water and central wastewater or an on-site wastewater treatment plant is required for development of this site.

I. The property shall be considered as a single project for purposes of development review and approval for all purposes under County Codes.

J. Land or assessment will be provided to meet the minimum recreation requirements based upon the number of build-out dwelling units and the population generated.

B. Paragraph 76 of Policy 15.2 of the Future Land Use Element of the Plan, is hereby deleted in its entirety as set forth below.

~~76. CPA-07-377LS: (EMW Associates) Approximately 23.93 acres located in Sections 33 & 34, Township 35S, Range 29E., south of Lake Josephine or on both sides of Josephine Creek, changing the land use from "Agriculture" to "Estate District" (amended by Ordinance No. 05-06-48).~~

~~*Site Specific Conditions:*~~

~~A. Must adhere to the conditions adopted by the Board of County Commissioners on December 27, 2005 for the adjacent plan amendment (CPA-05-343LS), with the conditions being the requirement of central water and on-site wastewater disposal systems, and that the drain fields be set back 150 feet from Josephine Creek. The proposed amendment is a continuation of project referenced in CPA- 05-343LS.~~

~~B. The number of units is to be capped at 20 DU's.~~

~~C. Environmental clearance, if required, of impacts to Wetlands, Cutthroat Grass Seeps, and Xeric Uplands will be necessary prior to development. No development order or permit will be issued unless prescribed environmental mitigation is accomplished. Concurrency assessment for traffic circulation, central wastewater, potable water, solid waste disposal, storm water drainage, and recreation and open space will be required prior to development. All development orders and permits will specify any needed improvements, and a schedule for their implementation, including any conditions that require public facility improvements, be in place concurrent with the impacts of the proposed development.~~

~~D. Prior to development an archaeological reconnaissance survey shall be performed.~~

SECTION 3. APPROVAL OF LAND USE DESIGNATION CHANGE AND FUTURE LAND USE MAP AMENDMENT.

A. The land use designation for the Property identified by the Highlands County Property Appraiser through Parcel ID# C-33-35-29-A00-0021-0000, C-33-35-29-A00-0040-0000, C-33-35-29-A00-0050-0000, C-33-35-29-A00-0130-0000, C-33-35-29-A00-0140-0000, and C-33-35-29-A00-0170-0000 consisting of approximately 95 acres and more particularly described as:

Being the East 704.42 feet of Government Lot 10, Section 33, Township 35 South, Range 29 East, Highland County, Florida, more particularly described as follows: Commence at the Southeast Corner of Section 33, thence South 89°26' West a distance of 1,326.25 feet to the Southeast Corner of Government Lot 10 and Point of Beginning; thence continue along said line a distance of 704.42 feet to a point; thence North 00°21'31" East a distance of 1,319.00 feet to a point on the northerly boundary of Government Lot 10; thence North 89°26' East a distance of 57.89 feet to a point of curve; thence along a curve to the right having a radius of 278.71 feet an arc distance of 213.71 feet to a point of compound curve; thence along a curve to the left having a radius of 182.91 feet an arc distance of 287.20 feet to the point of tangency; thence North 49°18'10" East a distance of 169.30 feet to a point on the northerly boundary of Government Lot 10; thence North 89°26' East along the northerly boundary of Government Lot 10, a distance of 71.23 feet to the northeast corner of Government Lot 10; thence South 00°21'31" West, a distance of 1,319.00 feet to the southeast corner of Government Lot 10 and point of beginning. Less Road Right-of-Way and Less all land lying north of Road Right-of-Way.

AND

The North Half of Government Lot 11, Section 33, Township 34 South, Range 29 East, Highlands County, Florida, lying Southwesterly of the Southwesterly Easement Line of Josephine Creek Easement as shown in Plat Book 8, Page 43, of the Public Records of Highlands County, Florida, being more particularly described as follows: Commence at the Southeast Corner of Government Lot 11 of Section 33, Township 35 South, Range 29 East; thence North 00°35'27" East along the East line of said Government Lot 11 a distance of 659.75 feet to the Southeast Corner of the North Half of Government Lot 11 of Section 34, Township 35 South, Range 29 East; thence South 89°37'03" West along the South line of the North Half of Government Lot 11, a distance of 483.77 feet to a point on the said Southwesterly Easement Line for the Point of Beginning; thence continue South 89°37'03" West along said South line of the North Half of Government Lot 11 a distance of 842.46 feet; thence North 00°35'28" East along the West line of Government Lot 11, a distance of 485.60 feet to a point on the said Southwesterly Easement Line of Josephine Creek Easement and to a point on a non-tangent curve to the left having a radius of 600.00 feet, a central angle of 12°46'34" and a chord bearing of South 55°52'49" East 133.51 feet; thence Southeasterly along the arc and along said Southwesterly Easement Line a distance of 133.79 feet; thence South 62°16'07" East along said Southwesterly Easement Line a distance of 46.57 feet to a point of curve to the left having a radius of 805.00 feet; a central angle of 09°27'44" and a chord bearing of South 66°59'59" East 132.79 feet; thence Southeasterly along the arc and along said

Southwesterly Easement Line a distance of 132.94 feet; thence South 71°43’51” East along said Southwesterly Easement Line a distance of 184.14 feet to a point of curve to the right having a radius of 645.00 feet, a central angle of 09°27’44” and a chord bearing of South 66°59’59” East 106.40 feet; thence Southeasterly along the arc and along the Southwesterly Easement Line a distance of 106.52 feet; thence South 62°16’07” East along the Southwesterly Easement Line a distance of 132.71 feet to a point of curve to the right having a radius of 420.00 feet, a central angle of 33°37’44” and a chord bearing of South 45°27’15” East, 242.99 feet; thence Southeasterly along the arc and along Southwesterly Easement Line a distance of 246.51 feet to the Point of Beginning.

AND

Begin at Southwest Corner of Section 34, Township 35 South, Range 29 East, Highlands County, Florida (also being the Southwest Corner of Government Lot 13 and the Southeast Corner of Government Lot 11, Section 33, Township 35 South, Range 29 East); thence South 89°56’22” West along the South line of said Government Lot 11 (said line also being the South line of said Section 33), a distance of 1,326.22 feet to Southwest Corner of said Government Lot 11; thence North 00°53’03” East along the West line of said Government Lot 11, a distance of 659.09 feet to the Northwest Corner of the South Half of said Government Lot 11; thence North 89°54’39” East along the North Line of said South Half of Government Lot 11, a distance of 1,326.22 feet to Southwest Corner of the South Half of the Northwest Quarter of said Government Lot 13; thence North 00°53’03” East along the West line of said Government Lot 13 (said line also being the East line of said Government Lot 11), a distance of 329.88 feet to Southwest Corner of the North Half of the Northwest Quarter of said Government Lot 13; thence North 89°53’25” East along the South line of the said North Half of the Northwest Quarter of Government Lot 13, a distance of 664.97 feet to the Southeast Corner of the said North Half of the Northwest Quarter of Government Lot 13; thence North 00°57’57” East along the East Line of the said North Half of the Northwest Quarter of Government Lot 13, a distance of 330.18 feet to Northeast Corner of the said North Half of the Northwest Quarter of Government Lot 13; thence North 89°51’53” East along the North Line of said Government Lot 13 a distance of 665.48 feet to the Northeast Corner of said Government Lot 13 (said point also being the Northwest Corner of Government Lot 14); thence South 01°02’57” West along the East line of said Government Lot 13 (said line also being the West line of said Government Lot 14), a distance of 140.82 feet; thence North 89°51’53” East, a distance of 499.53 feet to a point on a line lying 200 feet Southwesterly of and parallel to the Southwesterly right of way line of U. S. Highway No. 27; thence South 31°33’51” East along said line parallel line, a distance of 646.44 feet to a point on the North line of the South 300

feet of the North three-fourths of said Government Lot 14; thence South 89°56'30" West along said North line, a distance of 848.00 feet to a point on the West line of said Government Lot 14; thence South 01°02'57" West along said West line, a distance of 330.06 feet to a point on the South line of the North 30 feet of the South Half of the South Half of said Government Lot 14; thence North 89°56'30" East along the said South line, a distance of 1,291.23 feet to a point on the Southwesterly right of way line of U. S. Highway No. 27; thence South 31°33'51" East along said right of way line, a distance of 353.15 feet to a point on the South line of said Government Lot 14 (said line also being the South line of said Section 34); thence South 89°58'02" West along said South line, a distance of 154.51 feet to the South Quarter Corner of said Section 34; thence continue South 89°58'02" West along said line, a distance of 2,654.15 feet to the Point of Beginning, less Josephine Creek Easement right of way, recorded in Plat Book 8, Page 43, Public Records of Highlands County, Florida.

Less and Except: A portion of the South ½ of Government Lot 11 in Section 33, Township 35 South, Range 29 East, Highlands County, Florida, more particularly described as follows: Commence at the Southeast corner of the aforesaid Section 33, thence run South 89°56'22" West along the South line of said Section 33 for a distance of 198.93 feet to the Point of Beginning of the Tract of land hereinafter to be described; thence run North 00°53'39" East parallel with the East line of said Section 33 for a distance of 208.68 feet to a point; thence run North 63°45'46" West for a distance of 122.15 feet to a point on the Southeasterly right-of-way line of Josephine Creek Easement as recorded in Plat Book 8, at Page 43, of the Public Records of Highlands County, Florida, said point being on a circular curve, bearing South 63°45'46" East from the center of said curve; thence run Southwesterly along the arc of said circular curve to the right, having for its elements a radius of 394.31 feet a central angle of 20°47'15" for an arc distance of 143.06 feet to the point of tangency; thence run South 47°01'29" West still along the Southeasterly right-of-way line of said Josephine Creek Easement for a distance of 218.40 feet to a point on the South line of said Section 33; thence run North 89°56'22" East along the South line of said Section 33 for a distance of 351.00 feet to the Point of Beginning. Containing 1.24 acres more or less.

is hereby changed from "Low Density Residential" to "Medium Density Residential".

B. The Future Land Use Map of the Plan is hereby amended to reflect that the land use for the above-described Property is Medium Density Residential.

SECTION 4. IMPLEMENTING ADMINISTRATIVE ACTIONS. The County Administrator is hereby authorized and directed to take such actions as are deemed necessary and appropriate in order to implement the provisions of this Ordinance. The

County Administrator may, as deemed appropriate, necessary and convenient, delegate the powers of implementation as herein set forth to such County employees as deemed effectual and prudent.

SECTION 5. SAVINGS CLAUSE. All prior actions of Highlands County pertaining to CPA-21-585LS, as well as any and all matters relating thereto, are hereby ratified and affirmed consistent with the provisions of this Ordinance.

SECTION 6. NON-CODIFICATION AND SCRIVENER'S ERRORS. The provisions of this Ordinance shall not be codified in the Board of County Commissioners of Highlands County Code of Ordinances. Typographical errors and other matters of a similar nature that do not affect the intent of this Ordinance, as determined by the County Administrator and County Attorney, may be corrected.

SECTION 7. CONFLICTS. All Ordinances or parts of Ordinances in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 8. SEVERABILITY. If any Section or portion of a Section of this Ordinance proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other Section or part of this Ordinance.

SECTION 9. EFFECTIVE DATE. This Ordinance shall become effective immediately upon adoption; however, pursuant to Florida Statutes, Section 163.3184, the subject large-scale Future Land Use Amendment shall go into effect pursuant to DEO's notice of intent unless otherwise challenged within 30 days of adoption. In the event of a timely challenge, the subject large-scale Future Land Use Amendment shall become effective once the Florida Department of Economic Opportunity of the Administration Commission enters a final order determining the adopted amendment to be in compliance.

First Public Hearing: May 17, 2021
Second Public Hearing: July 20, 2021

Signatures on Following Page

DONE AND ADOPTED this 20th day of July, 2021.

BOARD OF COUNTY COMMISSIONERS
OF HIGHLANDS COUNTY, FLORIDA

By: _____
Scott A. Kirouac, Chairman

(SEAL)

ATTEST:

By: _____
Jerome Z. Kaszubowski, Clerk

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:	**Melony Culpepper, Planning and Zoning Manager**
SUBJECT/TITLE:	**Public hearing to consider adoption of P&Z Hearing No. 2079, modifying the existing Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels.**

STATEMENT OF ISSUE

The Applicant is requesting to modify the existing Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels.

The current R-3 FUD allows three, two-story multi-family buildings with eight units each. The Applicant would like to modify the current FUD to allow the construction of two, one-story buildings with 12 units each, reduction of rear setbacks to the golf course, elimination of the landscape buffer to the golf course, and a front setback of 5 feet for their subdivision sign. They have also stipulated that their minimum living area for each unit shall be 1,000 square feet, which is 600 square feet more than what is required by the Land Development Regulations.

The Planning and Zoning Commission recommended approval of P&Z Hearing No. 2079 as presented.

RECOMMENDED ACTION

Move to approve and adopt by Resolution, P&Z Hearing No. 2079, modifying the existing Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels, referencing the mandatory findings of fact and becoming effective as provided by law.

FISCAL IMPACT

There is no fiscal impact.

Attachments: Staff Report P&Z 2079 CCC Development Company for BCC.pdf
Application P&Z 2079 - CCC Development.pdf
Resolution P&Z 2079 - CCC Development Company.pdf

HIGHLANDS COUNTY
PLANNING DIVISION
STAFF REPORT

Type: Rezone	**BCC Hearing Date:** 7/20/2021
Case Number: P&Z 2079	**Case Name:** CCC Development Modification of R-3 FUD
Agent: Pam Karlson	**Property Owners:** CCC Development Company, LLC
Public Hearing: BCC	**Case Staff Member:** Melony Culpepper

Request: Modifying the existing Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels.

General Location: Eleven parcels totaling an approximate 4.3 acres located within the Country Club of Sebring, approximately 1.5 miles south of Hammock Road, 0.37 miles west of CR 635 and 2.4 miles north of SR 66, on the south side of Haw Branch Road; the address being 100-107, 200 and 300 Turnberry Lane, Sebring, Florida

PARCEL ID:

C-09-35-28-040-0AA0-0000
C-09-35-28-040-0010-1000
C-09-35-28-040-0010-1010
C-09-35-28-040-0010-1020
C-09-35-28-040-0010-1030
C-09-35-28-040-0010-1040
C-09-35-28-040-0010-1050
C-09-35-28-040-0010-1060
C-09-35-28-040-0010-1070
C-09-35-28-040-0020-2000
C-09-35-28-040-0030-3000

Staff Recommendation:

1. **Staff Recommendation to the Board of County Commissioners (BCC) concerning the Planning and Zoning Commission (P&Z) Recommendation:** Move to approve with conditions and adopt by Resolution, P&Z Hearing No. 2079, modifying the Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels, totaling an approximate 4.3-acres, referencing the mandatory findings of fact and becoming effective as provided by law.

   Conditions of approval for the R-3 FUD are included in the adopting resolution and are as follows:

   1. **The minimum living area shall be 1,000 square feet of living space.**

   2. **The minimum rear yard setback shall be 10 feet with an average of at least 25 feet where rear of buildings front on the existing golf course.**

3. **There shall be no landscape buffer required where subject property abuts the existing golf course.**

4. **All internal roads shall be constructed as 20-foot wide private drives using the standards for Commercial Driveways as listed in the LDRs.**

5. **The front setback for the subdivision sign shall be 5 feet.**

2. **Staff Recommendation to the P&Z:** Recommend to the Board of County Commissioners to approve with conditions and adopt by Resolution, P&Z Hearing No. 2079, modifying the Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels, totaling an approximate 4.3-acres, referencing the mandatory findings of fact and becoming effective as provided by law.

   Conditions of approval for the R-3 FUD are included in the adopting resolution and are as follows:

   1. **The minimum living area shall be 1,000 square feet of living space.**

   2. **The minimum rear yard setback shall be 10 feet with an average of at least 25 feet where rear of buildings front on the existing golf course.**

   3. **There shall be no landscape buffer required where subject property abuts the existing golf course.**

   4. **All internal roads shall be constructed as 20-foot wide private drives using the standards for Commercial Driveways as listed in the LDRs.**

   5. **The front setback for the subdivision sign shall be 5 feet.**

3. **Excerpt from the June 8, 2021, DRAFT P&Z Minutes and Recommendation to the BCC: "A. HEARING NUMBER P&Z 2079 – CCC DEVELOPMENT COMPANY, LLC – C/O PAM KARLSON** Eleven parcels totaling an approximate 4.3 acres located within the Country Club of Sebring, approximately 1.5 miles south of Hammock Road, 0.37 miles west of CR 635 and 2.4 miles north of SR 66, on the south side of Haw Branch Road; the addresses being 100-107, 200 and 300 Turnberry Lane, Sebring, Florida; and abbreviated legal as follows: An approximate 4.3-acre parcel located in Section 9, Township 35 South, Range 28 East, Highlands County, Florida.

   The Applicant is requesting to modify the existing Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD). Mr. Roberts read the request; Mrs. Culpepper, Mrs. Karlson and Mr. Jeff Kennedy presented the request. There were no letters received; no one spoke in favor of the request, one (1) person spoke with concerns including drainage, retention, landscaping, and aesthetics, and three (3) people in the audience spoke against the request. Their concerns included the visual aspects of the buildings, maintenance and upkeep, and being included in the existing HOA.

Motion by Mr. Reed and seconded by Mrs. Hunnicutt to recommend to the Board of County Commissioners (BCC) to approve with conditions and adopt by Resolution, P&Z Hearing No. 2079, modifying the Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels, totaling an approximate 4.3-acres, referencing the mandatory findings of fact and becoming effective as provided by law.

Upon roll call, all members voted yes. **Motion carried 7-0."**

Supplemental Material/Issue Analysis Report:

1. Request: The matter for consideration is for a modification to the existing R-3 FUD for 11 parcels, totaling an approximate 4.3 acres.

The Applicant is requesting to modify the FUD to allow the construction of two, one story 12 unit buildings instead of the currently approved three, two story eight unit buildings; reduction of rear setbacks to the golf course; elimination of the landscape buffer to the golf course; and a front setback of 5 feet for their subdivision sign. They have also stipulated that their minimum living area for each unit shall be 1,000 square feet, which is 600 feet more than what is required by the Land Development Regulations

The parcel is mostly cleared of native vegetation and vacant of structures. The Applicant is proposing to utilize the property for future multi-family development.

2. Existing Use Analysis:

LOCATION	EXISTING USE	LAND USE CATEGORY	ZONING
Subject Property	Vacant	High Density Residential (RH)	R-3 FUD
Adjacent Property to the North	Single-family dwellings	RH	R-3 FUD
Adjacent Property to the South	Golf Course	Agriculture (AG)	Agricultural District (AU)
Adjacent Property to the East	Villas/Single-family dwellings	RH	R-3 FUD
Adjacent Property to the West	Golf Course Clubhouse	AG	AU

3. Applicable References:

Planning…§163.3194(1)(a) - (b), F.S.; Highlands County 2030 Comprehensive Plan: Future Land Use Policy: 1.1, General Growth Management Strategy; Policies 1.2.D.4, High Density Residential (RH).

Zoning…Highlands County Land Development Regulations (LDRs): Sections 12.05.213: Multiple-Family Dwelling including Motel and Hotel District (R-3) and 12.05.291: Flexible Unit Development District (FUD).

4. Department Analysis and Comments of Petitioner's Proposal:

4.A. The Departments, Divisions, and Agencies listed below provided comments as follows:

Engineering Department: Approved with conditions. At the time of development, the Applicant shall undergo the development review process, and additional requirements may be identified at that time.

Zoning Division: The staff has no objection to this request.

Florida Department of Health: No objection.

4.B. The following Departments, Divisions, and Agencies offered no comment: Florida Department of Environmental Protection.

4.C. The following Departments, Divisions, and Agencies did not respond: City of Sebring, Florida Department of Transportation, Highlands County Emergency Management, Highlands County Emergency Medical Services, Highlands County Fire Rescue, Highlands County Natural Resources, and School Board of Highlands County.

5. Planning Division: The following analysis and findings of fact describe the physical, legal and cultural characteristics of the Applicant's property:

5.A. Natural Features Analysis:

1. **Topography: Topography:** The topographic map depicts the subject property as level with an elevation of 115 feet.
2. **Soils:** The soil underlying the site is *Tavares Sand, 0 to 5% slopes.* The available water capacity is very low, with a rapid or very rapid permeability. This soil has minimal limitations for residences without basements.
3. **Surface Waters:** The subject parcel has no surface water areas.
4. **Vegetative Cover:** The site is mostly cleared of native vegetation.

5.B. Zoning Analysis:

1. **Current Use of Land:** The current use of the land is vacant.
2. **Current Zoning Designation:** The site has a zoning designation of R-3 FUD.
3. **Proposed Zoning Designation:** The proposed zoning designation is R-3 FUD.

4. **Current Zoning Density:** The current zoning allows a maximum of 24 dwelling units. The parcel would currently carry a potential population yield of 54 persons; 24 dwelling units x 2.25 persons = 54 persons.
5. **Proposed Zoning Density:** There is no proposed change to the number of dwelling units, which would result in no change to the population yield.
6. **The Applicant's proposed development program:** The Applicant is proposing to use the site for residential purposes.

5.C. Special Designated Areas:

1. **Environmental Protection:** The Conservation Overlay Map series of the Comprehensive Plan indicates that the site contains no Selected Natural Resources. Pursuant to Natural Resource Element Policy 3.3. of the Comprehensive Plan, the Applicant **is not required** to obtain Environmental Clearance at the time of development.
2. **Historic Resources:** The Florida Master Site File (FMSF) indicates that there are no known historic resources on the property.
3. **Archaeological Resources:** The Archaeologically Sensitive Areas Map of the Conservation Overlay Map series of the Comprehensive Plan and the FMSF indicate no known archaeological resources on the site.
4. **Floodplains (FEMA designation):** The property has a flood zone designation of X, for areas located outside the Special Flood Hazard Areas, as depicted on the Flood Insurance Rate Map Community Panel Number **12055C0210C**, effective November 18, 2015.
5. **Military Airport Zones (MAZ):** The property is not located within a MAZ.
6. **Wellhead Protection Zones:** The property is not located within any of the defined protection zones as defined by Infrastructure Policy 6.6. of the Comprehensive Plan.
7. **Airport Surface Areas:** The property is not located within any of the defined surface areas as designated by Chapter 2.1 of the Highlands County Code of Ordinances.

5.D. Public Facilities and Services:

1. **Potable Water:** The property will be served by an off-site central potable water system provided by the City of Sebring.
2. **Central Wastewater:** The property will be served by an off-site central wastewater system provided by the City of Sebring.
3. **Solid Waste:** The property will be serviced by a county-approved refuse collection company.
4. **Vehicular Access and Traffic Circulation:** The site has direct access onto Haw Branch Road. The development will require internal traffic circulation for the dwelling units.
5. **Railroad Access:** There is no railroad access.
6. **Recreation:** The proposed development will utilize the existing golf course and clubhouse for recreation.
7. **Drainage:** The Applicant will be required to comply with Section 12.13.104.F. of the Highlands County LDRs and the applicable water management district regulations.

5.E. **Traffic Impacts:** Pursuant to the Comprehensive Plan: Technical Support Section, a traffic analysis **may be** required at the time of development.

5.F. **Schools:** The permitted uses within the High Density Residential Future Land Use designation will generate student impacts to the school district; school concurrency **may be** required.

5.G. **Airports:** The subject property is located approximately 9.8 miles south of the Avon Park Executive Airport and 10.7 miles west of the Sebring Regional Airport.

6. **Mandatory Findings of Fact:**

Use Consistency Finding: The proposed zoning change **is consistent** with the patterns of existing development within this area and compatible with the surrounding land uses.

Plan Consistency Finding: The proposed zoning change **is consistent** with the goals, objectives, and policies of the adopted Comprehensive Plan.

Environmental Clearance Finding: Environmental Clearance, pursuant to Natural Resources Element Policy 3.3 of the Comprehensive Plan, **is not required** for the proposed zoning change.

Historical and Archaeological Clearance: The proposed zoning change **is not required** to obtain Historical and Archaeological clearance, pursuant to FLU Policy 7.1 and NRE Policy 1.3 of the Comprehensive Plan. The Archaeologically Sensitive Areas Map of the Conservation Overlay Map series of the Comprehensive Plan and the Florida Master Site File indicate that there are no known cultural resources on the property.

Conformity Finding: If approved, all future development actions for the property shall be made to conform to applicable Comprehensive Plan policies and to LDRs in effect at the time the applicable development order becomes effective as provided by law.

The Planning Division, based on the Mandatory Findings of Fact and Consistency with the Comprehensive Plan, recommends the Board of County Commissioners to approve with conditions and adopt by Resolution, P&Z Hearing No. 2079, modifying the Multiple-Family Dwelling including Motel and Hotel with a Flexible Unit Development District (R-3 FUD) for 11 parcels, totaling an approximate 4.3-acres, referencing the mandatory findings of fact and becoming effective as provided by law.

Conditions of approval for the R-3 FUD are included in the adopting resolution and are as follows:

1. **The minimum living area shall be 1,000 square feet of living space.**

2. **The minimum rear yard setback shall be 10 feet with an average of at least 25 feet where rear of buildings front on the existing golf course.**

3. **There shall be no landscape buffer required where subject property abuts the existing golf course.**

4. **All internal roads shall be constructed as 20-foot wide private drives using the standards for Commercial Driveways as listed in the LDRs.**

5. **The front setback for the subdivision sign shall be 5 feet.**

Attachments:

Exhibit 1: Location Map
Exhibit 2: Aerial Map
Exhibit 3: Zoning Map
Exhibit 4: Future Land Use Map
Exhibit 5: Site Plan
Exhibit 6: Site Photographs

Exhibit 1:

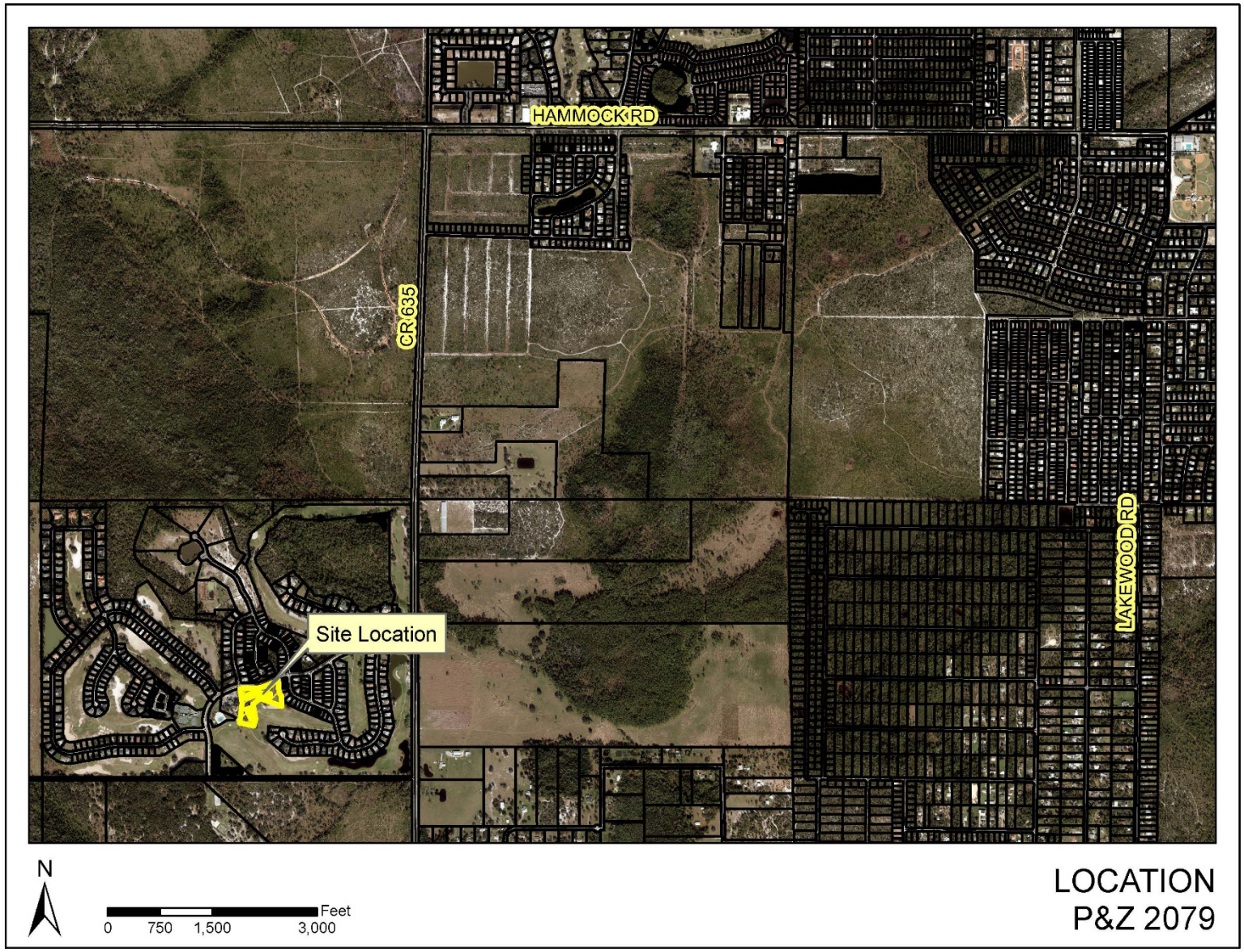
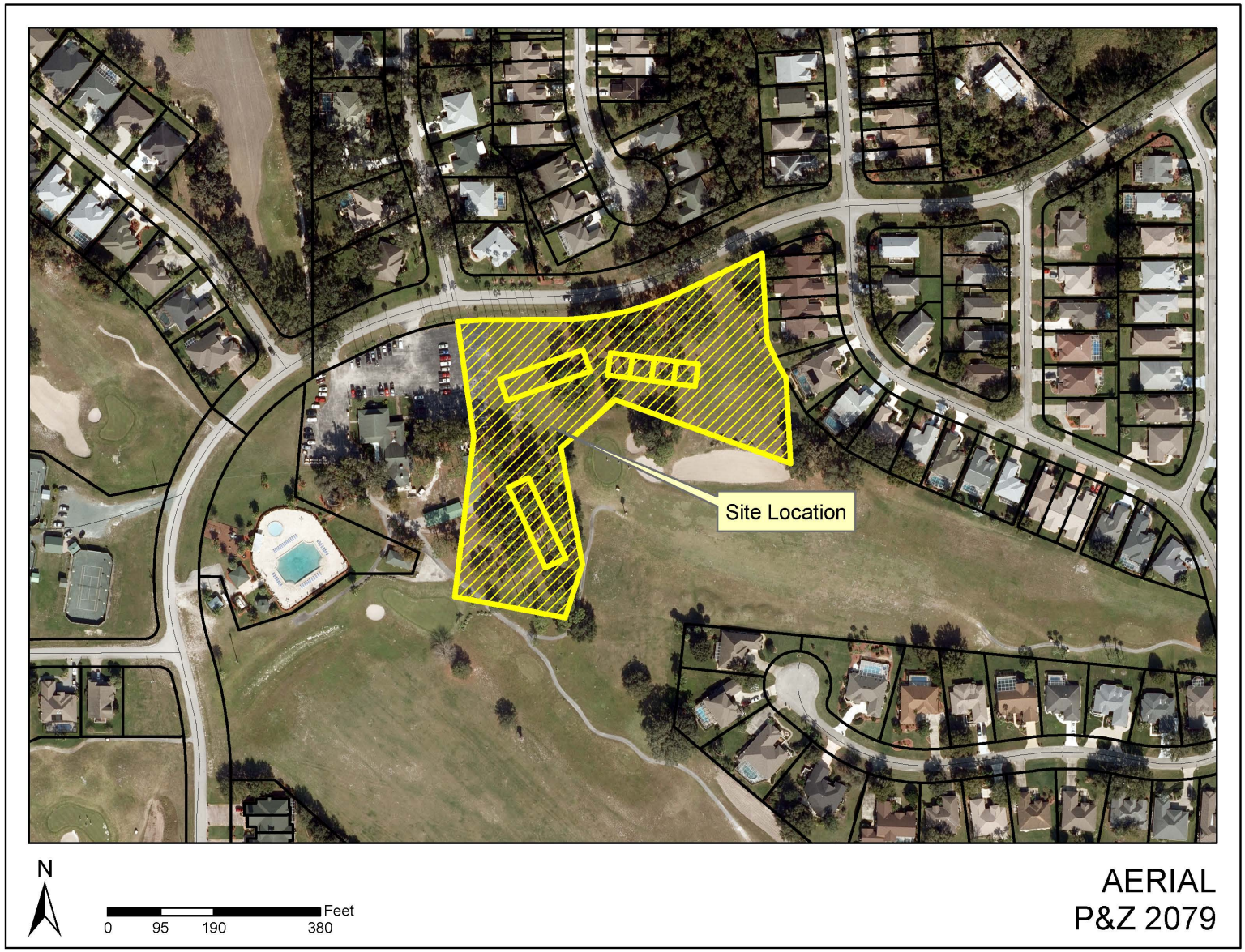

HAMMOCK RD
CR 635
LAKEWOOD RD
Site Location
N
0
750
1,500
3,000
Feet
LOCATION
P&Z 2079

Exhibit 2:



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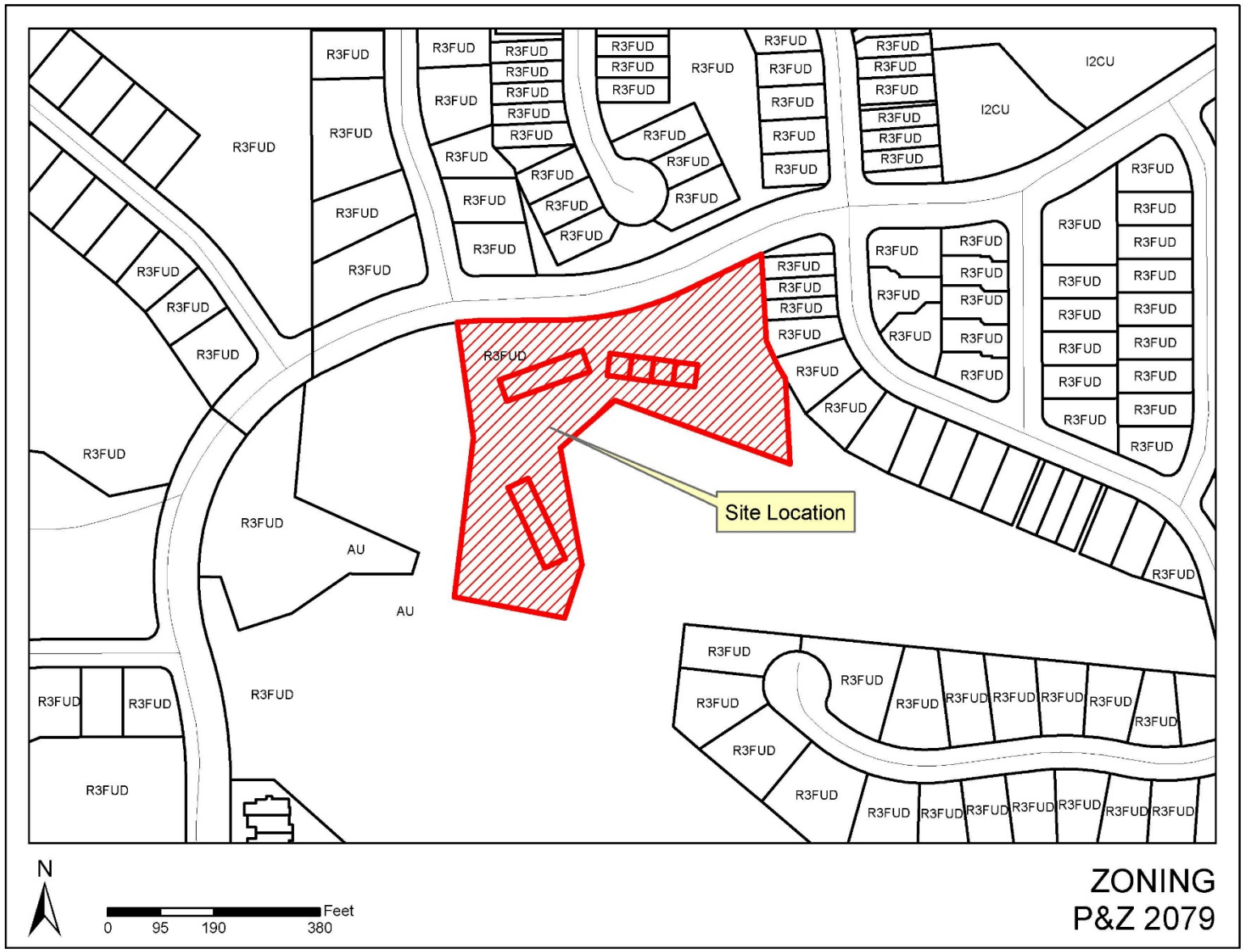

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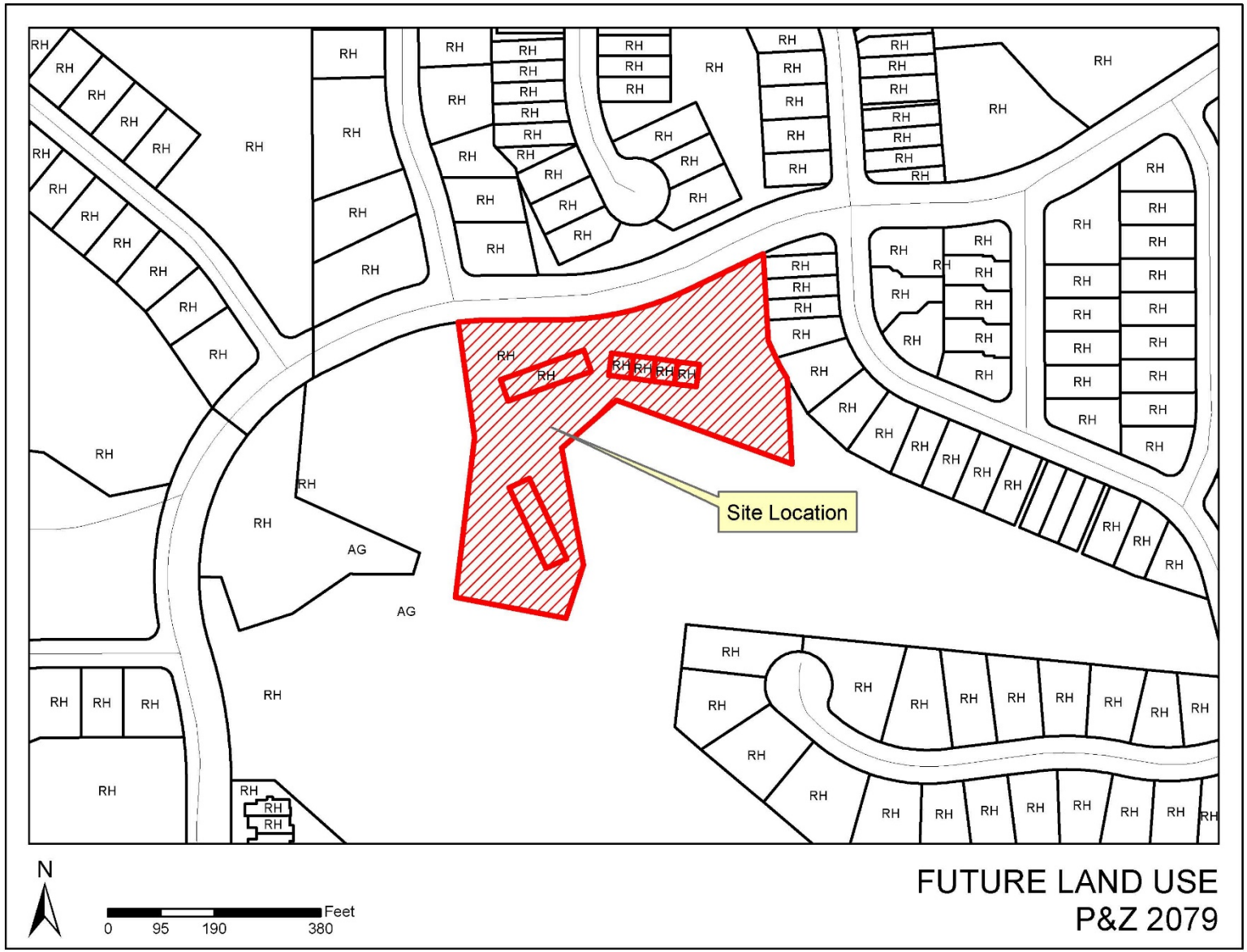

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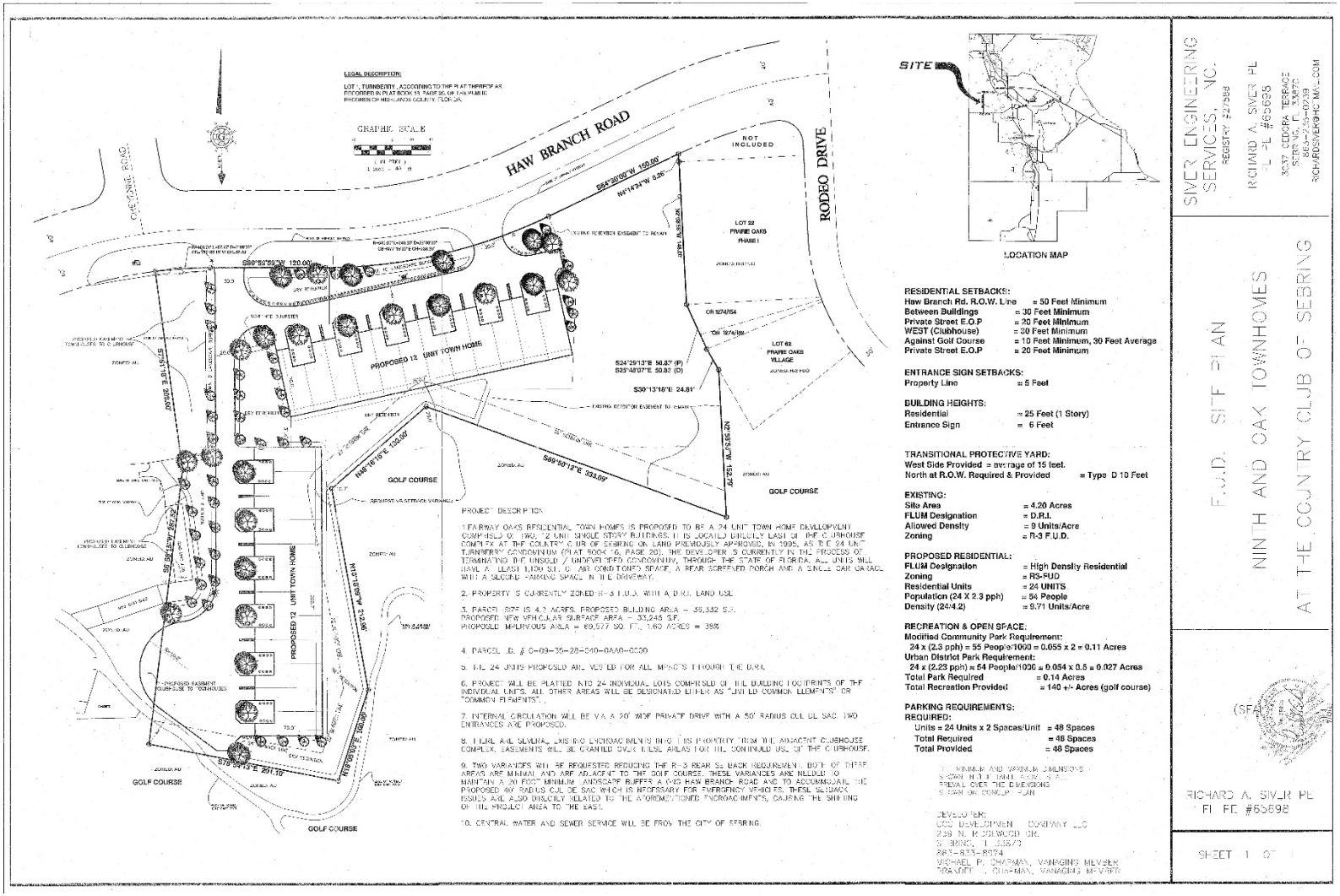

HAW BRANCH ROAD
RODEO DRIVE
CHESTNUT ROAD
NOT INCLUDED
PROPOSED 12 UNIT TOWN HOME
PROPOSED 12 UNIT TOWN HOME
GOLF COURSE
GOLF COURSE
GOLF COURSE
LOT 22 PRAIRE OAKS PHASE I
LOT 62 PRAIRE OAKS VILLAGE
S64°30'00"W 150.00'
N41°43'47"W 8.35'
S89°59'59"W 120.00'
S24°29'13"E 90.83' (P)
S25°48'07"E 50.83' (D)
S30°13'16"E 24.81'
S89°59'13"E 333.09'
N41°43'47"W 150.00'
N48°16'13"E 100.00'
S89°59'13"E 201.10'
N41°43'47"W 74.26'
S89°59'13"E 200.00'
SITE
LOCATION MAP
LEGAL DESCRIPTION:
GRAPHIC SCALE
PROJECT DESCRIPTION
RESIDENTIAL SETBACKS:
Haw Branch Rd. R.O.W. Line = 50 Feet Minimum
Between Buildings = 30 Feet Minimum
Private Street E.O.P = 20 Feet Minimum
WEST (Clubhouse) = 30 Feet Minimum
Against Golf Course = 10 Feet Minimum, 30 Feet Average
Private Street E.O.P = 20 Feet Minimum
ENTRANCE SIGN SETBACKS:
Property Line = 5 Feet
BUILDING HEIGHTS:
Residential = 25 Feet (1 Story)
Entrance Sign = 6 Feet
TRANSITIONAL PROTECTIVE YARD:
West Side Provided = average of 15 feet.
North at R.O.W. Required & Provided = Type D 10 Feet
EXISTING:
Site Area = 4.20 Acres
FLUM Designation = D.R.I.
Allowed Density = 9 Units/Acre
Zoning = R-3 F.U.D.
PROPOSED RESIDENTIAL:
FLUM Designation = High Density Residential
Zoning = RS-FUD
Residential Units = 24 UNITS
Population (24 X 2.3 pph) = 54 People
Density (24/4.2) = 9.71 Units/Acre
RECREATION & OPEN SPACE:
Modified Community Park Requirement:
24 x (2.3 pph) = 55 People/1000 = 0.055 x 2 = 0.11 Acres
Urban District Park Requirement:
24 x (2.23 pph) = 54 People/1000 = 0.054 x 0.5 = 0.027 Acres
Total Park Required = 0.14 Acres
Total Recreation Provided = 140 +/- Acres (golf course)
PARKING REQUIREMENTS:
REQUIRED:
Units = 24 Units x 2 Spaces/Unit = 48 Spaces
Total Required = 48 Spaces
Total Provided = 48 Spaces
SIVER ENGINEERING SERVICES, INC.
RICHARD A. SIVER PE
FL PE #65698
F.U.D. SITE PLAN
NINTH AND OAK TOWNHOMES
AT THE COUNTRY CLUB OF SEBRING
RICHARD A. SIVER PE
FL PE #65698
SHEET 1 OF 1

Exhibit 6:

Highlands County, Florida
Zoning Change Application

Zoning change from: R-3 F.U.D.
Zoning change to: R-3 F.U.D.

Note: *Do not leave any blank lines; if something does not apply, indicate that it is not applicable by using N/A*

****

SECTION I: STAFF USE ONLY:

P&Z Hearing Number: 2079 **Date of Application:** 4/14/2021
Amount of Fee: $1950 **Receipt No.:** 21040010 **Tax Map No.:** 28C
Hearing Dates: LP: _____ **P&Z:** 6/8/2021 **BCC:** 7/20/2021

****

This application has been reviewed for completeness and determined sufficient:

Zoning Supervisor — Date: 4/23/2021

****

SECTION II: APPLICANT & PROPERTY INFORMATION:

1. **Name of Property Owner(s):** If more than one, all owners must sign the Owner's Affidavit (attached), which must accompany the application.
   Print Name: CCC DEVELOPMENT COMPANY, LLC
   Mailing Address: 239 N. RIDGEWOOD DR., SEBRING, FL 33870
   Telephone No.: 863-633-8974 **E-Mail Address:** MIKE@CHAPMANSCONSTRUCTION.com

2. **Name of Agent:** Complete the Agent's Affidavit (attached) from property owner, which must accompany application, giving agent authority to represent this application.
   Print Name: PAM KARLSON
   Mailing Address: 301 DAL HALL BLVD., LAKE PLACID, FL 33852
   Telephone No.: 863-465-5033 **E-Mail Address:** PAM@KARLSONLAW.COM

NOTARIZED AUTHORIZATION:

N/A ☐ If the applicant is not the owner of the property, a written, notarized authorization from each owner must be provided with this application – use Form A, attached. Property owner authorization is required. If the property owner withdraws permission at any point during the review and approval process, the application is considered null and void.

N/A ☐ If an agent is submitting the application for the owner/applicant – authorization from the owner/applicant is required – use Form B, attached.

3. **Legal Description Covered by Application:** If subdivided: Lot, block, complete name of subdivision, plat book, page number, section, township and range. If metes and bounds description, complete description, including section, township and range. LOT 1, TURNBERRY, ACCORDING TO THE PLAT THEREOF AS RECORDED IN PLAT BOOK 16, PAGE 20, OF THE PUBLIC RECORDS OF HIGHLANDS COUNTY, FLORIDA

4. **Strap No.(s) of Property Covered by Application:**
   STRAP #:C-09-35-28-040-0AA0-0000 **STRAP #:**C-09-35-28-040-0010-1000
   STRAP #:C-09-35-28-040-0020-2000 **STRAP #:**C-09-35-28-040-0030-3000

5. **Street Address(es) of Property Covered by the Application:** 100 TURNBERRY LANE (#s 100-300)
   SEBRING, FL 33875

****

SECTION III: INFORMATION ABOUT EXISTING USES:

6. **Existing Zoning District**: R-3 F.U.D. **Existing Land Use Classification**: ~~D.R.I.~~ RH
Are the Zoning and Comprehensive Plan Consistent? ☑Consistent ☐Not Consistent

7. **Existing Property Information:** Size of Property (width) IRREGULAR feet, (depth) N/A feet, street frontage 567.80' feet, water frontage 0.00 feet, **Total acres** 4.2
If different from the total acreage, the upland, or developable portion is 2.82 +/- acres.

8. **Are there existing structures on the property?** ☑Yes ☐No **If Yes**, what type (CBS, Frame, Stucco, Other Multiple Units, Number of Dwellings per Building), and what are they used for? THERE ARE PARTS OF TWO GOLF CART SHEDS AND A PORTION OF CLUBHOUSE PARKING LOT LOCATED ON THE WESTERN EDGE OF THIS PARCEL. AN EASEMENT WILL BE GRANTED TO THE CLUBHOUSE PROPERTY OWNER. THERE IS ALSO A LARGE STORMWATER RETENTION POND ON EAST SIDE OF PARCEL. THERE IS CURRENTLY AN EASEMENT IN PLACE FOR THIS.
If multiple units, the number of dwellings per building/number of buildings: _____

9. **Is the property located within the Lake Placid Regional Plan (LPRP) area?** ☐Yes ☑No **If yes,** please submit a draft PD Resolution and site plan as part of the application. A separate application meeting should be arranged with the Town of Lake Placid. Please ask the Town staff (County Planning Department) for assistance.

10. **Vesting:** Is the property vested for specific property rights? ☑Yes ☐No **If Yes,** list the Vesting Action or Order Number or the method used to grant vested rights (state binding letter, legal lot of record, etc).: D.R.I. (V-91-018)

11. **Has a public hearing been held on this property within the last 12 months?** ☐Yes ☑No **If Yes,** in whose name and when? _____

12. **Information on the Adjacent Properties:**

	Existing Uses	FLUM Designations	Zoning Districts
North	ROAD & SINGLE FAM. HOMES	~~D.R.I.~~ RH	R-3 F.U.D.
South	GOLF COURSE	~~D.R.I.~~ AG	AU
East	SINGLE FAM. HOMES	~~D.R.I.~~ RH	R-3 F.U.D.
West	CLUBHOUSE FACILITY	~~D.R.I.~~ AG	AU

****

SECTION IV: INFORMATION ABOUT THE PROPOSED CHANGE:

13. **Reason for Proposed Change(s) (DO NOT INCLUDE SPECIFIC USES):** TO SUBSTANTIALLY MODIFY THE CONFIGURATION OF PREVIOUS F.U.D. PROJECT

14. **Proposed Number of Dwelling Units Desired or Number of Square Feet of Commercial Space (if applicable):** 24 DWELLING UNITS (TWO SINGLE STORY BUILDINGS, EACH WITH 12 DWELLING UNITS).

15. **Proposed Development Standards (if applicable):**

A. Proposed parcel size (if increasing area with this application) 182,952 SF/4.2 AC square feet/acre
B. Proposed Floor Area Ratio (FAR): Gross floor area of existing building 36,332 S.F. divided by Parcel size 182,952 = FAR 19.9 %

****

SECTION V: ADDITIONAL INFORMATION REQUIRED: 16 & 17 – NOT APPLICABLE FOR EXISTING DEVELOPMENT THAT IS NOT INCREASING IN SIZE; INDICATE N/A.

16. **Potable Water:** The proposed development will be served by an off-site central potable water system. ☑Yes ☐No **If Yes,** the potable water system requirements will be accommodated by the CITY OF SEBRING water system.

(See the attached model letter requesting this information from the respective servers). PLEASE ATTACH THEIR LETTER TO THIS APPLICATION. THIS APPLICATION WILL NOT BE COMPLETE WITHOUT THIS LETTER.

The Applicant must provide the following data of the water system that will be used (gallons per capita per day or gpcd):

a. The facility has the designed capacity for pumping and treating 14,789,600 gpcd.
b. The facility has a permitted capacity for 5,811,000 gpcd.
c. The facility has an average demand or committed capacity for 3,190,357 gpcd.
d. The facility has an excess capacity of 2,620,828 gpcd.
e. This proposed development will require approximately 6,000 gpcd.

Note: The required level of service (LOS) for potable water for Highlands County is:

Residence Type	Gallons per Capita per Day
RV Park	75
Mobile Home Park	100
Single Family or Multi-Family	120

If No, the proposed development will be served by an on-site potable water (well) system that will be designed to connect to a central water system when it becomes available. _____ **Applicant's Initial**

17. **Wastewater Treatment:** The proposed development will be served by an off-site central wastewater treatment system. ☑Yes ☐No

If Yes, the wastewater treatment system requirements will be accommodated by the CITY OF SEBRING system.

(See the attached model letter requesting this information from the respective servers). PLEASE ATTACH THEIR LETTER TO THIS APPLICATION. THIS APPLICATION WILL NOT BE COMPLETE WITHOUT THIS LETTER.

The Applicant must provide the following data of the wastewater treatment system that will be used:

a. The facility has the designed capacity for pumping and treating 1,500,000 gpcd.
b. The facility has a permitted capacity for 1,500,000 gpcd.
c. The facility has an average demand or committed capacity for 1,250,000 gpcd.
d. The facility has an excess capacity of 250,000 gpcd.
e. This proposed development will require approximately 6,000 gpcd.

Note: The required LOS for potable water for Highlands County is:

Residence Type	Gallons per Capita per Day
RV Park	75
Mobile Home Park	100
Single Family or Multi-Family	120

If No, the proposed development will be served by an on-site wastewater tank system that will be designed to connect to a central wastewater treatment system when it becomes available. _____ **Applicant's Initial**

18. **Surface Drainage:** I (we) certify that storm water management will comply with the requirements of Section 12.13.104.F of the Highlands County Land Development Regulations (See County Engineer) and the applicable water management district regulations: ☑Yes ☐No MPC **Applicant's Initial**

Note: The required LOS for the County is premised upon the applicable water management district standards.

SFWMD:25-year/24-hour storm event (peak discharge, 25-year/36-hour)
SWFWMD:25-year/24-hour storm event (peak discharge, 25-year/24-hour)

*Applicants must utilize the appropriate water management district standards for drainage procedures and methods to assure that post-development run-off will not exceed pre-development run-off for a minimum of 24-year/24-hour storm event, and that Best Management Practices shall be utilized to meet or exceed state water quality standards. Direct discharge into designated outstanding Florida waters requires a treatment area 1.5 times standard area.

19. **Solid Waste Disposal:** The proposed development will be served by the WASTE CONNECTIONS refuse collection company.

Note: The required LOS for the County is based upon the landfill capacity to accommodate at least 5.21 pounds/person/day.

20. **Recreation and Green Space:** The recreation and green space LOS adopted by Highlands County will be met at the time of development which will include, in part, the following facilities, if any: 140 +/- GOLF COURSE AND THE ADJACENT CLUBHOUSE FACILITY

    Note: The required LOS for the County is to provide adequate facilities to maintain a County-wide standard of 10 acres/1,000 population.

21. **Military Airport Zones (MAZ):** Is this property located in an MAZ? ☐Yes ☑No

    If Yes, please indicate the area as MAZ I, MAZ II, or MAZ III _____.

****

SECTION VI: ADDITIONAL ZONING AMENDMENT INFORMATION:

22. **Owner's Affidavit:** Owner's Affidavit(s) must be completed and submitted as part of **all** applications.

N/A 23. **Agent's Affidavit:** Agent's Affidavit(s), if applicable, must be completed and submitted as part of **all** applications.

24. **Map Properties within 500 Feet:** Submit a map which delineates the boundary of the proposed development site and its location on the map. Include each parcel of land within **500 feet** of the property being considered in the application.

25. **List of Property Owners:** List all current property owners within a 500-foot radius of the property being considered for a rezone, including names, mailing and site addresses, and STRAP numbers of their properties. **If** the property being considered for a rezone is an area currently zoned Agriculture, the list must contain a minimum of 6 different property owners adjacent to or in the vicinity of the rezoning being requested (Attach separate sheets to this application).

26. **Land Survey:** A copy of the survey, showing all dedications or easements within the property that is the subject of the application, prepared by a Florida registered land surveyor may be required and attached to the application.

27. **Proposed Flexible Unit Development (FUD) or Planned Development (PD) – Site Plan, Resolution, and Letter of Intent:** A site plan, a draft resolution, and a letter of intent are required which indicate uses, density, building locations, streets, site access, off-street parking, water courses or bodies, buffers, setbacks (dimensions), and environmentally sensitive areas. (See Section 12.05.291 of the Code of Ordinances for FUD requirements and Section 12.05.290 for PD requirements.) LETTER OF INTENT IS DEPICTED ON SITE PLAN

28. **Surrounding Property Owners:** Have you discussed this rezoning request with the surrounding property owners? ☑**Yes** ☐**No**

29. **Contract to Sell:** Is this property under contract to sell contingent on the rezoning? ☐**Yes** ☑**No**

30. **Proposed Multiple Zoning Changes:** If more than one zoning change is being requested, it is necessary to show the exact areas to be covered by the different zoning designations. The legal description, along with an illustration N/A showing the dimensions, of each different zoning designation must be included (Attach to the application if applicable).

****

END OF APPLICATION

ATTACHMENTS:

1) Owner's Affidavit(s) or Corporation Affidavit
2) Agent's Affidavit(s)
3) Notarized authorization from each owner, as applicable (Form A)
4) Notarized authorization for agent to submit petition, as applicable (Form B)
5) Public Utility Information Request Format
6) Application Due Dates
7) Fee Schedule

P&Z 2079 Parcel ID Numbers and Addresses

C-09-35-28-040-0AA0-0000 (Info. Item/Common Area)

C-09-35-28-040-0010-1000 (100 Turnberry Ln)

C-09-35-28-040-0010-1010 (101 Turnberry Ln)

C-09-35-28-040-0010-1020 (102 Turnberry Ln)

C-09-35-28-040-0010-1030 (103 Turnberry Ln)

C-09-35-28-040-0010-1040 (104 Turnberry Ln)

C-09-35-28-040-0010-1050 (105 Turnberry Ln)

C-09-35-28-040-0010-1060 (106 Turnberry Ln)

C-09-35-28-040-0010-1070 (107 Turnberry Ln)

C-09-35-28-040-0020-2000 (200 Turnberry Ln)

C-09-35-28-040-0030-3000 (300 Turnberry Ln)

RESOLUTION NO. 20-21-120

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA, PERTAINING TO THE ZONING MODIFICATION FOR THOSE PROPERTIES IDENTIFIED BY THE HIGHLANDS COUNTY PROPERTY APPRAISER THROUGH PARCEL ID#S C-09-35-28-040-0AA0-0000, C-09-35-28-040-0010-1000, C-09-35-28-040-0010-1010, C-09-35-28-040-0010-1020, C-09-35-28-040-0010-1030, C-09-35-28-040-0010-1040, C-09-35-28-040-0010-1050, C-09-35-28-040-0010-1060, C-09-35-28-040-0010-1070, C-09-35-28-040-0020-2000, C-09-35-28-040-0030-3000; PROVIDING FOR LEGISLATIVE FINDINGS AND INTENT; PROVIDING FOR APPROVAL OF ZONING MODIFICATION; PROVIDING FOR THE IMPLEMENTATION OF ADMINISTRATIVE ACTIONS; PROVIDING A SAVINGS CLAUSE; PROVIDING FOR SCRIVENER'S ERRORS; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, pursuant to Highlands County Code of Ordinances, Section 12.05.291.H, the Property Owner of those properties identified by the Highlands County Property Appraiser through Parcel ID#s C-09-35-28-040-0AA0-0000, C-09-35-28-040-0010-1000, C-09-35-28-040-0010-1010, C-09-35-28-040-0010-1020, C-09-35-28-040-0010-1030, C-09-35-28-040-0010-1040, C-09-35-28-040-0010-1050, C-09-35-28-040-0010-1060, C-09-35-28-040-0010-1070, C-09-35-28-040-0020-2000, C-09-35-28-040-0030-3000, (Properties), has requested a modification to the conditions, restrictions and limitations of the existing zoning classification on the Properties for the specific purpose of furthering residential convenience objectives; and

WHEREAS, the County has determined that the proposed modification is consistent with FLU Policy 1.1.A., which states that the Future Land Use Element shall be used as a common framework to govern land use decisions by the public sector and to guide the development activities of the private sector; and

WHEREAS, the County has determined that the proposed modification is consistent with the goals, objectives and policies of the Highlands County 2030 Comprehensive Plan (Plan); and

WHEREAS, the County has determined that Environmental Clearance, pursuant to NRE Policy 3.3 of the Plan, is not required for the proposed modification; and

WHEREAS, the County has determined that the Archaeologically Sensitive Areas Map of the Conservation Overlay Map series of the Plan and the Florida Master Site File indicate that there are no known cultural resources on the Properties and the proposed modification does not require Historical and Archaeological clearance, pursuant to FLU

Policy 7.1 of the Plan, NRE Policy 1.3 of the Plan and the Highlands County Land Development Regulations; and

WHEREAS, all future development actions for the Properties shall be made to conform to applicable Plan policies and to the County's Land Development Regulations in effect at the time of any development.

NOW, **THEREFORE BE IT RESOLVED**, by the County, after public hearing and comment that:

SECTION 1. Legislative Findings and Intent. Highlands County has complied with all requirements and procedures of Florida law in processing this Resolution. The above recitals are hereby adopted.

SECTION 2. Approval of Zoning Modification. The zoning designation for those Properties identified by the Highlands County Property Appraiser through Parcel ID#s C-09-35-28-040-0AA0-0000, C-09-35-28-040-0010-1000, C-09-35-28-040-0010-1010, C-09-35-28-040-0010-1020, C-09-35-28-040-0010-1030, C-09-35-28-040-0010-1040, C-09-35-28-040-0010-1050, C-09-35-28-040-0010-1060, C-09-35-28-040-0010-1070, C-09-35-28-040-0020-2000, C-09-35-28-040-0030-3000 and more particularly described as:

> Lot 1, Turnberry at the Country Club of Sebring, according to the Plat thereof as recorded in Plat Book 16, Page 20 of the Public Records of Highlands County, Florida.

is hereby modified as follows:

The R-3/FUD zoning on the Properties as approved on December 21, 1993, through Highlands County Resolution No. 93-58, shall be subject to the conditions, restrictions and limitations set forth in Sections 12.05.213 and 12.05.291 of the Highlands County Code of Ordinances which shall supersede the conditions set forth in Resolution No. 93-58, EXCEPT:

1. The minimum floor area shall be 1,000 square feet of living space.

2. The minimum rear yard setback shall be 10 feet with an average of at least 25 feet where rear of buildings front on the existing golf course.

3. There shall be no landscape buffer required where subject property abuts the existing golf course.

4. The front setback for the subdivision sign shall be 5 feet.

SECTION 3. Implementation of Administrative Actions. The County Administrator is hereby authorized and directed to take such action as may be deemed necessary and appropriate in order to implement the provisions of this Resolution. The County Administrator may, as deemed appropriate, necessary and convenient, delegate

the powers of implementation as herein set forth to such County employees as deemed effectual and prudent.

SECTION 4. Savings Clause. All prior actions of Highlands County pertaining to P&Z 2079, as well as any and all matters relating thereto, are hereby ratified and affirmed consistent with the provisions of this Resolution.

SECTION 5. Scrivener's Errors. Typographical errors and other matters of a similar nature that do not affect the intent of this Resolution, as determined by the County Administrator and County Attorney, may be corrected.

SECTION 6. Conflicts. All Resolutions or parts of Resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 7. Severability. If any Section or portion of a Section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other Section or part of this Resolution.

SECTION 8. Effective Date. This Resolution shall take effect immediately after adoption.

DONE AND ADOPTED, this 20th day of July 2021.

BOARD OF COUNTY COMMISSIONERS
OF HIGHLANDS COUNTY, FLORIDA

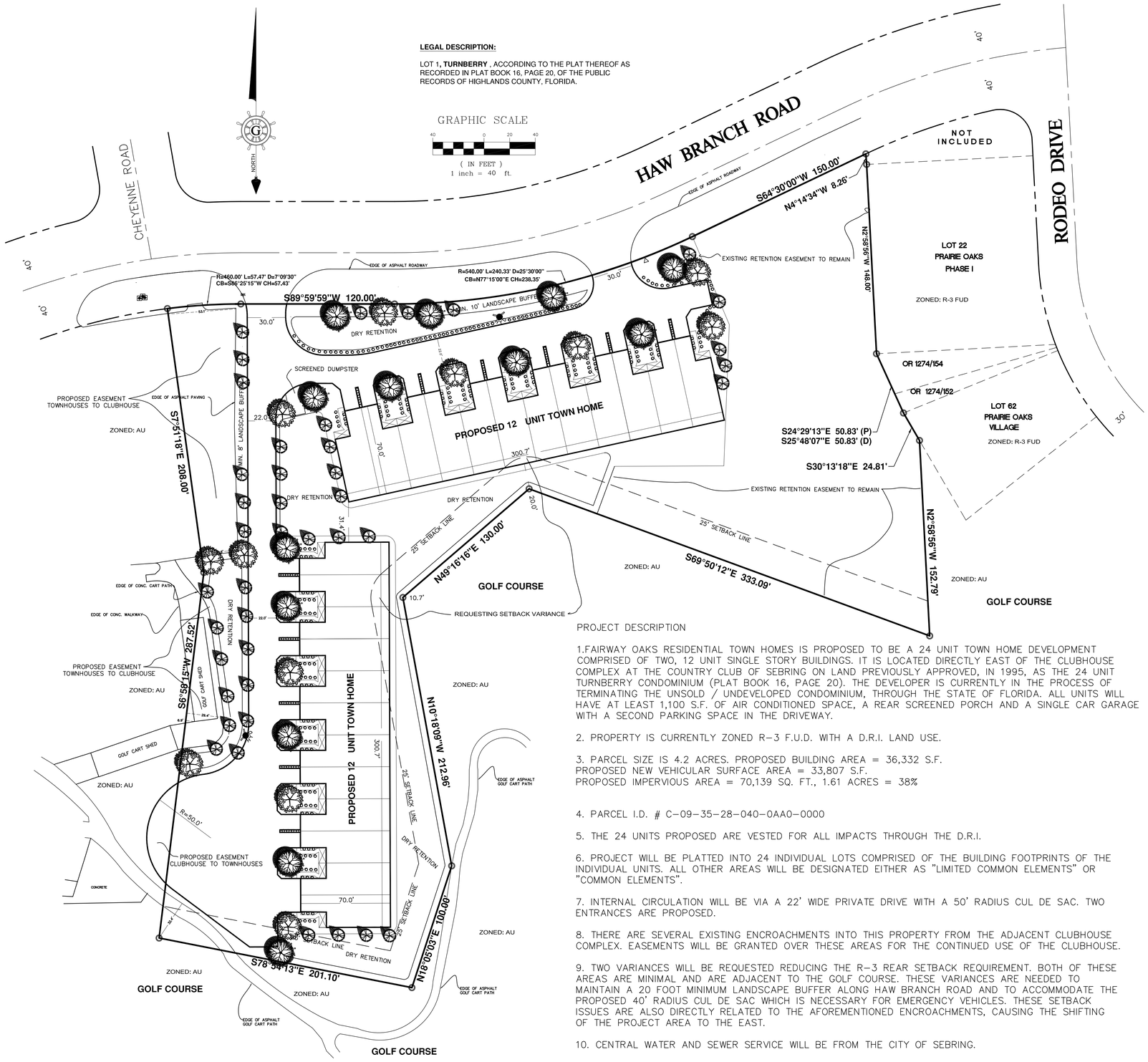
By: _____
Scott A. Kirouac, Chairman

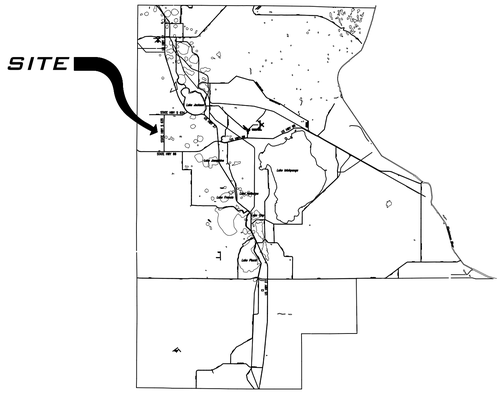
(SEAL)

ATTEST: _____
Jerome Kaszubowski, Clerk

LEGAL DESCRIPTION:

LOT 1, **TURNBERRY** , ACCORDING TO THE PLAT THEREOF AS RECORDED IN PLAT BOOK 16, PAGE 20, OF THE PUBLIC RECORDS OF HIGHLANDS COUNTY, FLORIDA.





LOCATION MAP

RESIDENTIAL SETBACKS:
Haw Branch Rd. R.O.W. Line = 50 Feet Minimum
Between Buildings = 30 Feet Minimum
Private Street E.O.P = 20 Feet Minimum
WEST (Clubhouse) = 30 Feet Minimum
Against Golf Course = 10 Feet Minimum, 30 Feet Average
Private Street E.O.P = 20 Feet Minimum

ENTRANCE SIGN SETBACKS:
Property Line = 5 Feet

BUILDING HEIGHTS:
Residential = 25 Feet (1 Story)
Entrance Sign = 6 Feet

TRANSITIONAL PROTECTIVE YARD:
West Side Provided = average of 15 feet.
North at R.O.W. Required & Provided = Type D 10 Feet

EXISTING:
Site Area = 4.20 Acres
FLUM Designation = D.R.I.
Allowed Density = 9 Units/Acre
Zoning = R-3 F.U.D.

PROPOSED RESIDENTIAL:
FLUM Designation = High Density Residential
Zoning = R3-FUD
Residential Units = 24 UNITS
Population (24 X 2.3 pph) = 54 People
Density (24/4.2) = 9.71 Units/Acre

RECREATION & OPEN SPACE:
Modified Community Park Requirement:
24 x (2.3 pph) = 55 People/1000 = 0.055 x 2 = 0.11 Acres
Urban District Park Requirement:
24 x (2.23 pph) = 54 People/1000 = 0.054 x 0.5 = 0.027 Acres
Total Park Required = 0.14 Acres
Total Recreation Provided = 140 +/- Acres (golf course)

PARKING REQUIREMENTS:
REQUIRED:
Units = 24 Units x 2 Spaces/Unit = 48 Spaces
Total Required = 48 Spaces
Total Provided = 48 Spaces

THE MINIMUM AND MAXIMUM DIMENSIONS SHOWN IN THE TABLE ABOVE SHALL PREVAIL OVER THE DIMENSIONS SHOWN ON CONCEPT PLAN

PROJECT DESCRIPTION

1.FAIRWAY OAKS RESIDENTIAL TOWN HOMES IS PROPOSED TO BE A 24 UNIT TOWN HOME DEVELOPMENT COMPRISED OF TWO, 12 UNIT SINGLE STORY BUILDINGS. IT IS LOCATED DIRECTLY EAST OF THE CLUBHOUSE COMPLEX AT THE COUNTRY CLUB OF SEBRING ON LAND PREVIOUSLY APPROVED, IN 1995, AS THE 24 UNIT TURNBERRY CONDOMINIUM (PLAT BOOK 16, PAGE 20). THE DEVELOPER IS CURRENTLY IN THE PROCESS OF TERMINATING THE UNSOLD / UNDEVELOPED CONDOMINIUM, THROUGH THE STATE OF FLORIDA. ALL UNITS WILL HAVE AT LEAST 1,100 S.F. OF AIR CONDITIONED SPACE, A REAR SCREENED PORCH AND A SINGLE CAR GARAGE WITH A SECOND PARKING SPACE IN THE DRIVEWAY.

2. PROPERTY IS CURRENTLY ZONED R-3 F.U.D. WITH A D.R.I. LAND USE.

3. PARCEL SIZE IS 4.2 ACRES. PROPOSED BUILDING AREA = 36,332 S.F.
PROPOSED NEW VEHICULAR SURFACE AREA = 33,807 S.F.
PROPOSED IMPERVIOUS AREA = 70,139 SQ. FT., 1.61 ACRES = 38%

4. PARCEL I.D. # C-09-35-28-040-0AA0-0000

5. THE 24 UNITS PROPOSED ARE VESTED FOR ALL IMPACTS THROUGH THE D.R.I.

6. PROJECT WILL BE PLATTED INTO 24 INDIVIDUAL LOTS COMPRISED OF THE BUILDING FOOTPRINTS OF THE INDIVIDUAL UNITS. ALL OTHER AREAS WILL BE DESIGNATED EITHER AS "LIMITED COMMON ELEMENTS" OR "COMMON ELEMENTS".

7. INTERNAL CIRCULATION WILL BE VIA A 22' WIDE PRIVATE DRIVE WITH A 50' RADIUS CUL DE SAC. TWO ENTRANCES ARE PROPOSED.

8. THERE ARE SEVERAL EXISTING ENCROACHMENTS INTO THIS PROPERTY FROM THE ADJACENT CLUBHOUSE COMPLEX. EASEMENTS WILL BE GRANTED OVER THESE AREAS FOR THE CONTINUED USE OF THE CLUBHOUSE.

9. TWO VARIANCES WILL BE REQUESTED REDUCING THE R-3 REAR SETBACK REQUIREMENT. BOTH OF THESE AREAS ARE MINIMAL AND ARE ADJACENT TO THE GOLF COURSE. THESE VARIANCES ARE NEEDED TO MAINTAIN A 20 FOOT MINIMUM LANDSCAPE BUFFER ALONG HAW BRANCH ROAD AND TO ACCOMMODATE THE PROPOSED 40' RADIUS CUL DE SAC WHICH IS NECESSARY FOR EMERGENCY VEHICLES. THESE SETBACK ISSUES ARE ALSO DIRECTLY RELATED TO THE AFOREMENTIONED ENCROACHMENTS, CAUSING THE SHIFTING OF THE PROJECT AREA TO THE EAST.

10. CENTRAL WATER AND SEWER SERVICE WILL BE FROM THE CITY OF SEBRING.

DEVELOPER:
CCC DEVELOPMENT COMPANY LLC
239 N. RIDGEWOOD DR.
SEBRING, FL 33870
863-633-8974
MICHAEL P. CHAPMAN, MANAGING MEMBER
BRANDEE L. CHAPMAN, MANAGING MEMBER

SIVER ENGINEERING SERVICES, INC.
REGISTRY #27588
RICHARD A. SIVER PE
FL PE #65698
3037 CEDORA TERRACE
SEBRING, FL 33870
863-235-0239
RICHARDSIVER@HOTMAIL.COM

SITE PLAN

F.U.D. SITE PLAN

NINTH AND OAK TOWNHOMES

AT THE COUNTRY CLUB OF SEBRING

(SEAL)

RICHARD A. SIVER PE
FL PE #65698

SHEET 1 OF 1
REVISED 7-8-2021

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sherry G Sutphen - County Attorney**

SUBJECT/TITLE: **Interlocal agreement between Highlands County, Florida, and The Town of Lake Placid, Florida for Removal of Emergency Disaster Debris**

STATEMENT OF ISSUE

The County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events. The County and the Town acknowledge the public benefit in utilizing County contractors within the incorporated limits of the Town during such emergency events and situations and the County and the Town have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

RECOMMENDED ACTION

Move to approve the Interlocal agreement between Highlands County, Florida, and The Town of Lake Placid, Florida for Removal of Emergency Disaster Debris

FISCAL IMPACT

No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.

Attachments: Interlocal for Emergency Debris Removal LAKE PLACID.Final.061821.pdf

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY, FLORIDA
AND THE TOWN OF LAKE PLACID, FLORIDA
FOR REMOVAL OF EMERGENCY DISASTER DEBRIS

This Interlocal Agreement is made and entered into by and between Highlands County, Florida, a political subdivision of the State of Florida, by and through its Board of County Commissioners ("County"), and the Town of Lake Placid, a municipal corporation organized and existing under the laws of the State of Florida ("Town").

WITNESSETH:

WHEREAS, from time to time, the County and the Town experience unforeseen, emergency disaster events which require the removal of debris from public streets and rights of way; and

WHEREAS, the County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events; and

WHEREAS, the County and the Town acknowledge the public benefit in utilizing County contractors within the incorporated limits of the Town during such emergency events and situations; and

WHEREAS, the County and the Town have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

NOW THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the parties hereto agree as follows:

1. Recitals.
   The above recitals are true and correct and incorporated herein.

2. Town Obligations.
   A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the Town hereby appoints the County to act as its agent for the purpose of collecting emergency disaster debris from streets and rights-of-way, or portions thereof, which are situated and located within the incorporated limits and/or jurisdiction of the Town. If the Town desires that debris be removed from LESS THAN ALL of the streets and rights of way, or portions thereof, situated and located within the incorporated limits and/or jurisdiction of the Town, the Town shall also provide the County with a detailed map showing exactly where emergency debris removal is to

occur in the Town, for the applicable period, so that the County may instruct its contractor(s) accordingly.

B. The Town understands that there are emergency debris removal requirements and agrees to notify and educate its residents located within the debris removal area of the incorporated limits of the Town, as designated by the Town, which may from time to time be imposed by a County contractor or a State or Federal Agency related to emergency debris removal. The County shall provide the Town with an Internet link of information to inform and educate the Town's residents of the proper manner on preparation and placement of debris for pickup.

C. The Town agrees that payment(s) to be made as set forth in Paragraph 4 of this Agreement will be made in accordance with the Florida Prompt Payment Act, Florida Statutes, Chapter 218, Part VII.

3. County Obligations.

A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the County hereby agrees to act as the agent for the Town and provide emergency disaster debris removal services using the County's contractor(s), and monitoring consultant(s), pursuant to the following:

i. Such services will be provided along ALL streets and rights-of-way, or portions thereof, situated and located within the incorporated areas and/or jurisdiction of the Town OR along those streets and rights-of-way located in the specific geographical area or legal description of the incorporated limits of the Town as provided by the Town to the County. **Except for emergency clearing of roadways and other immediate safety concerns, the Town will not conduct emergency debris removal activities in the areas of the Town where it has requested the County perform the service. In the event, the Town conducts any debris removal activities or emergency clearing of roadways, the County will be under no obligation to seek reimbursement from Federal and/or State Agencies for the same.**

ii. The County agrees to pay to have the debris removed, hauled and monitored by the County's contractors, in the incorporated areas of the Town as designated by the Town, pending Federal and/or State reimbursement.

iii. Federal and State Agencies generally will not reimburse debris removal activities from private property and will only reimburse removal of eligible debris as determined by the Agency. It is understood and agreed that the County will instruct its contractors

not to remove or dispose debris from private property in the incorporated limits and/or jurisdiction of the Town

vi. The County, at its sole cost and expense, agrees to submit, to the Federal and/or State Agencies, all required applications for reimbursement for the emergency debris picked up by County contractors pursuant to this Agreement within the incorporated limits and/or jurisdiction of the Town. If the Town has other expenses for debris removal which were expended outside this Agreement, the Town shall submit those expenses separately to appropriate Federal and/or State Agencies. The Town agrees to provide to appropriate Federal and/or State Agencies with documentation to support such expenses and to show that such expenses do not duplicate the expenses submitted by the County.

B. In the event that Federal or State Agencies determine that the County cannot perform the services for the Town as set forth herein, the parties hereby agree
that the County shall have no obligations to provide emergency debris removal services to the Town in accordance herewith.

4. Invoicing and Payment.

Upon completion of the requested emergency debris removal services and after the County has been fully reimbursed with final resolution from all Federal and/or State Agencies, the County will send an invoice to the Town for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the Town. Upon receipt of the invoice and pursuant to the Florida Local Government Prompt Payment Act, the Town will pay the County for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the Town. It is understood that Federal and/or State reimbursement and auditing activities may take several years after the emergency event and debris removal before a final resolution occurs; however, the Town agrees to nonetheless be responsible for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the Town.

5. Term and Termination.

This Agreement shall take effect immediately upon execution ("effective date") and shall remain in effect until terminated. Either party may terminate this Agreement upon written notice to the other party delivered before the end of December each calendar year. If no termination notice is given, this Agreement shall continue until terminated.

6. Indemnification.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the TOWN agrees to be liable for any and all damages, losses, and expenses incurred by the COUNTY, caused by the acts and/or omissions of the TOWN arising out of or in any way connected with this Agreement or any future modifications

hereof. For acts or omissions caused by the TOWN, the TOWN shall defend and hold the COUNTY harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the COUNTY agrees to be liable for any and all damages, losses, and expenses incurred by the TOWN, caused by the acts and/or omissions of the COUNTY arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the COUNTY, the COUNTY shall defend and hold the TOWN harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. These provisions are in no way intended as a waiver of the parties' rights to sovereign immunity.

7. Sovereign Immunity.

The County and the Town expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the County or Town for damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the County or the Town which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

8. Entire Agreement.

This Agreement and any amendments hereto constitute the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

9. Notice.

The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the County and to the Town. All notices required and/or made pursuant to this Agreement to be given to the County and the Town shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY: Highlands County
Attention: County Administrator
600 N. Commerce
Sebring, Florida

TOWN: Town of Lake Placid
Attention: Town Administrator
1069 US 27
Lake Placid, Florida 33852

10. Governing Law and Venue.

The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

11. Waiver.

Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

12. Amendment.

The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

13. Severability.

All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable.

14. Joint Negotiations.

This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

15. Recording.

The County shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the Town.

Signatures on Following Page

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

HIGHLANDS COUNTY, a political subdivision of the State of Florida

_____
Scott Kirouac, Chairman

ATTEST:

_____
Jerome Kaszubowski, Clerk

TOWN OF LAKE PLACID

_____
John Holbrook, Mayor

ATTEST:

_____
Eva Cooper Hapeman, Town Clerk

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sherry G. Sutphen, County Attorney**

SUBJECT/TITLE: **Interlocal Agreement between Highlands County, Florida and the Sun 'n Lake of Sebring Improvement District for Removal of Emergency Disaster Debris**

STATEMENT OF ISSUE

The County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events. The County and the District acknowledge the public benefit in utilizing County contractors within the incorporated limits of the District during such emergency events and situations and the County and the District have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

RECOMMENDED ACTION

Move to approve the Interlocal Agreement between Highlands County, Florida and the Sun 'n Lake of Sebring Improvement District for Removal of Emergency Disaster Debris

FISCAL IMPACT

No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events

Attachments: Interlocal for Emergency Debris Removal.Sun n Lake.SGS.pdf

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY, FLORIDA
AND THE SUN 'N LAKE OF SEBRING IMPROVEMENT DISTRICT
FOR REMOVAL OF EMERGENCY DISASTER DEBRIS

This Interlocal Agreement is made and entered into by and between Highlands County, Florida, a political subdivision of the State of Florida, by and through its Board of County Commissioners ("County"), and the Sun 'n Lake of Sebring Improvement District, an independent special district organized and existing under the laws of the State of Florida ("District").

WITNESSETH:

WHEREAS, from time to time, the County and the District experience unforeseen, emergency disaster events which require the removal of debris from public streets and rights of way; and

WHEREAS, the County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events; and

WHEREAS, the County and the District acknowledge the public benefit in utilizing County contractors within the incorporated limits of the District during such emergency events and situations; and

WHEREAS, the County and the District have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

NOW THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the parties hereto agree as follows:

1. Recitals.
   The above recitals are true and correct and incorporated herein.

2. District Obligations.
   A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the District hereby appoints the County to act as its agent for the purpose of collecting emergency disaster debris from streets and rights-of-way, or portions thereof, which are situated and located within the incorporated limits and/or jurisdiction of the District. If the District desires that debris be removed from LESS THAN ALL of the streets and rights of way, or portions thereof, situated and located within the incorporated limits and/or jurisdiction of the District, the District shall also provide the County with a detailed map showing exactly where emergency debris removal is to

occur in the District, for the applicable period, so that the County may instruct its contractor(s) accordingly.

B. The District understands that there are emergency debris removal requirements and agrees to notify and educate its residents located within the debris removal area of the limits of the District, as designated by the District which may from time to time be imposed by a County contractor or a State or Federal Agency related to emergency debris removal. The County shall provide the District with an Internet link of information to inform and educate the District's residents of the proper manner on preparation and placement of debris for pickup.

C. The District agrees that payment(s) to be made as set forth in Paragraph 4 of this Agreement will be made in accordance with the Florida Prompt Payment Act, Florida Statutes, Chapter 218, Part VII.

3. County Obligations.

A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the County hereby agrees to act as the agent for the District and provide emergency disaster debris removal services using the County's contractor(s), and monitoring consultant(s), pursuant to the following:

i. Such services will be provided along ALL streets and rights-of-way, or portions thereof, situated and located within the areas and/or jurisdiction of the District OR along those streets and rights-of-way located in the specific geographical area or legal description of the limits of the District as provided by the District to the County. **Except for emergency clearing of roadways and other immediate safety concerns, the District will not conduct emergency debris removal activities in the areas of the District where it has requested the County perform the service. In the event, the District conducts any debris removal activities or emergency clearing of roadways, the County will be under no obligation to seek reimbursement from Federal and/or State Agencies for the same.**

ii. The County agrees to pay to have the debris removed, hauled and monitored by the County's contractors, in the areas of the District as designated by the District, pending Federal and/or State reimbursement.

iii. Federal and State Agencies generally will not reimburse debris removal activities from private property and will only reimburse removal of eligible debris as determined by the Agency. It is understood and agreed that the County will instruct its contractors

not to remove or dispose debris from private property in the limits and/or jurisdiction of the District.

vi. The County, at its sole cost and expense, agrees to submit, to the Federal and/or State Agencies, all required applications for reimbursement for the emergency debris picked up by County contractors pursuant to this Agreement within the limits and/or jurisdiction of the District. If the District has other expenses for debris removal which were expended outside this Agreement, the District shall submit those expenses separately to appropriate Federal and/or State Agencies. The District agrees to provide to appropriate Federal and/or State Agencies with documentation to support such expenses and to show that such expenses do not duplicate the expenses submitted by the County.

B. In the event that Federal or State Agencies determine that the County cannot perform the services for the District as set forth herein, the parties hereby agree that the County shall have no obligations to provide emergency debris removal services to the District in accordance herewith.

. Invoicing and Payment.

Upon completion of the requested emergency debris removal services and after the County has been fully reimbursed with final resolution from all Federal and/or State Agencies, the County will send an invoice to the District for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the District. Upon receipt of the invoice and pursuant to the Florida Local Government Prompt Payment Act, the District will pay the County for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the District. It is understood that Federal and/or State reimbursement and auditing activities may take several years after the emergency event and debris removal before a final resolution occurs; however, the District agrees to nonetheless be responsible for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the District.

5. Term and Termination.

This Agreement shall take effect immediately upon execution ("effective date") and shall remain in effect until terminated. Either party may terminate this Agreement upon written notice to the other party delivered before the end of December each calendar year. If no termination notice is given, this Agreement shall continue until terminated.

6. Indemnification.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the District agrees to be liable for any and all damages, losses, and expenses incurred by the County, caused by the acts and/or omissions of the District arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the District, the District shall defend and hold

the County harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the County agrees to be liable for any and all damages, losses, and expenses incurred by the District, caused by the acts and/or omissions of the County arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the County, the County shall defend and hold the District harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. These provisions are in no way intended as a waiver of the parties' rights to sovereign immunity.

7. Sovereign Immunity.

The County and the District expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the County or District or damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the County or the District which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

8. Entire Agreement.

This Agreement and any amendments hereto constitute the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

9. Notice.

The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the County and to the District. All notices required and/or made pursuant to this Agreement to be given to the County and the District shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY: Highlands County
Attention: County Administrator
600 N. Commerce
Sebring, Florida

DISTRICT: Sun ‘n Lake Sebring Improvement District
Attention: District Manager
5306 Sun ‘n Lake Boulevard
Sebring, FL 33872

10. Governing Law and Venue.

The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

11. Waiver.

Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

12. Amendment.

The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

13. Severability.

All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable.

14. Joint Negotiations.

This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

15. Recording.

The County shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the District.

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

HIGHLANDS COUNTY, a political subdivision of the State of Florida
By: Its Board of County Commissioners

_____
Scott Kirouac, Chairman

Dated: _____

ATTEST:

_____
Jerome Kaszubowski, Clerk

SUN 'N LAKE SEBRING IMPROVEMENT DISTRICT

By: _____
Mike Gilpin, President

Dated: _____

ATTEST:

_____
Dan Stegall, Interim General Manager

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: 07/20/2021

PRESENTER: **Liz Barber, Legislative Affairs & Grants Coordinator**

SUBJECT/TITLE: **American Rescue Plan Status Update**

STATEMENT OF ISSUE

Highlands County has recently been awarded a total of $20,632,184 through federal funding through the American Rescue Plan Act (ARPA). These funds are designed to assist in making the County "whole" by providing COVID relief and allowing the County to invest in certain types of infrastructure.

The ARPA funds differ greatly from the CARES grant funds, in that CARES funds needed to be spent extremely quickly and could not be used to shore up shortfalls in the county budget. On the contrary, the ARPA grant allows us a number of years to maximize the funds using a strategic and calculated spending plan. ARPA funds must be encumbered by December 31, 2024, and projects completed by December 31, 2026.

The funds are to be arrive directly from the US Treasury in 2 equal payments, with the first payment of $10,316,092 having arrived on May 20, 2021. The second payment of the same amount is scheduled to arrive no earlier than 1 year after the first payment was received.

In addition, there are a number of restrictions on how the funds can be used, so must move with caution to ensure the funds are responsibly spent to prevent clawbacks or audit findings.

Today's presentation will review the current spending requests from the Constitutional Officers, as well as each department in the County, and the strategic spending plan is currently a work in progress.

RECOMMENDED ACTION

No action requested at this time.

FISCAL IMPACT

None at this time.

Attachments: ARPA Spending Plan_07_20_21.pdf

Highlands County American Rescue Plan Act (ARPA) Spending Plan

Initial 50% Allocation $10,316,092
Second 50% Allocation to received May of 2022 $10,316,092
Total Allocation $20,632,184

Proposed Spending Plan			
Type of Expense	Phase 1 Spending	Phase 2 Spending	Total
Revenue Recovery	**$ 2,762,325**	**$ -**	**$ 2,762,325**
Estimate of Lost Revenue	$2,762,325		$ 2,762,325
Constitutional Officer Expenses	**$ 4,545,590**	**$ 2,500,000**	**$ 7,045,590**
Clerk	$ 2,500,000	$ 2,500,000	$ 5,000,000
Sheriff	$ 2,000,000		$ 2,000,000
Property Appraiser			$ -
Supervisor of Elections	$ 45,590		$ 45,590
Tax Collector			$ -
Respond to Public Health Emergency	**$ 5,870,648**	**$ 4,150,000**	**$ 10,020,648**
Engineering: Hurricane Shelter/Civic Center	$ 2,500,000	$ 2,500,000	$ 5,000,000
Health Department Drive-Thru Expansion	$ 62,648	$ -	$ 62,648
Deveopment Services: Development Software	$ 150,000	$ -	$ 150,000
Development Services: Annex Remodel	$ 62,500	$ 62,500	$ 125,000
Community Development: Teleworking Support & Equipment	$ 5,000		$ 5,000
Community Development: Mental Health Tele-Health	$ 25,000		$ 25,000
Community Development: Healthy Families COVID Assistance	$ 25,000		$ 25,000
Community Development: CAC Caseload Increase	$ 42,500		$ 42,500
Community Development: Library Outreach/Upgrades	$ 87,500	$ 87,500	$ 175,000
Community Development: Human Services	$ 4,000		$ 4,000
Community Development: Veterans Services	$ 6,500		$ 6,500
Public Safety: Avon Park EMS Station Replacement	$ 1,500,000	$ 1,500,000	$ 3,000,000
Public Safety: EOC Expasion & Upgrade	$ 1,400,000		$ 1,400,000
Small Business Relief Program			$ -
Water/Sewer or Broadband Infrastructure	**$ 5,125,000**	**$ 6,625,000**	**$ 11,750,000**
Septic to Sewer for EOC	$ 1,000,000	$ 1,000,000	$ 2,000,000
Wastewater Infrastructure Enhancements	$ 2,000,000	$ 2,000,000	$ 4,000,000
(estimate) Spring Lake Broadband Request	$ 625,000	$ 625,000	$ 1,250,000
County's Broadband Request	$ 1,500,000	$ 3,000,000	$ 4,500,000
Total	**$ 18,303,563**	**$ 13,275,000**	**$ 31,578,563**
Difference	$ (7,987,471)	$ (2,958,908)	$ (10,946,379)

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:	**Randy Vosburg, County Administrator** **Sherry Sutphen, County Attorney** **Clinton Howerton, Jr., P.E., County Engineer**
SUBJECT/TITLE:	**Request to hear the appeal of "habitual violator" status of Waste Connections pursuant to Section 13.4 of the Solid Waste Franchise Agreement between Waste Connections and Highlands County.**

STATEMENT OF ISSUE

On May 7, 2021, the County Administrator issued a letter to Waste Connections declaring the company to be a "habitual violator" of the current Franchise Contract for Solid Waste and Recyclable Materials Collection and Construction, Operation, and Transfer of a Recyclables Transfer Facility Contract. Waste Connections of Florida, Inc. has requested to appeal the declaration and the HCBCC has agreed to the request.

RECOMMENDED ACTION

Move to uphold the determination by the County Administrator declaring Waste Connections Inc. of Florida as a habitual offender per section 13.4 of the contract.

FISCAL IMPACT

No Fiscal Impact.

Attachments: Waste Connections 13.4 Letter Dated 05-07-2021.pdf
Final-Highlands Habitual Violator Appeal Letter 5.10.21.pdf
051321LTR to Smith re Waste Connections Habitual Violator Appeal.051321.SGS.pdf

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS
COUNTY ADMINISTRATOR
600 S. Commerce Ave., Sebring, Florida 33870
Office (863) 402-6517 www.highlandsfl.gov

May 7, 2021

Waste Connections of Florida, Inc.
3 Waterway Square Place
Suite 110
The Woodlands, TX 77380

Waste Connections of Florida, Inc.
C/O Corporation Service Company
1201 Hayes Street
Tallahassee, FL 32301

Dear Sir or Madam:

Upon review of documentation provided to me recently by the Highlands County Engineering Department, I have determined that Waste Connections of Florida, Inc., has frequently, regularly and repetitively materially defaulted in its performance of various terms and conditions of its Franchise Agreement with Highlands County.

As such, pursuant to Section 13.4, Habitual Violations, of the Franchise Agreement, I am hereby declaring Waste Connections of Florida, Inc., to be a habitual violator whose defaults collectively and cumulatively shall constitute a condition of irredeemable default. PLEASE GOVERN YOURSELF ACCORDINGLY.

Sincerely,

Randy Vosburg
Highlands County Administrator

cc: Grant Smith, Esq. via email

Grant J. Smith
Attorney-at-Law

Grant J. Smith, Esq.
gsmith@strategysmith.com
Direct Dial – 954.328.9064

May 11, 2021

VIA E-MAIL
Randal Vosburg, County Administrator
Highlands County, Florida
600 South Commerce Avenue
Sebring, FL 33870

Re: Appeal of County Administrator Declaration

Dear Mr. Vosburg:

As you know, I represent Waste Connections of Florida, Inc., ("Waste Connections" or the "Company"). Waste Connections provides waste hauling and recycling processing to Highlands County (the "County") under the Franchise Contract for Solid Waste and Recyclable Materials Collection and Construction, Operation, and Transfer of a Recyclables Transfer Facility and an Operations Facility ("Contract") entered into between Waste Connections and the County on June 15, 2016. Waste Connections is proud to have serviced the County for the past 11 years.

On Friday, May 7, 2021, the Company received a notice from you that you were declaring it to be a "Habitual Violator" under Section 13.4 of the Contract. Waste Connections strongly disagrees with your characterization and declaration and by way of this communication, officially appeals your declaration, in accordance with the written appeal process outlined in Section 13.4 of the Contract. There is simply no history of default on which you can base your decision. The County has never served the Company with any notices of default as required under Sections 12 and 13.2(g) of the Contract. The Company very much wants to appear before the Board of County Commissioners to have the substance of this appeal heard but must be afforded the opportunity to have knowledge of the specific items that need to be addressed.

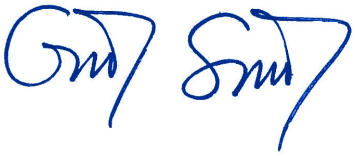
In order to declare the Company as a "habitual violator" as required by Section 13.4, the County Administrator must make a finding that the Company has, "… frequently, regularly or repetitively materially defaulted in the performance any of the terms and conditions required by this Contract…" The predicate act of having a noticed default has not been met, and a declaration under Section 13.4 is unwarranted, and as a consequence, the determination by you is not a "reasonable determination" as required by Section 13.4. According to Section 13.4, in order to be declared a "habitual violator" and have an irredeemable default, prior defaults must have been declared and properly noticed with an opportunity to cure, to date, none have. Without such prior defaults in the record, no reasonable finding can be had, and procedural due process as contractually required is missing.

Since no prior defaults have been declared, it is impossible to discern what the violations are and what needs to be substantively covered in this appeal. To provide substantive arguments with this appeal, without an accounting of the issues, would be boxing at shadows. The Company has a right to know what the specific grievances of the County are prior to responding in substance, and is prepared to discuss the issues with the Board of County Commissioners should they hear our appeal.

As you know, since January, the Company has been seeking to enforce the mediation rights afforded to it under the Contract to resolve outstanding Contract issues, and the County has thus far opposed the Company invoking its rights, all in violation of the Contract.

Even in the most trying conditions of a pandemic and well documented national labor shortages, the women and men of the Company work hard every day for the residents of Highlands County. Because of the potential profound ramifications of this process to the community and the Company, the opportunity to have our appeal heard by the Board of County Commissioners would be greatly appreciated.

Respectfully submitted,



Grant J. Smith, Esq.

cc: Highlands County Attorney
Damian Ribar, Division Vice President, Waste Connections of Florida
Kurt Salac, Director of Municipal Business Development and Intergovernmental Affairs
Waste Connections of Florida

MICHAEL M. BELL
MICHAEL J. ROPER
MICHAEL H. BOWLING
JOSEPH D. TESSITORE
DALE A. SCOTT
CHRISTOPHER R. FAY
CINDY A. TOWNSEND
ANNA E. ENGELMAN
SHERRY G. SUTPHEN

DAVID B. BLESSING
FRANK M. MARI
JOHN M. JANOUSEK
JENNIFER C. BARRON
NICHOLAS J. MARI
DEREK J. ANGELL
THOMAS A. MOORE
APRIL H. REMBIS
BRANDON A. MONTVILLE

Bell & Roper, P.A.
ATTORNEYS AT LAW

2707 EAST JEFFERSON STREET ▪ ORLANDO, FL 32803
T: 407.897.5150 ▪ F: 407.897.6947
WWW.BELLROPERLAW.COM

Email: ssutphen@bellroperlaw.com

May 13, 2021

VIA ELECTRONIC MAIL:
gsmith@strategysmith.com
Mr. Grant J. Smith, Esquire
401 East Las Olas Boulevard, Suite, 130-120
Fort Lauderdale, Florida 33301

Re: Waste Connection of Florida, Inc. -
Appeal of Habitual Violator Declaration

Dear Mr. Smith:

I am in receipt of your correspondence dated May 11, 2021, appealing the County Administrator's recent declaration that Waste Connections of Florida, Inc. (Waste Connections), is a "habitual violator" pursuant to Section 13.4, of the Solid Waste Franchise Agreement between Highlands County and Waste Connections (Agreement).

Germaine to the assertions in your letter, Section 13.4 is a stand-alone provision and is not dependent on any other requirement of the Agreement. In addition, the County Administrator is able make the "habitual violator" declaration regardless of whether your client has consistently corrected each individual condition of default. That said, I have attached, for your convenience, the information considered by the County Administrator in making his determination that Waste Connections is a "habitual violator" under the Agreement.

In accordance with Section 13.4, of the Agreement, because your client's appeal was timely received, the same will be considered at the next regularly scheduled meeting of the Board of County Commissioners, on Tuesday, May 18, 2021, at 9:00 a.m., or as soon thereafter as the item can be heard. In the event the appeal is accepted, the Board will thereafter consider the appeal on its merits as an agenda item on Tuesday, June 1, 2021, at 9:00 a.m., or as soon thereafter as the item can be heard.

If you have any question, please do not hesitate to contact me.

Sincerely,

Sherry G. Sutphen
COUNTY ATTORNEY
HIGHLANDS COUNTY

cc: Scott Kirouac, Chairman
Randy Vosburg, County Administrator
Laurie Hurner, Assistant County Administrator
Gator Howerton, County Engineer
Bob Diefendorf, Project Manager

ATTACHMENTS

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS
ENGINEERING
505 S. Commerce Ave., Sebring, Florida 33870
Office (863) 402-6877 Fax (863) 402-6548 www.highlandsfl.gov

May 03, 2021

Randy Vosburg,
County Administrator
600 S Commerce Ave
Sebring, Fl 33870

RE: **Ongoing Concerns with Contract for Solid Waste Collection**

Dear Mr. Vosburg:

There have been many repetitive concerns in the last year concerning our solid waste contracted hauler and the quality of the service being provided. Our contractor is to collect municipal solid waste, recycling, bulk waste, and horticulture waste from or residential solid waste customers (currently numbering 38,202 units) each week and deliver collected materials to the landfill.

Per contract section 3.8 of the contract, the number of complaints received are to stay below 0.1% of the serviced units. This would equate to no more than 38.2 complaints per month. We have been logging in between 39 and 142 complaints per month for residential service since April of 2020. Many residents are missed completely week after week and are only picked up after contacting our department, if even picked up at all. A few examples of problem locations are listed on attachment A.

Commercial customers are direct customers of the hauler and commonly deal directly with the contractor without involvement of the County. In the last several months, there have been multiple months where commercial service has been significantly impacted causing these customers to contact and file complaints with the County. Many of the complaints include missed pickups, often as long as 1 week between collection of areas contracted for 3 or more pickups per week (sec 3.3.5) and failure to replace worn and damaged dumpsters in the required amount of time (sec 3.3.3). Some examples of this are

Additional concerns are that the age of the equipment being used is beyond the allowable age per the contract (sec 31.7) of 10 years. Of information provided, approximately 13 of the regular vehicles are 10 years old or older; some as old as 16 years (See attachment C). This has become a problem as these vehicles are frequently out of service which causes service delays lasting sometimes a week or more. The vehicles frequently have oil/fluid

leaks which also cause hazardous conditions, environmental concerns, and damage our roadways.

Other concerns include the lack of construction of the operation and maintenance facility as described in section 4.2 of the contract. This facility has received an environmental resource permit but to our knowledge, has not progressed any further. Asbuilts and detailed costs for the constructed Recycling Transfer Facility have not been provided (sec 4.1) nor has access to GPS data and information as required per the contract (sec 31.6). Another issue has been the lack of effort for education of residents about the recycling program (sec 4.1.23 and contract attachment H) by the contractor. The Contractor is required to provide education materials and opportunities each year and has fallen short of the required minimum efforts. It is possible, with proper education, the recycling contamination levels would be far less than the current levels causing rejection of most recycling loads.

In summary, many of these issues have unfortunately become repetitive to the point many residents are becoming increasingly frustrated and feel helpless to do anything about the declining service level being experienced in Highlands County.

If you have any questions, please contact me at (863) 402-6877.

Sincerely,

Clinton Howerton Jr., P.E.
County Engineer

Enclosures: Attachment A – Residential Service Complaint Examples

Attachment B – Commercial Service Complaint Examples

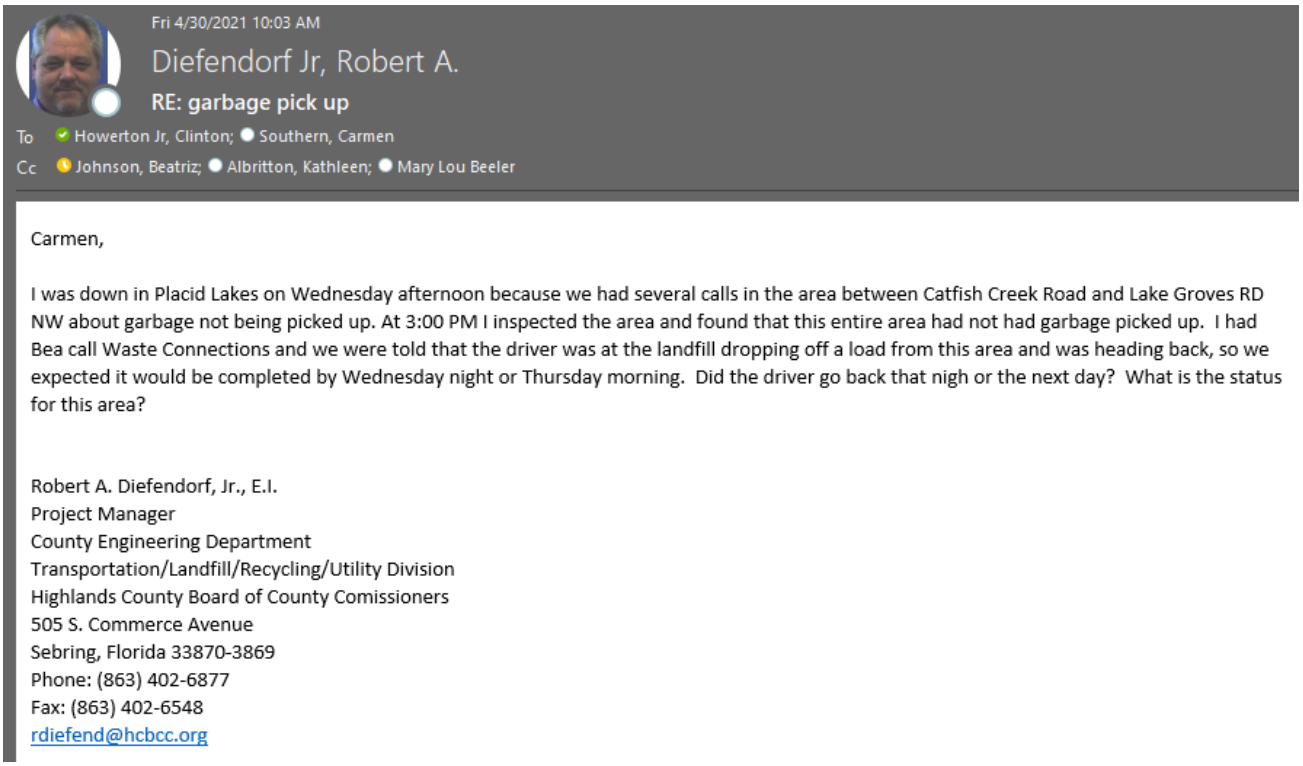
Attachment C – List of Equipment and Date of Manufacture

cc: County Attorney

File

Attachment A – Residential Service Complaint Examples

Recent example of missed area not collected within 48 hrs as req by contract.



Fri 4/30/2021 10:03 AM

Diefendorf Jr, Robert A.

RE: garbage pick up

To Howerton Jr, Clinton; Southern, Carmen

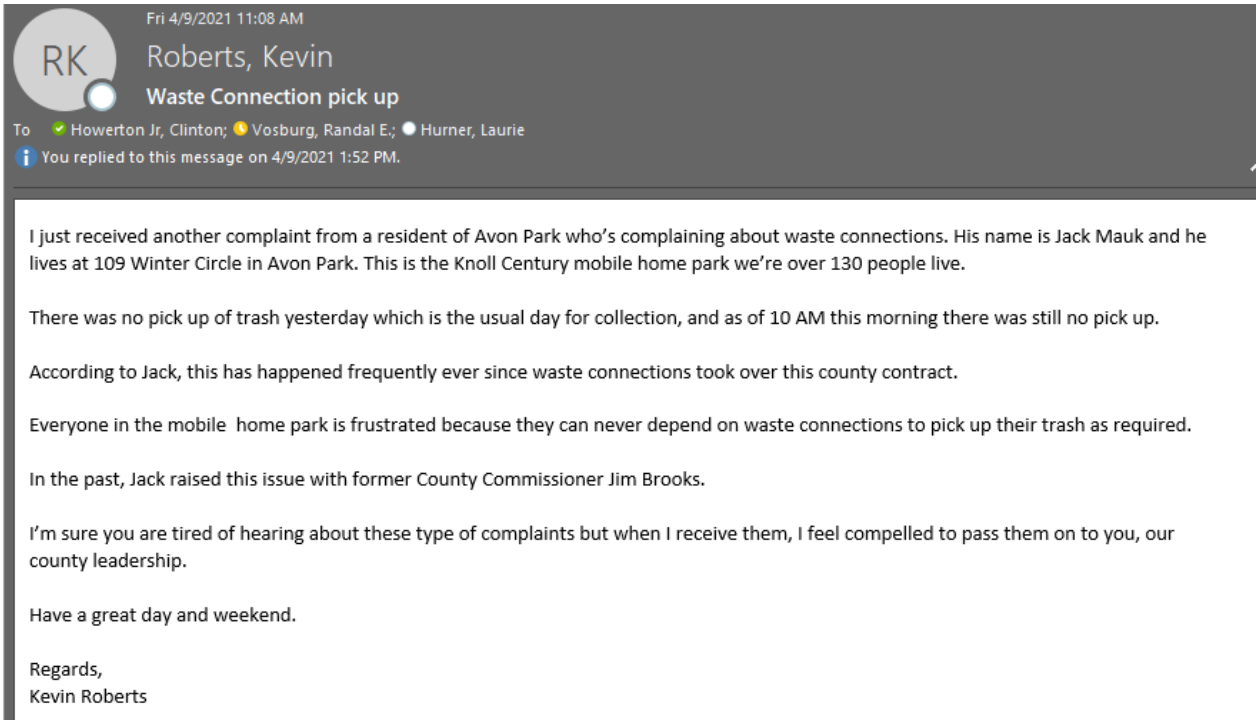
Cc Johnson, Beatriz; Albritton, Kathleen; Mary Lou Beeler

Carmen,

I was down in Placid Lakes on Wednesday afternoon because we had several calls in the area between Catfish Creek Road and Lake Groves RD NW about garbage not being picked up. At 3:00 PM I inspected the area and found that this entire area had not had garbage picked up. I had Bea call Waste Connections and we were told that the driver was at the landfill dropping off a load from this area and was heading back, so we expected it would be completed by Wednesday night or Thursday morning. Did the driver go back that nigh or the next day? What is the status for this area?

Robert A. Diefendorf, Jr., E.I.
Project Manager
County Engineering Department
Transportation/Landfill/Recycling/Utility Division
Highlands County Board of County Comissioners
505 S. Commerce Avenue
Sebring, Florida 33870-3869
Phone: (863) 402-6877
Fax: (863) 402-6548
rdiefend@hcbcc.org

Example of email from a Commissioner



Fri 4/9/2021 11:08 AM

Roberts, Kevin

Waste Connection pick up

To Howerton Jr, Clinton; Vosburg, Randal E.; Hurner, Laurie

You replied to this message on 4/9/2021 1:52 PM.

I just received another complaint from a resident of Avon Park who's complaining about waste connections. His name is Jack Mauk and he lives at 109 Winter Circle in Avon Park. This is the Knoll Century mobile home park we're over 130 people live.

There was no pick up of trash yesterday which is the usual day for collection, and as of 10 AM this morning there was still no pick up.

According to Jack, this has happened frequently ever since waste connections took over this county contract.

Everyone in the mobile home park is frustrated because they can never depend on waste connections to pick up their trash as required.

In the past, Jack raised this issue with former County Commissioner Jim Brooks.

I'm sure you are tired of hearing about these type of complaints but when I receive them, I feel compelled to pass them on to you, our county leadership.

Have a great day and weekend.

Regards,
Kevin Roberts

Below is email exchange indicating another missed area:

From: Diefendorf Jr, Robert A.
Sent: Friday, March 19, 2021 10:48 AM
To: Southern, Carmen <carmen.southern@wasteconnections.com>
Cc: Albritton, Kathleen <kathleen.albritton@wasteconnections.com>; Beeler, Marylou <marylou.beeler@wasteconnections.com>; Johnson, Beatriz <bjohnson@highlandsfl.gov>; Howerton Jr, Clinton <chowerton@highlandsfl.gov>
Subject: Vanguard Ave NW, Star Fruit Ave & other surrounding areas of Placid Lakes Garbage missed

Carmen,

Attached is a map with the street areas highlighted in yellow that were missed in Placid Lakes last Tuesday for garbage. About 40 houses.

The areas missed included the following streets or areas of streets:

- Vanguard Ave. NW from Lakes groves RD NW to Washington Blvd
- Starfruit Ave. from Merita RD NW to Washington Blvd.
- Launch Rd NW
- Booster RD
- Branchwood Ave. from Cape RD NW to Washington Blvd.
- Draycott Ave. from Cape RD NW to Washington Blvd.
- Kaiser Ave NW from Cape RD NW to Washington Blvd.
- Guymon Ave NW from Cape RD NW to Washington Blvd.
- Adams Rd NW from Ellison Ave to Durmon Ave.
- Ellison Ave from first house to the west of Adams RD NW at 230 Ellison Ave and to the east of Adams RD NW on Keith Ave NW to Guymon Ave NW

Attachment B – Commercial Service Complaint Examples

Orange Blossom Fellowship MHP – service and dumpster repair issues. Service issues continue and as of 4/29/21, container has not been repaired or replaced.

2/11/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	863-368-0486	This is a formal request asking to replace the Orange Blossom Fellowship MHP dumpster. Mr. Mathis requested the replacement several weeks ago with no response. Their current dumpster bottom part is all rusted out and the lid is broken. Please make the replacement at your earliest convenience.
2/11/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	863-368-0486	Mr. Mathis called to report that their dumpster was not emptied yesterday Wednesday, 2/10, their regular scheduled day, said it is overfilled and it needs to be picked up as soon as possible (they are Monday, Wednesday, and Friday). I asked him to be patient with the hauler because their front load trucks broke down
2/15/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	863-368-0486	Mr. Mathis called to report that their dumpster was not emptied today Monday, 2/15 their regular scheduled day. (they are Monday, Wednesday, and Friday). He is aware of the situation with the trucks broke down
3/2/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	618-292-5810	Mr. Cox called to report that the dumpster with overflowing garbage has not been picked up since Wed. 2/24. He has half of load of garbage in a private pickup truck, he said this is a health hazard. He is demanding his dumpster be emptied ASAP. Also, asked what the County backup plan for this situation is? (Their pickup days are M. T. & F)
3/9/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	618-292-5810 618-292-5810	Mr. Cox called to report the overflowing dumpster was not picked up yesterday Monday,3/8. **(He is Monday, Wednesday & Friday)**
3/17/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	618-292-5810 618-292-5810	Mr. Cox called to report the overflowing dumpster was not picked up Monday,3/15. **(He is Monday, Wednesday & Friday)**
3/29/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	618-292-5810	Mr. Cox called to report that as of 4:00 pm today, Monday, 3/29 (his regular scheduled day) his dumpster full of garbage has not yet been picked up. He said he is tired of this situation and he asked again what the County backup plan for this situation is? (Their pickup days are M. T. & F.)
4/12/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	618-292-5810 618-292-5810	Mr. Cox called to report that as of 5:30 pm today, Monday, 4/12 (his regular scheduled day) his dumpster has not yet been picked up. He said he is tired of this situation and he asked again what the County backup plan for this situation is? **(He is Monday, Wednesday & Friday). Also, as of today, 4/12 his dumpster has not been replaced, he requested a replacement about 2 months ago 2/11/21.**
4/19/2021	Orange Blossom Fellowship MHP 1400 CR 17A N	618-292-5810 618-292-5810	Mr. Cox called to report that as of 5:35 pm today, Monday, 4/19 (his regular scheduled day) his dumpster has not yet been picked up. last week they only picked up twice instead of three times. He asked again what the County backup plan for this situation is? (He is Monday, Wednesday & Friday).

Below site, restaurant, was initially called in on 3/18, having been 7 days since previous pickup. Was finally picked up on 3-19-21

Casa Tequila Restaurant 1979 Placid Lakes Blvd.	772-634-6528	A frustrated Ms. Gonzales, called to report that her overflowing & smelling dumpster has not been picked up since Thursday, 3/11, it has been 7 days. She has been calling your office everyday & been told each time you are on the list to be picked up today, as of right now, 11:45 am Thursday (her regular scheduled day), no one has shown up yet. She is demanding to be picked up today, this is a restaurant, it is a health hazard & she doesn't want to lose customers. (THIS SITE IS MONDAYS & THURSDAYS)

Attachment C – List of Equipment and Date of Manufacture

FLEET

Roll Off	**VIN**	**YEAR**	
400824	1NPSL70X4DD179835	2013	PETERBILT
400728	1M2AL02C76M003980	2006	MACK
400747	1NPALU0X06N894473	2006	PETERBILT
400823	2NP3LN0X4BM126438	2011	PETERBILT

Rear Load	**VIN**	**YEAR**	
301173	3BPZL00X3BF115157	2011	PETERBILT
301175	3BPZL00X7BF115159	2011	PETERBILT
301182	3BPZL00X6BF115203	2011	PETERBILT
300739	1M2K189CX5M027297	2005	MACK
300740	1M2K189C85M027296	2005	MACK

Front Load	**VIN**	**YEAR**	
200733	3BPZL00X7BF115209	2011	PETERBILT
200729	3BPZL00X5BF115211	2011	PETERBILT
200730	3BPZL00X7BF115212	2011	PETERBILT

ASL	**VIN**	**YEAR**	
201602	3BPDLJ0X6HF174079	2017	PETERBILT
201603	3BPDLJ0X2HF174080	2017	PETERBILT
201604	3BPDLJ0X4HF174081	2017	PETERBILT
201605	3BPDLJ0X6HF174082	2017	PETERBILT
201606	3BPDLJ0X8HF174083	2017	PETERBILT
201607	3BPDLJ0XXHF174084	2017	PETERBILT
201608	3BPDLJ0X1HF174085	2017	PETERBILT
201613	3BPDLJ0X3HF174086	2017	PETERBILT
201609	3BPDLJ0X5HF174087	2017	PETERBILT
201612	3BPDL30X7HF174088	2017	PETERBILT
201614	3BPDLJ0X9HF174089	2017	PETERBILT
201610	3PBDLJ0X5HF174090	2017	PETERBILT
201611	3BPDLJ0X7HF174091	2017	PETERBILT
201601	3BPDLJ0X4HF174078	2017	PETERBILT

Pick-up Truck	**VIN**	**YEAR**	
701034	1FTMF1CM6BKD53239	2011	FORD
701033	1FTMF1C87AKA90714	2010	FORD

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS
ENGINEERING/SOLID WASTE DEPARTMENT
505 S. Commerce Ave., Sebring, Florida 33870
Office (863) 402-6877 Fax (863) 402-6548 www.highlandsfl.gov

Contract Violation Notice

9489 0090 0027 6070 7263 10

December 23, 2020

Carmen Southern
District Manager
5151 Kenilworth Blvd.
Sebring, FL 33870

RE: Violation of Contract

Dear Mr. Southern,

On December 22, 2020, a resident of Highlands County provided to the Board of County Commissioners a video clearly showing a Waste Connections collection vehicle collecting municipal solid waste and items out for curbside recycling using the same vehicle.

This is in violation of our contract for Solid Waste and Recycling Material Collection, and Transfer of a Recyclables Transfer Facility and an Operations Facility (the "Contract) with the County dated June 15, 2016. Specifically, Section 11, Quality Performance of Contractor:

> "Commingling Garbage or Rubbish collected from Customer's assessed by the County for Curbside Residential Collection Service with Garbage, Rubbish or any other material collected from the RTF or any other source will result in an administrative charge of $500.00 per incident"

Description of Violation: Commingling Garbage or Rubbish with Recycling material on Tuesday, December 22, 2020 at 1160 Jason St., Lake Placid Fl – Collection of both materials with same vehicle.

An administrative charge of $500.00 will be withheld from the next contract payment.

Failure to cease this activity immediately and any further similar actions will result in additional fines and penalties.

You may contact me if you have any questions

Sincerely,

Clinton Howerton Jr., P.E.
County Engineer

/bj
xc: Adm.
G:\chowerton\Solid Waste\Breach of Contract 122220- ADA Compliant.docx

HIGHLANDS COUNTY
BOARD OF COUNTY COMMISSIONERS
ENGINEERING DEPARTMENT

March 15, 2019

Carmen Southern – District Manager
Waste Connections of Florida, Inc.
5151 Kenilworth Blvd
Sebring, FL 33870

RE: Franchise Contract for Solid Waste Collection:
– Notice of Noncompliance and Request for Compliance

Dear Mr. Southern:

As you are aware, since February 20, 2019, Highlands County has received over 40 unique complaints with respect to the commercial solid waste collection. Most complaints have been that commercial establishments with contracts with Waste Connections have not received waste collection on their scheduled service days as provided in their contracts and have not received the frequency of waste collection included in their contracts. For example, several commercial establishments have reported enduring periods of at least 10-14 days with no collection, including establishments that generate perishable solid waste and that have a schedule for collections on several days within each week. The complaints have resulted in concerns with respect to the health and welfare of the public since many involve food service restaurants and residential campgrounds.

We understand from your conversation with our Project Manager, Bob Diefendorf, on March 14, 2019, that Waste Connections has now procured additional temporary workers to cover recent shortfalls in the staff that were assigned to serve commercial customers. We sincerely appreciate the efforts of Waste Connections to remediate the risks of uncollected solid waste. However, for the protection of the citizens of Highlands County, we are providing this notice to inform you that we require Waste Connections to maintain adequate numbers of workers, and any other necessary resources, to provide all services required under the terms of the Franchise Contract for Solid Waste Collection between Highlands County and Waste Connections.

In addition, under the Franchise Contract for Solid Waste Collection with Highlands County, Waste Connections is required to provide a high-quality level of collection services. Per section 3.8 of the contract, the complaints must be kept to a negligible number. Per section 3.3.4 of the contract, the Contractor shall record, investigate, and resolve all Customer complaints within 72 hours of the receipt of the complaint. Improper and insufficient actions related to services required by the contract may result in administrative charges levied against Waste Connections per Section 11, Quality Performance of Contractor, of the contract.

Please ensure commercial accounts are serviced satisfactorily and complaints are handled timely. Also, in accordance with 3.3.6 of the contract, please provide to the Contract Administrator (myself) a list of all current commercial solid waste accounts, including the name of

the account, location address, mailing address (if different), contracted frequency of collection, and size of container. This list should be in an Excel spreadsheet format.

Sincerely,

Clinton Howerton, Jr. P.E.
County Engineer

Cc Joy Carmichael – Highlands County Attorney
Randy Vosburg – Highlands County Administrator
Waste Connections Legal Department, 2301 Eagle Parkway, Suite 200, Fort Worth, Texas 76177
Waste Connections, 3 Waterway Square Place, Suite 110, The Woodlands, Texas 77380
Carmen Southern (*via hand-delivery*)

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Street Address	ga	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,208 X1 divided by 100= 38 complaints. Resolved within 48 hrs.
931 Primrose Street	LP	863-441-1657	Via Website: Missed Garbage pickup Tuesday, 3/30 just my house Cans by the road with no issues noted as to why not picked up.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called Mr. Connell & left a phone message letting him know that his the resident to let her know his garbage will be picked up Sat. 4/3 4/7 at 11:27 am per Mr. Connel it was picked up Sat. 4/3 said **THANK YOU!**	NO	YES
ENTIRE Sebring Ridge area 2929 Grouper Dr.	SE	863-381-9217	Ms. Treasa called to report that the garbage was not picked up yesterday, Wed. 3/31 on the ENTIRE SEBRING RIDGE subdivision	Thursday. 4/1 at 5:07 pm per Mary Lou this area was picked up today, 4/1 Ms.Treasa confirmed too!	NO	YES
ENTIRE NURSERY RD 201 Nursery Rd	SE	863-386-4105	Mr. Herrera called to report that the recycling has not been picked up for the past three weeks (Tuesday, 3/30, 3/23 & 3/16) on the Entire Nursery Rd. They placed the carts at the intersection of Iron Horse Ln. & Nursery Rd	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called Mr. Herrera to let him know they will be picked up until sat. 4/3 the resident to let her know Wed. **MISSED FOR 3 WEEKS & PICKED UP UNTIL SAT.** Wed. 4/7 at 11:44 per Mr. Rogers it was picked up Sat. 4/3 but they were missed again yesterday, Tuesday, 4/6 said **THANK YOU!**	NO	NO
ENTIRE ST. 3801 Thunderbird Hill Circle	SE	440-221-5037	Via Via Website: Missed Garbage pickup ENTIRE ST This is the second week in a row they have missed our street	Wed. 4/7 at 11:40 called left a phone message At 11:53 am per resident it was picked up Friday, 4/2 said **THANK YOU!**	NO	YES
33318 Grand Prix Dr	SE	863-241-0189	Via Via Website: Missed Garbage pickup Thursday, 4/1 Just my house Garbage is full and in my yard not picked up	Wed. 4/7 at 11:41 called left a phone message Per Mary it was picked up Friday, 4/2 at 3:18 pm		
743 Citroen Dr. (Sebring Country Estates	SE	863-991-3133	Via Via Website: Missed Garbage pickup Thursday, 4/1 Just my house	Wed. 4/7 at 11:40 called left a phone message Per Mary it was picked up Friday, 4/2 at 2:14 pm	NO	YES
1070 Hyacinth Ave	SE	863-381-1808	Via Via Website: Missed Garbage pickup Wed. 3/31 Just my house	Wed. 4/7 at 11:40 called left a phone message Per Mary truck was there stopped at 2:58 pm Wed. 3/31 **LATE SAT OUT**	NO	N/A
ENTIRE ST. 1502 ST THOMAS AVE	SE	407-414-3800	Via Via Website: Missed Garbage pickup Wed. 3/31 ENTIRE ST. all of sebring falls area.	Wed. 4/7 at 11:40 called left a phone message Per Mary it was picked up Sat. 4/3 at 10:04 am	NO	YES
ENTIRE SEBRING SEBRING FALLS	SE	863-402-6505	A frustraded resident left a phone message stating that their garbage was not picked up Wed. 3/31 & as of today Friday, 4/2 their garbage is still sitting outside	4/6/21 at 12:30 pm per Mary Lou this area was picked up Friday before noon TOOK THEM MORE THAN 48 HOURS TO PICKUP	NO	NO
2733 San Francico Ln (Grayces MHP)	SE	863-402-6505	Resident left a phone message stating her garbage was not picked up	Resident did not leave a phone number Wed. 4/7 per Bob it was picked up, he stopped at this site yesterday - the lady has a 35 gallons cart and a small bag was stuck inside.	NO	YES
4012 Alpine St close to Walmart	SE	863-382-4528	Mr. Kasley left a message on my phone Friday, 4/2, stating that once again their garbage was not picked yesterday, Thursday, 4/1	Monday, 4/5 per Ms. Kasley it was picked up Friday, 4/2 said **THANK YOU!**	NO	YES
ENTIRE ST. 3109 Pamela Drive	LO	772 529 2683	Via Via Website: Missed Garbage pickup Friday, 4/2 ENTIRE ST.	Per Mary it was picked up Sat. 4/3 at 11:06 am 4/8 at 11 am no answer At 11:19 am per MS. Figur the garbage was picked up Sat. morning she said **THANK YOU!**	NO	YES
3555 Cindy's Ln.	SE	931-267-7592	Ms. Montgomery called to report that her garbage was not picked up on Saturday, 4/2, for Friday, 4/1, everyone else was picked up except her cart full of garbage that has been sitting outside since Thursday night. She is requesting that her garbage be picked up ASAP	Wed. 4/7 at 11:55 am per Mary the truck was there Sat. 4/3 at 9:53 am Thursday, 4/8 at per Ms. Montgomery it was never picked up last week, and she has witnesses that saw her cart outside at the same time as the other - the can is still sitting outside since last Friday, 4/2 Make sure this stop is picked up tomorrow Friday, 4/9	NO	NO
Commercial Cart Account Montague Towing Company 1207 W Pleasant St.	AP	863-414-5638	Mr. Montague called to report that once again their garbage was not picked up Thursday, 4/1 (their regular scheduled day). He is asking please picked up the garbage ASAP, the cart is full and it has been sitting outside since Wednesday, 3/31	Wed. 4/7 at 11:55 am per Mary the truck was there Thursday, 4/1 at 7:51 am Wed. 4/7 at 5:13 pm spoke with Mr. Montague said his can is still sitting outside it was never picked up this week, he will send me a picture. **MAKE SURE THIS STOP IS PICKED UP TODAY,THURSDAY, 4/8**	NO	NO
2783 N Buckingham Rd.	AP	863-368-0710	Mr. Whitaker called to report that his properly bundled (about 9-20-pound bundles tied with twine) yard waste was not picked up Thursday, 4/1, he called your office 3 weeks ago asked about the rules. His next-door neighbor was picked up, but they did not pick up his.	Wed. 4/7 at 11:55 am per Mary the truck stopped in front of her house Thursday, 4/1 at 3:26 pm 4/8 I sent another report asking them to take a closer look these bundles are tied with twine. 4/16 per Mr. Whitaker as of today, Friday, 4/16 his properly bundle yard debris has not been picked up. I sent another email and asked Mary to be picked up tomorrow Saturday, 4/17. Monday, 4/19 per resident they did not picked up. At 12:43 pm per Mary Mr. Larry will pick it up today, Monday, 4/17/21. On Wed. 4/21 at 2:31 pm per Mary This yard waste was picked up 4/20	NO	N/A
ENTIRE ST 45 Glenside Ave	LP	863-465-4100	Ms. Hanson called to report that the recycling on the Entire St. has not been picked up for the past two weeks (Tuesday, 3/30, 3/23). She needs to know if it will be picked up today, Tuesday, 4/6	Thursday, 4/8 at 10:57 am per Ms. Hanson they finally picked up the recycling Tuesday, 4/6 regular scheduled day **-after three weeks without service-** not happy with the service	NO	YES
734 Archie Summers Rd,	LP	863-441-1352	Via Website: Missed Garbage pickup Tuesday, 4/6 Not sure if it was just my house but my garbage wasn't picked up today.	Monday, 4/12 at 10:51 am left a phone message to call me back		
ENTIRE ST 101 Christine St NW	LP	772-3210-674	Via Website: Missed Garbage pickup Tuesday, 4/6 Entire St.	Monday, 4/12 at 11:47 am per resident it was picked up the following day, said **THANK YOU!**	NO	YES
101 Crest Ct,Lake Placid	LP	702-250-2660	Via Website: Missed Bulk Waste Pickup Tuesday, 4/6 Just my house Please contact us to tell us when you will pick it up so that we put the bulk waste back out. We don't want to leave it out and make the neighborhood look sloppy. Thank you!	Wed. 4/7/21 at 8:10 am per Ami they picked up the bulk waste this morning - said **THANK YOU!**	NO	YES
ENTIRE ST. Washington Blvd. NW 755 Washington Blvd. NW	LP	863-266-2180	Ms. Rodriguez called to report that they did not picked up the garbage on the ENTIRE yesterday, Tuesday, 4/6	Wed. 4/7 at 2:11 pm Juanita left me a message stating that they picked up the garbage today, 4/7 and said **THANK YOU!**	NO	YES

Entire St 2821, 2822, 2828 & 2830 Trellis Dr	SE	561-301-7149	The resident sent the complaint to Administration via Nexdoor. com, her recycling has not been picked up for the past 3 weeks 3/23, 3/30 & 4/6/2021 TUESDAY PICKUP	Monday, 4/12 at 11:55 am left a phone message to call me back. At 1:55 pm per Ms. Gonzales **tomorrow will be 4- weeks without the recycling service there are four homes on this block** 2021-2022-2028 & 2030	NO	NO
2010 Placis Lakes Blvd (Placid Lakes Town Hall)	LP	863-402-6520	This is one of our County buildings. Karen called to report that the garbage lid fell inside the truck yesterday, Tuesday, 4/6 the cart needs a lid. Please replace the lid or the 95 gallons cart ASAP	**THIS IS ABOUT GARBAGE LID INFORMATION**	N/A	N/A
ENTIRE ST 425 Vanguard Ave. NW	LP	863-210-9120	Via Website: Missed Garbage pickup Tuesday, 4/6 Entire St.	Monday, 4/12 at noon left a phone message At 12:28 pm per Ms. Barry they picked up the garbage the next day Thursday, 4/8, said **THANK YOU!**	NO	YES
ENTIRE ST. 846 Durmon Ave.	LP	863-464-1549	Mrs. Scott called to report that the garbage was not picked up yesterday, Tuesday, 4/6 on the Entire St. There are only 3 homes on her St.	Monday, 4/12 at 12:05 pm left a phone message to call me back AT 12:15 pm per Ms. Scott it was picked up the same days she called - she said **THANK YOU!**	NO	YES
Section of Catfish Creek Rd. between the 600 to 900 addresses(his 800 Catfish Creek Rd.)	LP	305-775-2510	Mr. Marin called to report that the garbage was not picked up yesterday, Tuesday, 4/6 section of Catfish Creek Rd. between the 600 to the 900 addresses	At 3:41 pm per Glenna resident called said everything was picked up.	NO	YES
ENTIRE NURSERY RD 201 Nursery Rd	SE	863-386-4105	Mr. Rogers called to report that the recycling was not picked up yesterday, Tuesday, 4/6 on the Entire Nursery Rd. They placed the carts at the intersection of Iron Horse Ln. & Nursery Rd. He said they picked up Saturday, 4/3 for the missed previous 3 weeks.	Monday, 4/12 at 12:08 pm per Mr. Rogers their recycling **was never picked up last week -** I sent an email asked them to place this site on the HOTLIST and to make sure is picked up this week, Tuesday, 4/13	NO	NO
ENTIRE STAR FRUIT AVE (PLACID LAKES) 627 Star Fruit Ave	LP	863-699-2229	A frustrated Ms. Daisey called to report that once again the garbage from her entire Street was not picked up yesterday, TUESDAY, 4/7 Tthis happened three weeks ago & it was picked up until Saturday, 3/20, this is unacceptable, they need their garbage picked up ASAP and she wants this complaint to go to the Commissioners.	Monday, 4/12 at 1:45 pm per resident it was picked up the same day she called me, She is Not happy with the service	NO	YES
2903 Hammock Ter. Put the garbage in front of 2904 (dad) Hammock Ter.	SE	863-214-1920	Mr. Hays called to report that his garbage has not been picked up for the past two weeks, Wed. 3/31 & today, Wed., 4/7. His cart has been sitting outside since Tuesday, 3/30 nigh. Everyone else garbage was picked up today except his.	4 4/8/21 Resident called back said a truck stopped in front of his cart last night, but it did not empty it. 4/7 at 8:47 am per Katie Truck was there at 7:44 am yesterday, Tuesday, 4/6	NO	N/A
ENTIRE ST 101 Christine St. NW	LP	772-321-0674	Via Website: Missed Garbage pickup Tuesday, 4/6 ENTIRE ST.	Friday, 4/9 at 1:59pm I called the resident no response,		
6514 Hancock Rd.	SE	863-471-0974	A frustrated Ms. Vause called to report that every time after they emptied her two carts they are thrown on the ground, not being placed back in their original position. This has been ongoing now for several months. Today her little blue cart was knocked down, she's asking that the driver(s) please slow down when picking up her garbage/recycling. She is also requesting that her blue cart be picked up ASAP. She is not able to retrieve them due to health issues. Additionally, she has requested that this note goes to the commissioners as well.	Bob stopped at this site last night Wed. 4/7 and stood up the can. Waste Connections please make sure to go slower down the road and make sure cans in the future the cans are sat down more carefully without driving off and sitting down can while driving. This can was quite distance from the normal spot when it was sat down meaning driver was moving when he sat the can. . Please have the drivers go slower down the road and picking up the cans and be more careful in the future.	NO	N/A
Areas in Sebring	SE	863-402-6505	Garbage (green colored map) has not yet been picked up today, but it will be picked up tomorrow 4/8: •From 66 North including all areas of County Road 635, & along Sparta Road, Including Francis MHP, Leisure Acres MHP & Sebring Oaks MHP, & Areas adjacent to US 27 from 66 up to George Blvd	**INFORMATION**	N/A	N/A
5616 Lakewood Road	SE	863-402-6538	Lisa called to report that once again her garbage was not picked up yesterday, Wed, 4/7	At 10:47 am per Lisa the garbage was picked up said **THANK YOU!**	NO	YES
2433 Hidden Creek Cir.	SE	352-425-2811	Mr. Norman called to report that his bulk waste (med. Cabinet and a vacuum) was not picked up yesterday, Wed. 4/7. He is asking please pick up the items today, because they are not allowed to leave garbage outside for more than 24 hours. This is a restricted community	Tuedsay, 4/13 at 8:53 am per resident it was picked up the same day, said **THANK YOU!**	NO	YES
ENTIRE ST 5702 Olive Rd	SE	269-207-4542	Via Website: Missed Garbage & Recycling pickup Wed. 4/7 ENTIRE ST. Several cans are now knocked down from bears from being out for two days now.	Tuedsay, 4/13 at 8:55 am per resident it was picked up a day late said **THANK YOU!**	NO	YES
ENTIRE Sebring Ridge area 2929 Grouper Dr.	SE	863-381-9217	Ms. Treasa called to report that the garbage & bulk waste was not picked up yesterday, Wed. 4/7 on the ENTIRE SEBRING RIDGE subdivision - I informed the garbage will be picked up today	Per Ms. Treasa it was picked up Thursday, 4/8	NO	YES
621 Lakeside Rd.	SE	863-381-9895	Ms. Stamps called to report that the Bulk Waste (a small desk chair and flattened card board boxes) was not picked up yesterday, Wed. 4/7	Tuedsay, 4/13 at 9:02 am per Ms. Stamps it was picked up the same day- said **THANK YOU!**	NO	YES
4336 Whiring Dr.	SE	863-214-8285	A frustrated Mr. Manning called to report that his garbage cart was damaged (one side was cracked) after the driver emptied it several weeks ago. He called your office the same week & was told you need to purchase a new one. He is asking for a survey & for a replacement cart, please?	Tuedsay, 4/13 at 9:30 am called Mr. Manning no response		
ENTIRE DALLAS ST 209 Dallas St.	AP	863-368-0645	Mr. Kelleher called to report that the recycling was not picked up yesterday, Wed. 4/7 on the ENTIRE DALLAS ST. He said only the garbage & bulk waste was picked up.	Tuesday, 4/13 at 9:05 am per resdident they were picked up the same day he called - said **THANK YOU!**	NO	YES
ENTIRE block of Lake Lotela Dr. 575 Lake Lotela Dr.	AP	863-245-1168	Ms. King called to report that the recycling was not picked up yesterday, Wed. 4/7 on the ENTIRE block of Lake Lotela Dr.	Tuesday, 4/13 at 9:08 am per resident it was picked up Thursday, 4/8 - said **THANK YOU!**	NO	YES
ENTIRE ST. 1435 W Gladiola Dr.	AP	561-201-3853	Via Website: Missed Garbage pickup Thursday 4/8 ENTIRE ST.	Tuesday, 4/13,at 9:10 am I tried to call no response - per WC it was picked up	NO	YES

ENTIRE ST 743 Citroen Dr. Sebring Country Estates	SE	863-991-3133	Via Website: Missed Garbage pickup Thursday 4/8 Just my house Potential the entire St. (MUST CALL IN LATE IN THE DAY OR EMAIL HER)	Tuesday, 4/13 at 5:38 pm per Ms. Strenth the garbage was picked up late Friday, 4/9.	NO	YES
ENTIRE ST. 3146 Fairmount Dr. (Fairmount MHP)	SE	863-451-2832	Mr. Nelson called to report that the Garbage was not picked up yesterday, Thursday, 4/8 on the ENTIRE Fairmount MHP	Tuesdayy, 4/13 at 9:19 am left a phone message to call me back At 9:33 am per Mr. Torres it was picked up the same day he called me - said **THANK YOU!**	NO	YES
Entire St. 2735 N Avocado Road	AP	850-815-1169	Via Website: Missed Recycling pickup Thursday 4/8 ENTIRE ST.	4/9/21 at 11;38 am per Mary: Driver was there on the road at 12:42PM per Drive Cam, picked up his next door neighbor at 12:41 pm. Truck went both ways on the road. **POTENTIALLY LATE SAT OUT Tuesday, 4/13 at 9:23 am called the resident left a phone message to call me back**	YES	N/A
ENTIRE knoll Century MHP with over 130 people 109 Winter Cir	AP	863-402-6505	Mr. Mauk sent an email to a commissioner; There was no pick up of trash yesterday, Thursday, 4/8, which is the usual day for collection, and as of 10 AM this morning there was still no pick up. Everyone in the mobile home park is frustrated because they can never depend on waste connections to pick up their trash as required.	per Bob at 1:20 pm I just spoke with Katie and this area has cans and will be picked up within the next hour. This area is a Thursday pick-up area that was behind being picked up and would have been listed with other areas that were behind for yesterday but we did not get any maps for.	NO	YES
3229 Maine Ave Fairmount MHP	SE	513-546-1519	Theresa Fagaly phoned regarding her trash not being picked up Thursday, 4/8. She's on a corner lot (Maine Avenue & Seattle Avenue) and said he has put her trash can on Seattle Avenue for pick up and the truck keeps bypassing it. (THURSDAYS)	Per Bob, Probably a new driver for that area and doesn't realize cart is on Seattle Ave. and need to tell Waste Connections to put on hot list to pick up on Seattle. Has it always been put out on Seattle Ave.? And if not how recently has it been change to their. Most of all the houses on the corner of Seattle from her house to the south have their driveways off the side Streets not Seattle except for one house several streets to the south at corner of New York Ave. so the truck is probably not expecting a can on Seattle. Tuesday, 4/14 at 10:06 per resident her garbage was picked up Friday, 4/9 evening said **THANK YOU!**	NO	YES
4526 Mundell Ave Sebring	SE	NO NUMBER GIVEN	Friday, 3/26 our recycle bin was not emptied. We had packed it full and smashed it down but the lid was up 1 to 2 inches. This is not the first time this has happened. We do our non-grocery shopping by mail order as we are both somewhat handicapped and store shopping is a difficult chore,etc. . I appeal to you to do what you can about this problem in hopes you can get them to relax their ridiculous rules and do what they are paid to do.	Per Bob While at the residence I inspected his recycling can and found several materials that are not recyclable such as pizza boxes w food residue, packing materials such as Styrofoam and plastic wrap and paper materials including mail. (See Attached Picture) The biggest problem was that none of the boxes in the recycle can were broken down with large unbroken down boxes in the bottom of the can with smaller unbroken down boxes inserted into other boxes all the way to the top so there is a good change the boxes might get stuck in the can when dumped and might not come out. see more details in email with subjet Trash pickup in folder WC	NO	N/A
ENTIRE ST 4416, 44657 &4464 Toussaint Dr.	AP	561-445-0847	Mr. Wilson called to report their garbage was not picked up today -	Per Katie the garbage truck is not there yet - per resident it was picked up same day.	NO	YES
4012 Alpine St (sebring Country Estates)	SE	863-382-4528	Mr. Kasley called to report that again his garbage was not picked up today, Friday for Thursday, 4/8, his cart sits outside all the time.	Tuesday, 4/13 at 11:39 pm left a message to call me back		
SEBRING	SE	863-655-0005	GARBAGE & Recycling was not yet picked up today , Friday, 4/9 but it will be picked up tomorrow Sat. 4/10 : Those areas between US 27 and CR 17 S from US 98 north to Raley Rd. including all of Desoto City and area adjacent to CR 17 S from US 98 south to where CR17 S intersects US27. & •Those areas south of US 98 from CR17 S east to Farm Rd. RECYCLING: only in the Tanglewood community	**INFORMATION**	N/A	N/A
ENTIRE ST 3109 Pamela Drive	LO	772-529-2683	Via Website: Missed Garbage pickup Friday, 4/9 ENTIRE ST. Has our day been changed from Friday to Saturday?	Tuesday, 4/13 at 11:43 am per resident it was picked up Saturday around 10 am, I let her know that her pickup day has not changed- said **THANK YOU!**	NO	YES
2752 Nautilus Dr.	AP	863-453-7255	Via Website: Missed Bulk waste pickup Friday, 4/9. Jut my house Two large TV's to be picked up. They are next to mailbox. We have no other way to transport these heavy TV's. Thank you.	Tuesday, 4/13 at 11:47 am left a phone message to call me back. At 11:49 am per resident **some else picked up the TV's** - said **THANK YOU!**	NO	N/A
2809 Palo Verde Dr.	AP	352-278- 0279	Via Website: Missed Bulk waste pickup Friday, 4/9 Just my house. I placed bulk items out on Thursday night & it was not picked up Friday or as of 3:10 pm not picked up Saturday	Tuesday, 4/13 at 11:51 am per Ms. Howerton the bulk was never picked up last week, it has been sitting outside since Thursday night. This is the second time that this has happened. If it's not picked up on the regularly scheduled day she had to place the items back inside due the HOA rules. She will wait until Friday, 4/23, to put the items outside Thursday night. She is very disappointed with the service	NO	NO
807 Gardenia St.	LP	863-236-8587	Via Website: Missed Garbage pickup Tuesday, 4/6 Just my house. 3 trucks passed by my house not one stopped! I figured they were full and would come back next day. Still sitting by road now overflowing with trash, had to put in a different type of garbage can hopefully it will get emptied as well when they come. THE ONLY HOUSE ON THE BLOCK	Wed. 4/14 at 3:53 pm per Ms. Massey they picked up the garbage yesterday Tuesday, 4/12 but they did not picked up the extra garbage she had due to they missed her last week. From now on she will report when missed the next day.	NO	YES
701 Pine Glen Rd	SE	757-642-5559	Via Website: Missed Yard Waste Friday, 4/9 ENTIRE ST Left out in Saturday...in case they were a day behind. I took off the street Sunday. Do I get a refund as i pay for this service?	**LAST WEEK WAS BULK WASTE WEEK** T 9:53 am I called the resident to let him know and I emailed him the current 2021 bulk calendar	YES	N/A
2513 Hicks Rd.	LO	954-647-7750	Mr. Weihe called to report that his recycling has not been picked up for the past three weeks, but he will wait until next Friday, 4/16, to be picked up.	RESIDENT DECIDED TO WAIT UNTIL FRIDAY 4/16	NO	N/A

Frances II MHP at 2800 Real Mccoy Dr.	SE	419-583-0412	A frustrated Ms. Spice, president of the Board of Director's Francis II MHP called to report that for the past two weeks their garbage has not been picked up on their regularly scheduled day, Friday. It is instead being picked up on Saturday. Her residents place their two carts outside on Thursday night for the Friday pickup. The recycling is being picked up on the scheduled day, but the garbage is not. Many of her residents are leaving town Saturday morning & don't want to leave garbage behind. She is proposing you (Carmen), to instead pick up the garbage on Friday, & leave the recycling for Saturday. This will avoid animals getting into the garbage, any bad stank throughout the park, and any angry residents.	THIS IS RECOMMENDATION TO THE HAULER **INFORMATION**	N/A	N/A
3929 Simca St.	SE	863-214-9511	Per Janniffer D. Missed Garbage & Recycling Friday, 4/9 for Thursday, 4/8. Also this site has yard waste (black bags) for pick-up this week Thursday, 4/15	Tuesday, 4/20 at 4:24 pm per Mary Lou the garbage truck was there 4/9 at 7:22 pm Wed. 4/21 at 3:45 pm per Ms. Loretta THE YARD WASTE WAS NEVER PICKED UP- she took the yw and bulk waste to the landfill today Wed. 4/21	NO	NO
Commercial Cart account Amazon Sheds & Gazebos 1905 US 27 N	SE	239-498-5558 ext5	4/14 per Roberto their garbage has not been picked up for the past two weeks - their day is **THURSDAYS-** the can has been sitting outsisde for the past two weeks	I talked with Mary and she sent a note to Carmen so he can assign a driver to pick-up this stop. (I did not send an email) VERYFY IF IT WAS PICKED UP THURSDAY, 4/15 On Friday, 4/16 at 3:45 pm per Roberto it ha not yet been picked up. Tuesday, 4/20 at 3:45 pm per Roberto the garbage has not been picked up, the cart is still sitting outside	NO	
Entire St. 3288 Popinjay Ave	LP	863-840-3038	Mr. Heath called to report that the recycling was not picked up yesterday, Tuesday, 4/13 on the ENTIRE POPINJAY AVE.	4/14/21 at 8:55 am per Katie: Truck will be there today, Wed. 4/14. 4/15 at 8:53 am per Mr. Heath the recycling was picked up yesterday - said **THANK YOU!**	NO	YES
Entire Nature Ln. 215 Nature Ln.	SE	863-532-0010	Ms. Wall called to report that once again the recycling was not picked up yesterday, Tuesday, 4/13 on the ENTIRE NATURE LN.	4/14/21 at 9:01 am per Katie: Truck will be there today, Wed. 4/14 On 4/15 at 8:59 am I called left a phone message to call me back AT 11:36 am the recycling has not been picked up. Friday, 4/16 at 9:45 am per resident the recycling has not yet been picked up some of the resident took their full cans back inside, but some of them their carts are still sitting outside. Monday, 4/19 per Ms. Wall they never showed up, she took the can back inside Friday night - I sent an email to WC asking to make sure this street is tomorrow, Tuesday, 4/20	NO	NO
ENTIRE AREA 2236 Oak Beach Blvd.	SE	863-402-6505	Ms. Sandy called to report that the recycling was not picked up yesterday, Tuesday, 4/13 on the ENTIRE OAK BEACH COLONY .	4/14/21 at 9:01 am per Katie: Truck will be there today- Per Katie this area was picked up today -	NO	YES
ENTIRE St. 7051 Strafford Oaks Dr.	SE	615-756-7979	Ms. Eller called to report that the recycling was not picked up yesterday, Wednesday, 4/14 on the ENTIRE St.	Friday, 4/16 at 8:43 am per Ms. Eller it was picked up yesterday Thursday, 4/15. Said **THANK YOU!**	NO	YES
ENTIRE AREA 5110 Sturgeon Dr,	SE	863-835-0448	Ms. Ramsey called to report that the garbage was not picked up yesterday, Wednesday, 4/14 on the ENTIRE AREA.	Thursday, 4/15 at 10:03 am per Katie, driver will there today, Thursday, 4/15. ON Friday, 4/16 at 10:30 am Per Ms. Ramsey it was picked up yesterday, Thursday, 4/15. said **THANK YOU!**	NO	YES
Entire St 2822 & 2830 Trellis Dr.	SE	561-301-7149	A frustrated Ms. Gonzalez called to report that once again their recycling was not picked up Tuesday, 4/13, it has not been picked up for the past 4 weeks 3/23, 3/30, 4/6, & 4/13/2021. Their carts have been sitting outside all the time. **TUESDAY PICKUP**	Thursday, 4/15 at 3:05 pm per Mary: Driver will pick up today. On Friday, 4/16 at 10:37 am I called left a phone message to call me bak. Monday, 4/19 at 12:21 pm per resident it was picked up Thursday, 4/15, said **THANK YOU!**	NO	YES
ENTIRE ST 743 Citroen Dr. Sebring Country Estates	SE	863-991-3133	Via Website: Missed Garbage & Recycling pickup Thursday 4/15 Just my house I have others in the area that advised there's was missed too, but I watched them pick up the other houses around me. (MUST CALL IN LATE IN THE DAY OR EMAIL HER)	Per Katie this area was picked up today Friday, 4/16	NO	YES
1814 Iris Ave (Orange Blossom Est. Unit 7)	SE	863-381-4788	Via Website: Missed Garbage pickup Wed. 4/14. Not sure if it was just my house. Might have been the entire street	Per Katie truck was there on 4/14 at 2:42 pm **LATE SAT OUT**	YES	NO
ENTIRE NURSERY RD 201 Nursery Rd	SE	863-386-4105	A frustrated Mr. Rogers called to report again that the recycling was not picked up Tuesday, 4/13, (also, Tuesday, 4/6, 3/30 & 3/23) on the Entire Nursery Rd. They placed the carts at the intersection of Iron Horse Ln. & Nursery Rd. - It has not been picked up for the past 4-weeks	Tuesday, 4/20 at 2:55 pm I talked just with Mr. Rogers and he stated the recycling truck does not go to his location, and today he put his recyclables inside the garbage cart. He will have the recycling cart full of recyclables for next Tuesday, 4/27.	NO	NO
ENTIRE Pointe Ave 3131 Pointe Ave (Vantage Point Community)	SE	863-385-7128	Ms. Mary called to report that the garbage was not picked up yesterday, Thurday, 4/15 on the ENTIRE POINTE AVE . Last week it was picked up Saturday & the previous week Friday. She is not happy with the service	Per Katie: it was picked Saturday, 4/17	NO	YES
ENTIRE Pointe Ave 3233 Pointe Ave (Vantage Point Community)	SE	931-588-2033	Ms. Roger called to report that the garbage was not picked up yesterday, Thursday, 4/15 on the ENTIRE POINTE AVE. This has been going on for the past 4 weeks and she is sick & tired of not being picked up on the regular scheduled day. The garbage stinks from sitting outside sometimes for more than 3 days.	Per Katie: it was picked Saturday, 4/17	NO	YES
ENTIRE Swallow ave 109 Swallow Ave (Sebring Hills)	SE	863-382-2647	Mr. Hollis called to report that the garbage was not picked up yesterday, Thurday, 4/15 on the ENTIRE SWALLOW AVE.	Per Katie: it was picked Saturday, 4/17	NO	YES
ENTIRE Thunderbird Village 1, 2, & 3 (3818 Sunbird Cir.)	SE	863-840-1479	Mr. Frank on behalf of his community called to report that as of today, Friday, 4/16 at 3:20 pm the garbage has not been picked up on the ENTIRE Thunderbird Village 1, 2, & 3. The community has rules, the carts are allowed only on garbage day.	Per Katie: it was picked Saturday, 4/17	NO	YES
3021 Holiday Beach Dr	AP	863-368-0041	Ms. Chin called to report that her garbage was not picked up Wed. 4/14. (Cheryl took the message Friday, 4/16 & sent it to me via Teams & I didn't see until today	Monday, 4.19 at 12:43 pm per Mary the garbage truck was there Wed. 4/14 at 4:51 pm & again at 4:57 pm. At 3:31 pm I called Ms. Chin left a phone message **LATE SAT OUT**	YES	NO
ENTIRE ST. 196 Polk st	LP	863-465-4914	Via Website: removal of garbage containers from property by cargo van unmarkedked vehicle (basden.g.a@gmail.com)	Tuesday, 4/20 at 3:35 pm per Mr. Basden **someone stole one of his blue carts** but he extra two - he is fine.	NO	N/A

ENTIRE ST. 2610 Lazy Days Ln.	SE	508-274-4113	Via Website: Missed garbage pickup, the entire south side of Lazy Days Lane in the Bayside area of Tanglewood was missed on Friday, April 16.	Per Katie: it was picked Saturday, 4/17	NO	YES
1907 Lake Josephine Dr	SE	863-273-9782	Per Commissioner: I got a message from Marvin Cook, he said they have had issues with Waste Connections not picking up recycling for months. He said the calls to Waste Connections have been useless and they keep giving him excuses. His phone number is 863-273-9782. Can we have someone reach out to Waste Connections and Mr. Cook to see if we can get his issue resolved?	Monday, 4.19 at 4:52 pm The recycling was picked up today, Monday, 4/19. I tried to call Mr. Cook numerous times with no response. Tuesday, 4/20 at 3:15 pm I called and something is wrong with the phone	NO	YES
ENTIRE ST 1535 Falcon Ave	SE	No number given	I would like to know what is going up with the garbage collection. For about the last two months the garbage is not being pickup on the designed day (Thursday) but late on the following day, I found this unacceptable on top that went from two days pick up to once a week and the collection fee went over $120.00 dollars a year.	**ASKING FOR INFORMATION**	N/A	N/A
COUNTY LANDFILL	SE	863-402-6877	Due to unsafe weather conditions, the Landfill site Closed at 7:33 am and Opened back up at 12:44 pm	**INFORMATION**	N/A	N/A
5519 Oak Cir	SE	863-991-1813	Mr. Thompson called to report that his recycling has not been picked up for the past 2 weeks, & it has not been tagged either. The cart has cardboard, plastic bottles and aluminum cans. Please make sure the recycling driver stop at this location Wednesday, 4/21	Make sure this is picked up Wednesday, 4/21. On Thursday, 4/22 at 11:33 am I called left a message with the wife	NO	N/A
1343 Lake Clay Dr.	LP	863-991-1040	Ms. Pizzi called to report her recycling was not picked up yesterday, Monday, 4/19. She looked inside the cart, and someone has placed non-recycling items in it. She took the items out and wants to make sure her can is picked up Monday, 4/26	Per Mary the truck was there at 11:07 am Monday, 4/19. **THIS NOTE IS TO MAKE SURE THE CART IS EMPTIED NEXT MONDAY, 4/26. I SENT WC AND EMAIL**	NO	N/A
COUNTY LANDFILL	SE	863-402-7788	Due to unsafe weather conditions, the Landfill site Closed at 10:29 am Opened back up at 12:44 pm . CLOSED again at 4:03 pm Opened back up at 4:46 pm	**INFORMATION**	N/A	N/A
3929 Simca St.	SE	863-402-6505	Per Jenniffer D. Code Enforcement Official, Missed properly bundled (black bags) yard waste Thursday, 4/15. Also, this site has bulk waste to be picked this week Thursday, 4/22	Wed. 4/21 at 3:45 pm Ms. Loretta called to let me know that she is taking the yard waste & the bulk waste items to the landfill today, Wednesday,4/21.	NO	N/A
ENTIRE ST. 1160 Jason St.	LP	e-mail	Via Website: Missed Garbage pickup Tuesday, 4/20 ENTIRE ST Kylelakeplacid@aol.com	Wed. 4/21 at 9:13 am per Katie: Driver will be there today. 4.22 I emailed Mr. Pitts asking if they got picked up Wed 4/21	NO	YES
60 Williams Rd	LP	863-699-2138	Mrs. Kaye called to report that her garbage was not picked up yesterday, Tuesday, 4/20, she said her son put the carts outside at 6 am when he leaves for work, only the recycling was picked up.	Wed. 4/21 at 9:00 am per Katie: Driver will be there today. Thurday, 4/22 at 11:05 am left a phone message. Friday, 4/23 at 9:25 am per Ms. Kaye the garbage was picked up Wed. 4/21 said **THANK YOU!**	NO	YES
1051 Cellini St	LP	863-991-3170	Ms. Eaton called to report that her garbage has not been picked up for the past two weeks (Tuesday, 4/20 & Tuesday, 4/13 her cart is full, it has flies & maggots. She is the only house on the road	Thursday, 4/22 at 11:29 am per Mary, This is being picked up today. Truck was stopped in front of the house at 10AM today, Thursday, 4/22. Friday, 4/23 at 9:29 am left a phone message to call me back. AT 9:45 am per Ms. Eaton they picked up her garbage yesterday, Thursday, 4/22 said **THANK YOU!**	NO	YES
4305 Palomino Dr.	SE	863-414-4339	A frustrated Ms. Johnson (with free of charge front door service) called to report that her recycling cart was collected a week ago and the driver left the empty cart in the middle of the road. She called your office and was told it will be picked up later in the day, but it was not. The can sat in the middle of the road for more than a week. She said she is fed up with these issues & tire of calling your office at least once a month to report issues. Also, she will be writing a letter to the commissioners and to the County Attorney.	Same day at 3:53 pm Bob went to her home and her cart was already placed in front of her home. She wanted a promise from Bob, that these types of issues (unforeseen) would Not happen again.	NO	YES
ENTIRE ST 4440 Loquat Rd.	SE	863-382-3557	A frustrated Ms. Bailey called to report that for the past four (4) weeks the garbage from the entire Street is not being picked up on their regularly scheduled day (Wednesday), she lives in an area where bears are ransacking the garbage carts. She has been picking up garbage from the ground at 4 am every week. She suggested that you should give priority to the garbage pickup not the recycling. I tried to explain to her why you are running behind schedule, but she didn't want to hear excuses, etc. etc.	Ms. Bailey called to report that once again the garbage was not picked yesterday, Wed. 4/21 it was picked up until today, Thursday, 4/22. Also, she said the trucks are dumping garbage all over the streets and they have to pick it up. She is Not happy with the service.	NO	YES
ENTIRE ST. 5307 Lake Haven Blvd	SE	863-214-1178	Via Website: Missed Garbage pickup yesterday, Wednesday, 4/21 ENTIRE ST	Friday, 4/23 at 9:51 am per Ms. Velazquez it was picked up yesterday Thursday, 4/22. Said **THANK YOU!**	NO	YES
ENTIRE ST 4100 Thoroughbred Ln. (3 homes)	SE	863-402-1777	Ms. Hale called to report that the garbage was not picked up Tuesday, 4/20 on the Entire St. She tried to call us yesterday, Wed. 4/21 to let us know but she couldn't get through the phone lines.	Thursday 4/22 at 10:52 am per Mary: This was picked up this morning. At 11:02 talked with Ms. Hale said it was picked up, **THANK YOU!**	NO	YES
ENTIRE ST 5258 N Huckleberry Dr.	SE	no number give	Mr. Canton called left a phone message stating that the garbage was not picked yesterday, Wed. 4/21 on the Entire St. and as of today Thursday, 4/22 at 8:31 am their garbage has not yet been picked up. This is the second time that this has happened in a month.	Per Mary it was picked up today, Thursday, 4/22	NO	YES
ENTIRE Lake Haven Blvd. & all the streets	SE	863-402-6505	Garbage was not collected yesterday, Wed. 4/21, Lake Have Blvd. and all the surrounding areas	**INFORMATION**		
5080 Myrtle Beach Dr.	SE	609-204-9356	Mr. Camacho called to report that his garbage (2 carts full of garbage) was not picked up this morning, Thursday, 4/22. He just moved to his new home and found both carts already full of garbage. They picked up the garbage from his next-door neighbors. His recycling cart was tagged but not the 2 garbage carts.	Per Mary the truck has not been there yet, it is on the way to that area.		

ENTIRE ST. 4015 Tangier St.	SE	863-253-7334	Via Website: Missed Bulk Wasate pickup today, Thursday, 4/22 ENTIRE ST. Bulk waste was out the night before designated pickup date. Several houses on the street has bulk waste sitting out for pickup.	At 4:52 pm per Mary: Sent resident an email. Bulk waste in Sun Lake is running a day behind. It will be picked up tomorrow, Friday, 4/23		
214 Melody Ct.	SE	863-402-6505	There is a picture with scattered items (garbage) at this site. Per Bob, I have let Waste Connections know to pick up some of the items at the next bulk pick up but that will not be for 2 weeks on Monday, May 3, 2021	**INFORMATION**		
Recycling & Bulk Waste	SE & A	863-402-6505	A notice was placed on nextdoor.com: Recycling was not collected today, Thursday, 4/22 in the whole Avon Park area in Avon Park Estates & Avon Park Lakes & Bulk waste was not collected today, Thursday, 4/22 in the whole Sun 'N Lakes of Sebring. But it will be picked up tomorrow, Friday, 4/23	**INFORMATION**		
Garbage & bulk waste	SE & A	863-402-7786	the Landfill is on fire since 2 am, on the side where the garbage is dumped. No one is allowed to dump the garbage or bulk waste today, Friday, 4/23/21	**INFORMATION**		
ENTIRE ST. 1520 Kerry Dr.	SE	304-283-4147	Ms. gruber called to report that the recycling was not picked up Wednesday, 4/21 on the Entire Street	Friday, 4/23 at 11:43 am I called the resident no response		
2012 W Takenton Rd.	AP	863-446-2994	Ms. Myers called to report that her garbage and recycling was not picked up yesterday, Thursday, 4/22, both carts are full & they stay outside all the time. Her house is the only house at the end of the road.	Friday, 4/23 at 11:45 am I let Vicky know that her garbage may not be picked up today, Friday, 4/23 due a fire at the Landfill since 2 am on the part where the MSW is dumped. No one is allowed to dump MSW or Bulk waste today.		
ENTIRE BOLIDE ST. 3501 Bolide St. (Sebring Country Estates)	SE	863-471-0259	Ms. Cullens called to report that the garbage was not picked up yesterday, Thursday, 4/22 on the ENTIRE Bolide St. She said she called your office yesterday at 6:30 pm and left a phone message. Tuesday, 4/27 at 8:27 am per Ms. Cullens as of today, Tuesday, 4/27 at 8:27 am the garbage has not yet been picked up	Tuesday, 4/27 at 8:15 am per Ms. Cullens the garbage has not yet been picked up - she called WC yesterday and was told it will be picked up yesterday. And as of today Tuesday, 4/27 it ha not been picked up yet. Friday, 4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27	NO	YES
ENTIRE ST. 316 Loon Ave	SE	863-658-2220	Via Website: Missed recycling pickup Thursday, 4/22 ENTIRE ST. I put my recycling out at the edge of the street Wednesday night. I also put my neighbor's out at the same time. Her recycle has not been collected either.			
ENTIRE BOLIDE ST & CORVETTE AVE. 3321 Bolide St. (Sebring Country Estates)	SE	863-253-4183	Mr. Somers called to report that the garbage was not picked up yesterday, Thursday, 4/22 on the ENTIRE Bolide St & Corvette Ave. too.	4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27	NO	YES
522 Darter Ave (put his two carts at the corner of Darter Ave & Sebring Hills Blvd.	SE	863-382-1852	Mr. Rivera called to report that his recycling was not picked up yesterday, Thursday, 4/22. He is the only house on the road	Thursday 5/6/21 at 4:55 pm per Mr. Rivera it was picked up Saturday, 4/24 said **THANK YOU!**	NO	YES
ENTIRE BOLIDE ST. 3408 Bolide St. (Sebring Country Estates)	SE	No number given	Via Website: Missed Garbage pickup Thursday, 4/22 ENTIRE ST. email: Jfdean48@gmail.com	4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27	NO	YES
ENTIRE ST. 3109 Pamela Drive	LO	772-529-2683	Via Website: Missed recycling pickup Friday, 4/23 ENTIRE ST.			
ENTIRE ST. 405 Racoon Lane	LO	954-249-0684	Via Website: Missed Garbage & Recycling pickup Friday, 4/23 ENTIRE ST.			
ENTIRE ST. 2016 Gardner Dr.	LO	863-801-6631	A frutrated Ms. Phipps called to report that the garbage was not picked up Friday, 4/23 on the ENTIRE Gardner Drive.	Friday, 5/7 at 8:35 am per Ms. Phipps it was picked up Wednesday, 4/28	NO	YES
ENTIRE SUBDIVISION River Green Golf Course 190 W Lake Trout DR.	AP	863-453-7377	Ms. Davidson called to report that the Recycling was not picked up Friday, 4/23 on the ENTIRE River Green Golf Course -190 W Trout Dr. Avon Park			
ENTIRE Area 220 Greenview Dr.	AP	863-452-5939	Ms. Rans called to report that the Recycling was not picked up Friday, 4/23 on the ENTIRE area 220 Greensview Dr.			
10404 US 27 S (home & business)	SE	863-781-1758	Mr. Valdivez called to report the garbage from his home & business was not picked up Friday, 4/23.			
1834 N Egret Rd	AP	863-808-6994	Ms. Perez called to report that the Recycling was not picked up Thursday, 4/22 she said her cart is full. They picked up everyone else except hers.			
ENTIRE ST. 3519 Bolide St. (Sebring Country Estates)	SE	863-381-2065	Via Website: Missed Garbage pickup Thursday, 4/22 ENTIRE ST.	4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27	NO	YES
ENTIRE Orange Villa MH Park 4709 Welcome Dr.	SE	317-716-5530	Via Website: Missed Garbage Pickup Friday, 4/23 Whole trailer park was not picked up, Suppose to be Friday Last 30 days not till Saturday This week not at all			
ENTIRE ST. 320 Dove Ave. Sebring Hills	SE	863-381-0844	Via Website: Missed recycling pickup Thursday, 4/22 ENTIRE ST			
ENTIRE ST 215 Swallow Ave. Sebring Hills	SE	863-214-3406	Via Website: Missed recycling pickup Thursday, 4/22 ENTIRE ST			
3414 Beck Ave	SE	863-253-0771	A frustrated Mr. Wacaster Sr. called to report that the recycling and the garbage was not picked up Friday, 4/23, he is the only house on this road.			
800 E Canfield St.	AP	863-657-4792	Via Website: Missed recycling pickup Friday, 4/23 Just my house			
ENTIRE AREA 30 W Lake Trout Dr.	AP	863-443-1866	Ms. Dunn called to report that the Recycling was not picked up Friday, 4/23 on the ENTIRE River Green area. As of 3:40 pm today, Monday, 4/26 their recycling has not yet been picked up.			

ENTIRE BOLIDE ST. 3408 Bolide St. (Sebring Country Estates)	SE	863-448-2234	By email to Bob: Missed Garbage pickup Thursday, 4/22 ENTIRE ST. email: Jfdean48@gmail.comGarbage still has not been collected on Bolide St since Thursday. That was before the fire. My van is overflowing. Waste connections said they would be here Monday. They did not come. THIS IS THE SECOND EMAIL SEE ABOVE ITEM # 103	4/27, Good morning Ms. Dean, there was a large fire at the Landfill last Friday that shut down all residential pick-ups and we apologize for the inconvenience it has caused the community. We confirmed with Waste Connections that the garbage pick-up for Bolide Street due today has been delayed. Unfortunately, the assigned truck had an issue this morning and is in for repairs. As soon as the repairs are completed, we will make the garbage pick-up. 4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27	NO	YES
5220 State Road 66	SE	863-441-3061	Via Website: Missed Garbage pickup Wed. 4/21 It wasn't picked up the week before either. Crockettsroadkillgrill@gmail.com WEDNESDAY PICK-UP	Tuesday, 5/4 at 10:46 am I called Ms. Turner left a message to call me back		
ENTIRE ST. 5735 Oak Bend Ave (Desoto City)	SE	863-840-1393	Via Website: Missed Garbage pickup Thursday, 4/22 ENTIRE ST. vickidavis557@gmail.com	Tuesday, 5/4 at 10:49 am I called Ms. Davis left a message to call me back. At 11:19 per Ms. Davis the garbage was picked up the next day, Friday, 4/23 and the week after they were on schedule. Said **THANK YOU!**		
105 Fern Ct.	LP	931-308-0312	Ms. Robinett called to report that one of the garbage can wheel popped out (it will not go back in) after the can was emptied today, Tuesday, 4/27. Asking for a can replacement or the wheel repaired as soon as possible, please?			
ENTIRE SPRING LAKE 7924 Granada Road	SE	407-429-9615	Mr. Gilbert called to report that the Bulk Waste was not picked up Friday, 4/23 on the ENTIRE SPRING LAKE AREA	Tuesday, 5/4 at 11:23 am called Mr. Robinett said the bulk waste was picked up the next day, Friday, 4/28, said **THANK YOU!**	NO	YES
LOQUAT RD. NE & CUMQUAT RD NW	LP	863-402-6505	Per Bob: Road and Bridge notified me that Loquat RD NE is a very narrow road only 16' wide and it is being paved right now so garbage trucks will not be able to go down the road. They will be done paving around 1:30 PM and going to Cumquat Rd NW to work on paving that road after that around 1:30 PM but it will be fresh pavement so might have to get Loquat Rd NE tomorrow morning before 8 AM. But if can send trucks over to get Cumquat RD NM before they get there to pave at 1:30 PM	**INFORMATION**		
17318 Broadland Ln.	OK	863-357-1907	Mr. Wilcox called to report that the recycling (not picked for the past 2 weeks) & his properly bundled yard waste (4 bags) were not picked up yesterday, Monday, 4/26.	Thursday, 5/6/21 at 12:16 pm per Mr. Wilcox the recycling was picked up until Monday, 5/3 & the yard waste is still sitting outside.	NO	NO
				THE YELLOW HIGHLIGHTED ABOVE WE DID NOT RECEIVE A RESPONSE FROM THE HAULER	N/A	N/A
				GRAND TOTAL 63	N/A	N/A
9909 S Orangeblossom Blvd.	SE	863-202-5090	Via Website: Missed Garbage & Yard Waste pickup today Thursday, 4/27/2021. just my house neighbors all picked up. trash and yard waste in barrel.			
ENTIRE lake Henry Drive	LP	863-402-6505	A Commissioner received this message stating no garbage pickup entire Lake Henry Drive Lake Placid, yesterday, Tuesday, 4/27	Per Katie it was picked up at 1:19 pm on Wednesday, 4/28		
ENTIRE ST 115 Vera Lane NW	LP	863-699-0618	Via Website: Missed Garbage pickup yesterday, Tuesday, 4/27 ENTIRE ST			
Entire Nature Ln. 215 Nature Ln.	SE	863-532-0010	Ms. Wall called to report that the recycling has not been picked up for the past two weeks Tuesday, 4/20 & yesterday, Tuesday, 4/27 on the ENTIRE NATURE LN. She said she will be contacting her Commissioner	Thursday, 5/6/21 at 12:23 pm per Ms. Wall the recycling was picked up the same day she called - said T**HANK YOU!**	NO	YES
ENTIRE St. 7716 Pine Glen Road	SE	863-873-9950	Ms. Meloni called to report that as of today, Wed. 4/28 the bulk waste from Friday, 4/23 has not yet been picked up on the Entire St.	Thursday, 5/6/21 at 12:30 pm per Melony they picked up Friday, 4/30,said **THANK YOU!**	NO	YES
Entire St. 3288 Popinjay Ave	LP	863-840-3038	Mr. Heath called to report that the recycling was not picked up yesterday, Tuesday, 4/27 on the ENTIRE POPINJAY AVE.	Thursday, 5/6/21 at 12:28 pm per Mr. Heath it was picked up the next day, Wed. 4/28	NO	YES
ENTIRE LAKERIM CT, CATFISH CREEK ROAD 217 Lakerim Ct	LP	828-302-0880	Ms. Rossborough called to report that the Garabge was not picked up yesterday, Tuesday, 4/27 on the ENTIRE Lakerim Ct. & Catfish Creek Road too.	4/28/21 at 2:53 pm per Bob this Street was picked up today. & Wed. 4/28	NO	YES
Loquat Rd NE	LP	863-402-6505	Just in case you get a call garbage, recycling and yard waste may not have been picked up on Loquat RD NE in Placid Lakes yesterday because R & B was paving and had the road closed to the garbage trucks. They were supposed to go back and get today.	**INFORMATION**	N/A	N/A
PLACID LAKES AREA	LP	863-402-6505	An anonymous person called to report that the garbage was not picked up yesterday on the Placid Lakes Subdivision	4/28/21 at 2:53 pm per Bob this Street was picked up today. & Wed. 4/28	NO	YES
ENTIRE ROAD 111 Sheppard Road NW	LP	203-426-2904	Ms. Arnold called to report that the recycling has not been picked up for the past two weeks Tuesday, 4/20 & yesterday, Tuesday, 4/27 on the ENTIRE SHEPPARD ROAD NW.	4/28/21 at 2:53 pm per Bob this Street was picked up today. & there is one house that was not picked up 263 Sheppard Rd. NW due to styrofoam	NO	YES
ENTIRE KAYLA AVE., BONNIE ROAD NW & HEAL AVE. NW 115 Kayla Ave	LP	812-508-0829	Mr. Hosting called to report that the Garbage was not picked up yesterday, Tuesday, 4/27 on the ENTIRE Kayla Ave., Bonnie Road NW & Heal Ave NW	Thursday, 5/6/21 at 12:37 pm per Mr. Hosting it was picked up the next day, Thursday, 4/29, said **THANK YOU!**	NO	YES
ENTIRE ST 103 Lime Rd. NW	LP	786-251-2923	Mr. Sotero called to report that the Garbage was not picked up yesterday, Tuesday, 4/27 on the ENTIRE Lime Road NW	It was picked up the next day Thursday, 4/29	NO	YES
498 Carole Road NW	LP	863-840-4330	Ms. Hendrickson called to report that the Garbage was not picked up yesterday, Tuesday, 4/27. She is the only house at the curve on this road & there is another home close to the corner of Carole NW & Donald Ave. NW	Thursday, 5/6/21 at 12:43 pm I called Ms. Hendrickson it was picked up the next day, Wed. 4/28 said **THANK YOU!**	NO	YES
ENTIRE LAKE GROVES RD NW & CATFISH CREEK NORTH TO SOUTH	LP	863-402-6505	Per Bob Garbage & Recycling was not picked up yesterday in several areas in the Placid Lakes Subdivision	**INFORMATION**	N/A	N/A

Spring Lake	SE	863-402-6505	Per Bob as of today, Wednesday, 4/27 the bulk waste not collected Friday, 4/23 has not yet been picked up.	**INFORMATION**	N/A	N/A
712 W Interlake Blvd.	LP	863-464-0141	A frustrated Ms. Kirby called to report that her garbage was not picked up yesterday, Tuesday, 4/27, it is not the first time that this has happened. **She is the only house on this deserted road.**	Thursday, 4/29 at 5:55 pm Ms. kirby called me said they picked up her garbage today, Thursday, 4/29 said **THANK YOU!**	NO	YES
4101 (+several homes) East Avon Pines Road	AP	603-321-2545	A frustrated Ms. Mcnallen called to report that the garbage & the recycling was not picked up Friday, 4/23, and as of today, Wednesday, 4/28 at 7:15 pm no one has showed up yet. She placed both carts outside every Thursday night.	4/30/21 at 3:58 pm they picked up the garbage the next day but her recycling was missed last Friday and today they already passed by and did not picked up her recyclables. MONDAY, 5/3 at 1: 28 pm Ms. Veronica called to say **THANK YOU!** they picked up the recyclables Saturday, 2/1	NO	YES
4231 E Hibiscus Ct. + ENTIRE ST.	AP	863-368-1454	Ms. Risner called to report that her recycling was not picked up Friday, 4/23 and as of today, Wed. 4/28 it has not yet been picked up. Friday, 4/30 at 6:00 pm per Ms. Rysner the recycling has not yet been picked up.	Monday, 5/3 at 9:42 am per Ms. Risner it was picked up Saturday, 5/1 said **THANK YOU!**	NO	YES
ENTIRE ST 168 McCoy Drive	LP	863-451-1910	Via Website: Missed Garbage pickup Monday, 4/26 ENTIRE ST. Called waste connections to see when they would get to our street and was informed that they were working on it. Understand the circumstances, yet we are now dealing with a health problem as many cans are overflowing and the smell/maggots and flies is awful.	Per Katie it will be picked up until Saturday, 5/1 **IT WAS PICKED UP 2 DAYS LATE AFTER THE 48 HOURS**	NO	YES
ENTIRE ST. 1719 Evergreen Street	SE	863-840-4100	Via Website: Missed Recycling pickup Wed. 4/28 ENTIRE ST.			
3612 Creekside Dr.	SE	260-402-2584	Mr. Mcclain called to report that his properly bundled (2 bags & 2 cans) yard waste has not been picked up for the past two scheduled weeks Wednesday, 4/14 & Wednesday,4/28.	Thursday, 5/6/21 at 4:14 pm per Mr. Mcclain he paid someone else to haul it off Monday, 5/3, said **THANK YOU!**	NO	N/A
ENTIRE ST 3302 Valerie Blvd.	SE	863-385-2040	Ms. Nelson called to report that the garbage & recycling was not picked up yesterday, Wed. 4/28 on the ENTIRE ST.	Thursday, 5/6/21 at 4:17 pm per Mr. Nelson it was picked up Friday, 4/30, said **THANK YOU!**	NO	YES
ENTIRE ST 7051 Strafford Oaks Dr.	SE	615-756-7979	Ms. Eller called to report that the Recycling was not picked up yesterday, Wed. 4/28 on the ENTIRE ST.	Thursday, 4/29 at 10:06 am per Katie: Truck will be in there today. Thursday, 5/6/21 at 4:47 pm per Ms. Eller it was picked up Thursday, 4/29, said **THANK YOU!**	NO	YES
ENTIRE ROAD 620 S Marion Road	AP	863-873-3448	Ms. sizemore called to report that the Garbage & Bulk waste were not picked up last Friday, 4/23 and as of today, Thursday, 4/28 her can full of recycling & the bulk waste items are still sitting outside	Thursday, 5/6/21 at 4:51 pm, I tried to call the resident no response		
ENTIRE ST 5110 Sturgeon Dr. (Sebring Ridge area)	SE	863-835-0448	Ms. Ramsey called to report that the Garbage was not picked up yesterday, Wed. 4/28 on the ENTIRE ST.	Thursday, 4/29 at 10:48 am per Katie: Truck will be in there today		
E Avon Pines Rd. W Hibiscus Ct. S Marion Rd	AP	863-402-6505	There appears to be several areas along and adjacent to E. Avon Pines Rd. that were missed from last week yet for garbage and recycling based on several emails and complaints Bea has received last night and today:	Bob sent them a map of the missed areas **INFORMATION**	N/A	N/A
ENTIRE AREA 168 Mccoy Dr.	LP	863-451-1910	A frustrated Ms. Pardee called to report that the garbage was not picked up Monday, 4/26, on the ENTIRE ST. The street smells like garbage, her cart is overfilled & it has flies & maggots. She called your office earlier today & was told it wouldn't be picked up until Saturday, 5/1, she says this is unacceptable & is demanding to be picked up as soon as possible because she is leaving town & can't leave the cart outside over the weekend.	It was picked up Sat. 5/1 (**IT WAS PICKED UP 2 DAYS LATE AFTER THE 48 HOURS)**	NO	NO
Entire Lakeside Rd (his address 705 Lakeside Rd)	SE	863-381-9893	Mr. Stamps called to report that the Yard Waste was not picked up yesterday, Wednesday, 4/28 on the ENTIRE Lakeside Rd	Thursday, 4/29 at 4:20 pm per Katie: Truck is running late. Monday, 5/3 at 9:30 am per Mr. Stamps it was picked up Thursday, 4/29, said **THANK YOU!**	NO	YES
522 Darter Ave (put his two carts at the corner of Darter Ave & Sebring Hills Blvd.	SE	863-382-1852	Mr. Rivera called to report that his recycling was not picked up last Thursday, 4/22 and as of today, Thursday, 4/29 at 4:15 pm has not yet been picked up. He is the only house on the road	Thursday, 5/6/21 at 4:55 pm per Mr. Rivera it was picked up Saturday, 5/1, said **THANK YOU!**	NO	YES
ENTIRE SUBDIVISION 216 Jay Ave	SE	863-385-3363	Mr. Sinkler called to report that the recycling was not picked up last Thursday, 4/22 and as of today, Thursday, 4/29 at 4:45 pm it has not yet been picked up. The ENTIRE SUBDIVISION	Friday, 5/7 at 11:19 am the recycling was picked up Thursday, 4/29 night. The bulk waste this week was picked up until today Friday, 5/7, said **THANK YOU!**	NO	YES
ENTIRE LAKE HUNTLEY AREA 284 S Huntley Drive	LP	954-462-5869	A frustrated Ms. Potter called to report that the garbage was not picked up Monday, 4/26, on the ENTIRE LAKE HUNTLEY AREA as of today, Thursday, 4/29 at 5:00 pm it has not yet been picked up	Friday, 5/7 at 11:21 am Per Ms. Potter it was picked up Sat 5/1 said **THANK YOU! (IT WAS PICKED UP 2 DAYS LATE AFTER THE 48 HOURS)**	NO	YES
938 Chinaberry Ct (lives in a cul-de-sac)	LP	863-633-0719	Mr. Lipps called to report that the recycling was not picked up Tuesday, 4/27 and as of today Thursday, 4/29 at 6:11 pm it has not yet been picked up. He is the only home with recyclables	Friday, 5/7 at 11:22 am called the resident no response		
ENTIRE ST 3911 Ponce De Leon Boulevard	SE	863-873-4531	Via Website: Missed Garbage pickup today Thursday, 4/29 ENTIRE ST.			
ENTIRE ST 5537 Columbus Blvd.	SE	863-414-2736	Via Website: Missed Garbage pickup today Thursday, 4/29 ENTIRE ST. Did our trash day change? This seems to be an ongoing problem?			
ENTIRE CATFISH CREEK ROAD 1100 Catfish Creek Rd.	LP	954-205-6252	A frustratred Mr. Kubik called to report that the Garbage was not picked up Tuesday, 4/27 on the ENTIRE Catfish Creek Road & as of today, Friday, 8:15 am it has not yet been picked up . He needs to know when their garbage will be picked up?	Friday, 4/30/21 at 8:45 am per Katie this area will be picked up tomorrow, Saturday, 5/1, I called the resident to let him know **IT WAS PICKED UP 2 DAYS LATE AFTER THE 48 HOURS**	NO	YES
ENTIRE ST 313 Kite Ave	SE	863-381-2197	Via Website: Missed recycling pickup today Thursday, 4/29 ENTIRE ST. This is the second week in a row recycle was not picked up.			
ENTIRE CATFISH CREEK ROAD 944 Catfish Creek Rd.	LP	863-465-2325	Ms. Regenols called to report that the Garbage was not picked up Tuesday, 4/27 on the ENTIRE Catfish Creek Road & as of today, Friday, 8:30 am it has not yet been picked up .	Friday, 4/30/21 at 8:45 am per Katie this area wlill be picked up tomorrow, Saturday, 5/1, I called the resident to let her know. **IT WAS PICKED UP 2 DAYS LATE AFTER THE 48** HOURS	NO	YES

ENTIRE CATFISH CREEK ROAD	LP	863-402-6505	Mr. Brewington sent an email to a Commissioner: Its Friday and our garbage on Catfish Creek Road in Placid Lakes has yet to be picked up. Recycling was picked up on the usual schedule Tuesday. Has something changed that we weren't made aware of?			
ONE SIDE OF BOLIDE ST. 3501 Bolide St. (Sebring Country Estates)	SE	863-471-0259	Ms. Cullens called to report that the Garbage & Recycling was not picked up yesterday, Thursday, 4/29 on ONE SIDE OF THE STREET Bolide St. Their yard waste was picked up this morning	Friday, 5/7 at 2:21 pm per Ms. Cullens it was picked up Saturday, 5/1, said **THANK YOU!**	NO	YES
ENTIRE SEBRING HILLS 319 Eagle Ave	SE	863-835-0493	Ms. Tippins called to report that the Garbage & the Recycling was not picked up yesterday, Thursday, 4/29 on the ENTIRE EAGLE AVE & Surrounding Streets	Friday, 5/7 at 12:20pm per Ms. Tippins it was picked up Sat. 5/1 said **THANK YOU!**	NO	YES
SEVERAL AREAS IN PLACID LAKES	LP	863-402-6505	I was down in Placid Lakes on Wednesday afternoon because we had several calls in the area between Catfish Creek Road and Lake Groves RD NW about garbage not being picked up. At 3:00 PM I inspected the area and found that this entire area had not had garbage picked up. I had Bea call Waste Connections and we were told that the driver was at the landfill dropping off a load from this area and was heading back, so we expected it would be completed by Wednesday night or Thursday morning. Did the driver go back that nigh or the next day? What is the status for this area?	**INFORMATION**	N/A	N/A
Portion of Arbuckle Creek Rd.only 2 homes (4000 Arbuckle Creek Road they placed the garbage carts on Beck Ave.	SE	863-381-0163	A frustrated Mr. Caldwell called to report that his and his neighbor's garbage was not picked up last week Friday, 4/23 and as of today, Friday, 4/30 at 10:30 am no one has shown up yet.	Friday, 5/7 at 11:53 per Mr. Caldwell it was picked up the same day he called Friday, 4/30 he said **THANK YOU!**		
ENTIRE ANGELO CIR. 5614 Angelo Cir.	SE	863-314-8913	A frustrated Mr. Bertetto called to report that the garbage was not picked up yesterday, Thursday, 4/29 on the ENTIRE St. he said for the past three weeks the garbage & recycling has not been picked up on their regularly scheduled day, this a problem for them because they placed their carts outside Wednesday night for Thursday pickup. They are concerned about animals getting into the garbage. He is very disappointed with the hauler's service	Friday, 5/7 at 11:57 per Mr. Bartetto it was picked up Friday, 5/1 night- said let the commissioner know that they are not on schedule every week. Said **THANK YOU!**	NO	YES
ENTIRE LAKE HUNTLEY AREAS	LP	863-402-6505	We were informed that this area of S. Huntley Drive and other adjacent areas missed that are a Monday scheduled pickup will not be picked up until Saturday, May 1, 2021. This pickup will be 5 days after the normally scheduled pick up day and is unacceptable to have to make the residents wait that long considering they will be picked up 2 days later on Monday, May 3, 2021 again. I would recommend to get this area picked up today if not picked up as of this email.	**INFORMATION**	N/A	N/A
ENTIRE LAKE MCCOY AREAS	LP	863-402-6505	We were informed that this area of McCoy Drive and other adjacent areas which is near Huntley drive which is the same situation were missed and were supposed to be last Monday's pickup will not be picked up until Saturday, May 1, 2021. This pickup will be 5 days after the normally scheduled pick up day and is unacceptable to have to make the residents wait that long considering they will be picked up 2 days later on Monday, May 3, 2021 again. I would recommend to get this area picked up today if not picked up as of this email.	**INFORMATION**	N/A	N/A
ONE SIDE OF RAIL AVE 217 Rail Ave.	SE	863-386-4588	Ms. Dionne, called to report that the garbage was not picked up yesterday, Thursday, 4/29, on one side of the Street. They only picked up one side of the street yesterday & as of today, Friday, 4/30 at 5:30 pm a lot of residents have their carts full of garbage sitting outside since Wednesday night.	Friday, 5/7 at 12:01 pm per Ms. Dionne it was picked up until this Tuesday, 5/4 night,& then they came the next day Wed. (regular scheduled day. She said **THANK YOU!**	NO	YES
ENTIRE MYRTLE BEACH DR. (4961 Myrtle Beach Dr.)	SE	518-322-5506	Ms. Jeany, called to report that the garbage was not picked up yesterday, Thursday, 4/29, on the entire St. & as of today, Friday, 4/30 at 5:50 pm it has not yet been picked up.	Friday, 5/7 at 12:10 pm per Ms. Dionne it was picked up Saturday, 5/1, said **THANK YOU!**	NO	YES

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,198 X1 divided by 100= 38 complaints. Resolved within 48 hrs.
Anastasio	Jardon	Bea	3/1/2021	8:43 AM	ENTIRE ST 190 N Dover Rd	AP	863-446-4812	Mr. Jardon called to report that they missed garbage pickup Thursday, 2/25 on the ENTIRE ST. He always leaves his cans outside. .	3/5/21 at 11:00 am tried to call several times to no avail	NO	YES
Tammy	Jerke	Bea	3/1/2021	9:25 AM	Residential Dumpster Thunderbird Hill Manor - Manor Circle 515 Manor Cir.	SE	863-385-0454	Ms. Jerke called to report that their community dumpster (service 33 homes) has not been emptied since Tuesday, 2/23 the dumpster is full of garbage with a rotten smell & she just picked up the garbage from the ground and pushed it down the dumpster. It needs to be emptied ASAP (TUESDAYS & FRIDAYS)	AT 12:15 pm per Tammy, it was emptied this morning - she is not happy with the service - she said **THANK YOU!**	NO	YES
Stormy	Satterwhite	WEB	3/1/2021	9:37 AM	ENTIRE ST 3338 Sparta Circle	SE	863-326-8743	Via Website: Missed Garbage Pickup Wed. 2/24 ENTIRE ST	Per Katie this was picked up today, 3/2/21 On 3/4/21 at 2:13 pm called the resident left a phone message to call me back	NO	YES
Jim	Welborn	Bea	3/1/2021	11:25 AM	3406 Golf Haven Terrace	SE	863-382-2544	A frustrated Mr. Welborn called to report the truck that picks his garbage up is spilling oil everywhere. He said every time the mechanical arm picks his blue cart up, it spill oil on his recently paved driveway & also all over the Street. He called your office about three weeks ago explained the issue & was told someone will get back to you. As of this date no one has called him back & the truck continues spilling oil.	3/1/21 at 3:41 pm gave it to Travis to take care of TRUCK IS SPILLING OIL EVERY WHERE JUST WANT THEM TO FIX THE TRUCK **-INFORMATION**	N/A	N/A
	Brian	WEB	3/1/2021	2:24 PM	ENTIRE ST 100 Lavender Ave		No number	Via Website: Missed Yard Waste Pickup ENTIRE ST today Monday, 3/1/21		NO	YES
Douglas	Gaskins	Bea	3/2/2021	8:07 AM	5 Community Dumpsters LAKE BONNET VILLAGE ENTIRE ST 2900 E Lake Bonnet Rd	AP	863-385-7010/863-449-7613	Mr. Gaskins of LAKE BONNETT VILLAGE called to report that their 5 dumpsters with overflowing garbage (see attached picture) has not been emptied since Monday, 2/22, (they are Mondays & Fridays) he compacted each dumpster this morning to make room for more garbage. And called your office & was told the trucks broke down. He asked what the County backup plan for this situation is? .	3/2/21 at 11:33 am per Mr. Gaskins as of 10 minutes ago they have not yet been picked up. I informed him that if it is not today it will be tomorrow - also I let him know that hey have a extra guy picking up the garbage from the ground. 3/4 per Mr. Gasking they picked up yesterday and again today everything is cleaned up - said **THANK YOU!** Thursday, 3/11 at 3:45 pm per Katie this site was picked up today Friday, 3/12 at 4:03 pm per driver he spent 3 hours yesterday Thursday, 3/11 Not today.	NO	YES
Stephen Blank	Blank	WEB/Bea	3/2/2021	2:08 PM	Community dumpster Lakeshore Tower I & II 121 Club Dr. unit 501	LP	561-252-4285	Via Website: Missed Garbage Pickup today, Tuesday, 3/2/21- community dumpster Dumpster that servers 64 families in nearing overflow! Lakeshore Tower 1 and 2.	At 2:05 pm I (Bea) already talked with Mr. Blank & explained the situation with the broken trucks, & informed him they may get picked up until tomorrow. Thursday, 3/4/21 talked with Mr. Blank said the picked up the dumpster around 5 am today - said **THANK YOU!**	NO	YES
Tracy A	Spicer	WEB	3/2/2021	5:22 PM	3215 Forrest View Ave	LP	863-464-0690	Via Website: Missed Garbage Pickup today Tuesday, 3/2/21 Just my house	At 5:31 pm per Katie: I spoke with Tracy we are trying to get a driver there tonight she said ok and thank you At 5:35 pm per Gator: Make sure, double sure even that the entire length of road is picked up. There are 6 total houses on the road, 1 on east side and 5 on the west side. The 5 were missed last week and it was a very ugly discussion in public at the Board meeting today as a result. 3/3/21 at 8:32 am per Mary this stop was picked up last night. Thursday, 3/4 at 2:25 pm per resident this time it was picked up the next day but last weeks it was picked up 2 days later - said **THANK YOU!**	NO	YES
Ernestine	Bell	WEB	3/2/2021	5:46 PM	ENTIRE ST 3140 Delafield Avenue	LP	440-668-8349	Via Website: Missed Recycling Pickup today Tuesday, 3/2/21 ENTIRE ST someone mentioned that recycling would no longer be taking place. Should I just put everything in the blue garbage can in the future or will recycling cans just be taken with the other garbage? Thank you.	3/5/21 at 11:11 am I called Ms. Bell left a message to call me back AT 11:42 am Ms. Bell called me back said they picked up the recycling yersterday - said **THANK YOU!**	NO	YES
Charles	Dye	WEB	3/2/2021	8:58 PM	ENTIRE ST 446 Lake Mirror Dr.	LP	863-840-1896	Via Website: Missed Garbage Pickup today Tuesday, 3/2/21. Missed our house for sure, possibly entire street. Is our pickup day still on Tuesday, because they do not usually pick up our trash.	Thursday, 3/4/21at 12:11 pm per Ms. Dye they picked up the garbage until today, she was concerned about if their day has changed - because their garbage sits outside since Monday night until either Wed. or Thursday, like this week they were picked up today 3/4, I explained the situation with the ee's sick and trucks braken down that put the behind schedule - she understood & said **THANK YOU!**	NO	YES
Barbara	Kondor	WEB	3/2/2021	10:37:00 PM & again on 3/3 at 10:02 AM	POSSIBLE ENTIRE ST 634 Catfish Creek Rd	LP	863-289-7605	Via Website: Missed Garbage Pickup today Tuesday, 3/2/21. Not sure if others on the street were missed.	At 10:12 am per Mary Lou: Driver will be there today, Wed. 3/3/21 3/5/21 at 11:15 am per resident she took it back inside - said **THANK YOU!**	NO	YES
Elaine	Bailey	WEB	3/3/2021	7:28 AM	3136 Raleigh Ave	LP	304-642-5609	Via Website: Missed Garbage Pickup today Wed. 3/3/21 Just her house maggots crawling over outside of blue bin; Its getting hotter just lately; a garbage truck comes by at 6;55 AM on Wed morning, March 3, 2021	At 4:55 pm per Mary Lou: There is a truck in there picking up today. 3/5/21 at 11:35 am I called Ms. Bailey left a message to call me back At 3:31 pm per Mr. Bailey he didn't know his p/u day I told him is a TUESDAYS and emailed him welcoming info- said **THANK YOU!**	NO	YES
Claire	Drieka	Bea	3/3/2021	8:25 AM	661 Seneca Dr. NW	LP	772-332-1403	Ms. Drieka called to report that her garbage has not been picked up for the past three (3) weeks, she didn't report it earlier because she doesn't generate much garbage, but the cart if full now. Her house is the only house in the middle of the block. She noticed that they picked up the garbage from a house that sits about a mile down the road from her, but never came back down to her house.	At 9:56 am per Mary Lou: Driver went both ways on Seneca Dr. NW betwee7:15 Am and 7:22 Am . Was in front of house at 7:17 am. At 4:23 pm left a message to call me back At per resident asked if WC will pickup her garbage for a fee? Mary Lou is supposed to get back with me about this Per Mary Lou she is adding this site for Saturday, 3/6 pick up I informed the resident to leave the can outside -3/9/21 at 10:53 am left a message to call me back **LATE SAT OUT**	YES	N/A
Reva	Maynor-Santina	Bea	3/3/2021	9:33 AM	817 Western Blvd.	LP	336-260-9542	Ms. Maynor-Santina called to report that her recycling wasn't picked up yesterday Tuesday, 3/2, her house is the only house on the block and she put both carts outside Monday for Tuesdays, and only the garbage was picked up.	3/5/21 at 11:43 am I called Ms.Santina left a message to call me back At 12:pm Ms. Santina they picked up her recycling around 7 pm the same day she called said she is the only house that recycles in that Street. Said **THANK YOU!**	NO	YES
Jill	Berle	Bea	3/3/2021	2:11 PM	ENTIRE ST 603 Washinghton Place	LP	863-699-1980	Ms. Berley called to report that the recycling on her entire St. wasn't picked up yesterday Tuesday, 3/2.	Per Katie it was picked up today, 3/4/21. On 3/5/21 at 11:39 am I called Ms. Berley left a message to call me back	NO	YES
Chris	Cauffield	Bea	3/3/2021	2:25 PM	1064 Dixie St	LP	863-441-1569	Chris Cauffield called to report that his recycling was not picked up yesterday, Tuesday, 3/2	3/5/21 at 11:49 am I called Chris left a message to call me back if they did Not pickup	NO	YES
Patricia	Bates	Bea	3/3/2021	2:45 PM	1700 W Gingham Rd	AP	863-4491937	Ms. Bates called to report the garbage truck has been dumping garbage all over the Streets after emptying the carts. This has been going on for about 2 months now, but it has gotten worse. Last week after her garbage cart was emptied, she left home to run errands & while driving found some of her garbage three blocks away from her home. She is asking the driver (s) to be more cautious in making sure the hopper is closed properly	ISSUE WITH THE GARBAGE TRUCK HOPPER - **INFORMATION**	N/A	N/A

Travis	Stivender	Bea & WEB	3/3/2021	3:35:00 PM WEB at 10:03 AM	ENTIRE ST 3360 Miller Ave	LP	863-414-2929	Mr. Stivender called to report that the garbage on his entire St. wasn't picked up yesterday Tuesday, 3/2. Also, his garbage was missed last week too.	3/5/21 at 11:57 am per resident as of 4 pm yesterday Thursday,3/4 his garbage has not yet been picked up- He heading home & will call me back At 1:22 pm per Travis they never came back - per Katie: I put it on the Saturday, 3/6 list. Tuesday, 3/9 at 10:37 am per resident the garbage was picked up Saturday, 3/6 said he can't imagine why he in being missed so many times - said **THANK YOU! TUESDAY PICKUP WAS PICKED UP 4 DAYS LATER**	NO	NO
Allen	Omalley	WEB	3/4/2021	5:49 PM	100 COUNTY ROAD 17A EAST	AP	863-452-7837	Via Website: Missed Garbage Pickup Wed. 3/3/21 Just my house. 2 weeks in a row they take all the trash on N Berwyn Ave ,But not ours , when they brought the trash cans out years ago ,they ask us to set it on Berwyn Ave. Because of the traffic on 17A .for all these years they have picked it up just Fine. Now we have no more room for trash . Please help	3/5/21 at 1:27 pm per resident it was picked up this morning - they did Not picked her garbage up last week. Said **THANK YOU!**	NO	YES
	Gator/Commissioner	GH	3/4/2021	9:33 AM	8600 CR 635	SE	407-873-3068	Doug miller, 407-873-3068 garbage was missed yesterday, last week too. Needs to be picked up today. Commissioner priority	AT 11:31 am while on the phone with Mr. Miller someone picked up his garbage he said **THANK YOU!** Per Bob the driver is going to this site first thing in the morning around 7 + and then to the Country Club-resident doesn,t have the cans outside when they first passed by	NO	YES
	Jennifer of CE	BULK	3/4/2021	9:19 AM	3929 Simca St	SE	863-402-6641	Jennifer has a case on this resident said thank you and asked WC to make sure the bulk waste driver goes to this site to pick up the bulk waste Thursday, 3/11	**CODE ENFORCEMENT ISSUE** MAKING SURE THEY PICK UP THE BULK WASTE AT THIS SITE ELDERLY LADY WILL GO BEFORE THE MAJESTRY MAY 2021.	NO	YES
Alfred	Maiewski	Bea	3/4/2021	10:11 AM	ENTIRE ST. 4820 Lafayette Ave	SE	863-214-3382	Mr. Majewski called to report that the recycling on his ENTIRE Street was not picked up yesterday Wednesday, 3/3	3/5/21 at 1:35 pm per Mr. Majewski they picked up everything yesterday, 3/4, said **THANK YOU!**	NO	YES
	Travis of WC	BD	3/4/2021	10:25 PM	ENTIRE Recycling Route for Wednesday SEBRING AREAS	SE	863-655-0005	ENTIRE Recycling Route of Wednesday was not yet picked up yesterday, Wed. 3/3/21	**INFORMATION**	N/A	N/A
Robert	Bynum	WEB	3/4/2021	11:59 AM	ENTIRE ST. 1321 Krouse St.	SE	863-273-9920	Via Website: Missed Recycling Pickup yesterday Wed. 3/4/21 ENTIRE STREET	3/5/21 at 1:43 pm per resident they picked up the recycling yesterday, Thursday, 3/4- said **THANK YOU!**	NO	YES
Melinda	Elfers	WEB	3/4/2021	3:41 PM	ENTIRE ST 4505 Garden Ave,	SE	863-381-9739	Via Website: Missed Recycling Pickup yesterday Wed. 3/4/21 ENTIRE STREET	at 1:47 pm per resident it was picked up yesterday, Thursday, 3/4- said **THANK YOU!**	NO	YES
	Travis of WC	Bea	3/5/2021	8:12 PM	Whole Avon Park area	AP	863-655-0005	Recycling has not yet been collected today in the Whole Avon Park area: Avon Park Estates & Avon Park Lakes. But it will be picked up tomorrow Friday, March 5, 2021	**INFORMATION**	N/A	N/A
Vicki	Myers	Bea	3/5/2021	9:35 AM	2012 W Tarkenton Rd.	AP	863-446-2994	Ms. Myers called to report that her garbage and recycling has not been picked up for the past 2 weeks, both carts stay outside all the time. Her house is the only house at the end of the road. She noticed the wheels marks truck on the ground, where if shows that they are turning back before going to her home. Both carts are full, and they need to be picked up ASAP.	At 10:11 am Recycle will be there today and new driver on the msw so I will have it picked up tomorrow and make another map for next week. At 5:23 pm per Vicki everything was picked up while we were on the phone, she said **THANK YOU!**	NO	YES
		WEB	3/6/2021	8:06 AM	ENTIRE ST. 3109 Pamela Drive	LP	772 529 2683	Via Website: Missed Recycling Pickup Friday, 3/5/21 ENTIRE STREET	Tuesday, 3/9 at 10 am per Katie: This was done on Saturday. 3/9/21 at 10:33 am I called the resident it was picked up Sat. 3/6 said **THANK YOU!**	NO	YES
Jimmy	Guevara	Bea	3/8/2021	3:35 PM	17408 Brinkerhoff Ln.	OK	863-801-1359	Mr. Guevara called to report that while the helper was picking up the bulk waste, the driver got out of the truck and told him to "not pick up anything" and proceed to walk to the back of his home yelling at him (in front of his wife & kids) that he is tired of picking up his garbage, etc. He stated that he rather his garbage be tagged to avoid any further conflicts	DRIVER HAVING A BAD DAY -	N/A	N/A
Connie	Miller	Bea	3/9/2021	4:51 PM	3603 Comet Ter	SE	863-385-7392	Ms. Miller called to report that as of today, Tuesday, 3/9, she has not yet received the replacement garbage can lid. She called your office last week and was told that someone will contact her to repair or replace the lid. One of the lid's hinges broke down after the can was emptied Thursday, 2/26. On Friday, 3/26 at 9:31 am her lid has not yet been replaced. On Friday, 4/16 They are leaving town Monday, and will be back on September, she asked can this lid replacement be completed today?	ISSUE WITH GARBAGE CAN LID Friday, 3/26/21 at 9:25 am I called left VMM Wed. 4/14 at 9:45 am left a phone message to call me back	NO	NO
	Beverly	GH	3/9/2021	4:53 PM	Requesting a survey of E C Hill Grd Rd & Hog Rd Avon Park	AP	863-402-6641	There are a couple of residents that have worked hard to maintain Hog Road and E C Hill Grade with shell road, with one resident Roger Davis, 863-257-0458 asking usually every other month if there has been any answers for the pickup. As you can see from the attached pictures all residents have to bring their cans out to Hog Road and North Riverdale Rd. for pickup. Many residents overflow the cans, some don't bag their garbage first, loose trash scatters and blows onto the road right of way and also into the drainage ditch on Riverdale Road. There are also many that leave the cans out there all week and only bring the waste to the cans on pick up day, so when this happens, as the right of way is mowed by Road and Bridge, it's not fully mowed due to the cans there. This has been an ongoing issue for at least two years that I can recall. Code Enforcement would like to help these residents resolve this situation in some way. Can you give any directions on the matter, even if it's asking Waste Connections to see if the garbage trucks can go down Hog Road and E. C Hill Grade?	Per Gator: One of my first concerns would be that the trucks will likely cause damage to the road that is there if they start using it again if it is not up to basically the County standards, and I don't think it is anywhere close. Next, would be, is there a very tough and spacious place for the truck to turn around on it? I don't see anything on aerial that looks to be sufficient. They trucks will cause damage when turning around if not. It almost needs to be paved and elevated well above the water table for the whole road. If it is wet or damp, the road will not last which will cause damage to the road and to the trucks. **ROAD ISSUE**	N/A	N/A
Kyle	Pitts	WEB	3/10/2021	7:10 AM	ENTIRE ST. his address 1160 Jason st	LP	No phone number	Via Website: Missed Bulk Waste Pickup ENTIRE STREET Tuesday, 3/9 kylelakeplacid@aol.com	Friday,3/12 at 12:43 pm I sent another email to WC Per Katie it will be picked up tomorrow, Saturday, 3/13. I sent an email to Mr. Pitts	NO	YES
Virginia	Skipper	WEB	3/10/2021	11:20 AM	8621 W Josephine Rd	LP	863-381-2567	Via Website: Missed Recycling Pickup yesterday, Tuesday, 3/9 Just my house Recyclables were also not picked up on March 2nd	Friday, 3/12/21 at 12:33 pm per resident **she put the can back inside** she said she will put it back outside next Tuesday. Said T**HANK YOU!**	NO	N/A
Claire	Drieka	Bea	3/10/2021	2:15 PM	661 Seneca Dr. NW	LP	772-332-1403	Ms. Drieka called to report that her garbage was not picked up yesterday, Tuesday, 3/9, Also for the past three (3) weeks h, she didn't report it earlier because she doesn't generate much garbage, but the cart if full now. Her house is the only house in the middle of the block. She noticed that they picked up the garbage from a house that sits about a mile down the road from her, but never came back down to her house.	Resident asked to be picekd up she was willing to pay a fee but Mary decided to put it for Saturday, 3/6, but Mary forgot to put it on the list - **the resident is placing the can late**	YES	N/A
Natalie	Williams	Bea	3/10/2021	2:45 PM	3547 Plover Ave	LP	504-710-8034	Ms. Williams called to report that her garbage & recycling were not picked up yesterday, Tuesday, 3/9 placed her carts outside Monday, 3/8 night At 2:59 pm spoke with Katie said the truck did not go down her road - she is sending it to Carmen so he can take care of	I did not sent this email I talked with Katie & she send it to Carmen, it will be picked up tomorrow Thursday, 3/11- it was picked up 3/11	NO	YES
Gary	Davies	Bea	3/10/2021	3:49 PM	1128 Barn Owl Street	SE	508-349-0197	Mr. Davis called to report an illegal dump on Swift Ave & S Heron St. in Sebring Hills. He sent me a video & there is a bunch of garbage in the middle of this Swift Rd.	I gave it to Rhonda at the Landfill she put it on the list, but the officer in charge is out - so I informed Mr. Davis that he needs to be patient because there are a lot of more illegal sites before this one on the list **ILLEGAL DUMP**	N/A	N/A
Sarah	Timmons	WEB	3/10/2021	5:04 PM	1300 E Oak Run	AP	321-698-7192	Via Website: Missed Bulk Waste Pickup Wed. 2/24 Has been out for 3 pickups now, today 3/10 being the second bulk waste week that the bed frame has been sitting at the street. 3/15/21 at 12:53 pm	Friday, 3/10/21 at 11:25 am called per resident as of 11:30 am they have not picked up her bulk waste. I sent another email to WC At 2:29 pm per Katie put it for Sat. 3/11 pick-up, but it was not picked up	NO	NO

Eugenio	Castillo	Bea	3/10/2021	5:21 PM	6810 Burkett Ave	SE	863-991-5656	Mr. Castillo called to report that as of right now 5:21 pm his recycling has not yet been picked up. He said in the past several times the recycling truck does not show up.	am called per resident it was picked up yesterday, said **THANK YOU!**	NO	YES
Leslie	Zeegers	WEB	3/11/2021	5:33 AM	1820 SandTrap Ct	SE	863-443-3419	Via Website: Missed Bulk Waste Pickup Wed. 3/10 Just my house (Wednedays)	Friday, 3/12/21 at 11:46 am left a phone message to call me back **At 3:47 pm per Katie: Truck was there at 11:48 am what kind of stuff do they have out**	YES	N/A
Lisa	McNew	Bea	3/11/2021	7:20 AM	5616 Lakewood Road	SE	863-402-6538	Missed recycling pickup yesterday, Wed. 3/10	Friday, 3/12/21 at 11:44 am per Lisa it was picked up yesterday- said **THANK YOU!**	NO	YES
Alfred	Maiewski	Bea	3/11/2021	9:11 AM	ENTIRE ST. 4820 Lafayette Ave	SE	863-214-3382	Mr. Majewski called to report that the Garbage on his ENTIRE Street was not picked up yesterday Wednesday, 3/10	Friday,3/12 at 12:05 pm per resident it was picked up yesterday, 3/11 said **THANK YOU!**	NO	YES
Sue	Underwood	Bea	3/11/2021	9:25 AM	6 Lakeside Trl (Country Walk Community)	LP	419-706-0280	A frustrated Ms. Underwood called to report that her garbage was not picked up Tuesday, 3/9. She has been calling your office every day for the past three days & was told I will pass the information to the manager, she never heard from him. She is requesting that her garbage be picked up as soon as possible. Friday, 3/12 per resident as of today no one has call her back	Friday,3/11 ar 11:19 am per Mary Lou,they put it on the Saturday list pickup. Monday, 3 /15 at 9:55 am per resident they never picked up her garbage - tomorrow is her regualar scheduled day	**NO**	NO
Dorothy	Saturno	Bea	3/11/2021	9:41 AM	Entire St 1428 Gramarcy Ave	SE	863-658-0234	Ms. Saturno called to report that the Garbage on her ENTIRE Street was not picked up yesterday Wednesday, 3/10	Friday,3/12 at 12:07 pm per resident it was picked up yesterday, 3/11 said **THANK YOU!**	NO	YES
Theodore	Rankl	WEB	3/11/2020	10:02 AM	1486 Wilde St	AP	304-887-9930	Via Website: Missed Recycling Pickup Wed. 3/10 Just my house Friday, 3/12 per resident as of this morning his recycling has not yet been picked up - said he always place his two carts the night before I sent another email to WC	Friday,3/12 at 12:07 pm per resident his recycling has not yet been picked up- said he placed the can outside the night before At 2:26 pm per Katie: Driver was there at 9:55 am she must have items in there that are not recyclables ATA 3:25 pm left a phone message to call me back	YES	N/A
Tammy	Jerke	Bea	3/11/2021	10:11 AM	Residential Dumpster Thunderbird Hill Manor - Manor Circle 515 Manor Cir.	SE	863-385-0454	Ms. Jerke called to report that their community dumpster (service 33 homes) has not been emptied since Friday, 3/5, the dumpster is full of garbage with a rotten smell & there are a lot of bags sitting on the ground. It needs to be emptied ASAP (TUESDAYS & FRIDAYS)	Friday, 3/12 ar 11:13 am per Katie: This has been done and cleaned up today at 10:28 am. At 12:23 pm per y Tammy they emptied it today she said **THANK YOU!**	NO	YES
Brenda	Boivin	Bea	3/12/2021	8:31 AM	ENTIRE ST 4646 Myrtle Beach Dr.	SE	207-612-6088	Ms. Boivin called to report that the Garbage & Bulk Waste on her ENTIRE Street was not picked up yesterday Thursday, 3/11/21	AT 2:17 pm Ms. Boivin called to let us know that the garbage was picked up but not the bulk waste - asking when it will be picked up today. Per Katie it will be picked up tomorrow, Saturday, 3/13. I called the resident to let her know **At 2:30 pm per Katie:The bulk should be picked up today** AT 3:21 pm per resident the bulk waste was picked up a few minutes ago, said **THANK YOU!**	NO	YES
Susan	Virden	Bea	3/12/2021	10:25 AM	3024 Sunrise Dr	SE	586-006-2507	A frustrated Ms. Virden called to report that her bulk waste (one empty can with a sign that says take it, and a fan motor) was not picked up Wed. 3/10, said this is not the first time that this has happened. She needs the bulk waste to be picked up today, to avoid issues with the District's rules	3/12 at 3:22 pm Per Katie: Driver in that area today DO NO CALL RESIDENT	NO	YES
Tony	Sullivan	Bea	3/12/2021	12:53 PM	2905 W Matte Rd (Avon Park Estates)	AP	863-452-7501	Ms. Sullivan called to report that her garbage was not picked up yesterday, Thursday, 3/11, she is the only house at the end of the Road.	Per Katie it will be picked up tomorrow, Saturday, 3/13. I called the resident to let her know 3/15/21 at 10:40 am per resident it was picked up Saturday, 3/13 said **THANK YOU!**	NO	YES
Treasa	Lee	Bea	3/12/2021	2:32 PM	ENTIRE ST Sebring Ridge area 2929 Grouper Dr.	SE	863-381-9217	Ms. Treasa sent me a text message around 7 am today, Friday 3/12, stating that the bulk waste has not yet been picked up in Sebring Ridge area over in the fish Streets.	At 2:46 per Katie: Driver is working this area today. Monday, 3/15 at 11:18 per Ms. Treasa they picked up the bulk waste on Friday- said **THANK YOU!**	NO	YES
Brian E	Delaney	WEB	3/12/2021	5:27 PM	ENRTIRE ST 1989 N MARTIN RD	AP	863-873-0952	Via Website: Missed Recycling pickup Thursday. 3/11 ENTIRE ST	Friday, 3/26/21 at 9:45 am per resident **they never came back to picked up the recyling** he is not happy with the service	NO	NO
Rod	McClelland	WEB	3/13/2021	8:53 AM	653 Duane Palmer Blvd	SE	863-381-4555	Via Website: Missed Recycling pickup Friday, 3/12. just my house. Has been missed for two weeks in a row. Don't know if others on the street were affected or not.	Friday, 3/26 at 11:35 am their recycling was never picked up until last Friday, 3/19 said **THANK YOU! IT WAS MISSED 3/5 & 3/12**	NO	NO
	Montague	Bea	3/12/2021	8:25 AM	Commercial Cart Account Montague Towing Company 1207 W Pleasant St.	AP	863-414-5638	Mr. Montague called to report that his garbage has not been picked up for the past 3 weeks, he places the can outside Wednesday evenings, for Thursday pick-up. it has been sitting outside si**nce Wed. 2/24, the cart is full, & it needs to be emptied ASAP. THURSDAY PICKUP**	Per Katie will send a note to Mr. Larry & back to me. Friday, 3/26/21 at 11:45 am per Mr. Montague they picked up the garbage UNTIL Friday, 3/19 and again on his his scheduled day Thursday, 3/25- **THE MISSED IT THE WEEK 3/11 HE OMPLAINED FRIDAY 3/12 AND IT WAS PICKED UP UNTIL FRIDAY, 3/19**	NO	NO
Faith	Baptist Church	WEB	3/16/2021	8:52 AM	660 Holmes Avenue	LP	863-465-0060	Via Website: Missed Garbage pickup Monday, 3/15 Two weeks in a row. Recycling picked up last week but no garbage. No garbage again yesterday.	Wed. 4/14 at 9:51 am per Brittanny they missed the garbage for 2 weeks but they were coming the next morning and she has taken the can back inside, but it was picked up the next day or so. She said **THANK YOU!**	NO	YES
Sarah	Timmons	WEB	3/18/2021	5:04 PM	1300 E Oak Run	AP	321-698-7192	Via Website: Missed Bulk Waste Pickup Wed. 2/24 Has been out for 4 pickups now, bulk waste week that the bed frame has been sitting at the street for 4 weeks now - she added a baby stroller and a vacuum	Friday, 3/19 I did not sent an email I spoke with Mary Lou and she put it for Sat. pickup. Wed. 3/24/ at 5:51 pm as of today Wed. 3/24 at 5:51pm her bulk waste has not been picked up **it has been 5 weeks that these items have been sitting outside** On Thursday, 4/15 at 10:25 am per resident it was picked up Wed. 3/25- said **THANK YOU!**	NO	NO
Arah	Lowe	Bea & WEB	3/17/2021	8:29 AM	ENTIRE ST 100 Foxwood Dr.	LP	954-609-8578	Ms. Lowe called to repot the garbage from her entire Street was not picked up yesterday, Tuesday, 3/16	Thursday, 3/25 at 9:25 am per resident they came the same they she called me, said **THANK YOU!**	NO	YES
Beverly	Wall	Bea	3/17/2021	9:11 AM	ENTIRE ST 215 Nature Ln	SE	863-542-0010	Ms. Wall called to report that their recycling on the ENTIRE ST has not been picked up for the past two (2) weeks, the truck does not come to her street & their carts are full of recyclables. This is a Tuesday pickup	Thursday, 3/18/21 at 2:59 pm Per Mary Lou, on behalf of Carmen, this Street will be picked up Saturday, 3/20. Wed. 3/24 called left a phone message to call me back Thursday, 3/25 at 9:29 am I called the phone number given is no working but per resident of 205 Nature Lane their recycling was picked up the next day Thursday, 3/18	NO	YES
Larry	Smith	Bea	3/17/2021	9:47 AM	240 Grape Rd NW	LP	863-368-2779	Mr. Smith called to report that his garbage was not picked up yesterday, Tuesday, 3/16, said probably they missed other neighbors too.	Thursday, 3/18/21 at 2:59 pm Per Mary Lou, on behalf of Carmen, this Street will be picked up Saturday, 3/20 Thursday, 3/25 at 9:33 am per Mr. Smith the entire St. was never were picked up last week. Not happy with the service	NO	NO
Katherine	Archacki	Bea	3/17/2021	9:55 AM	ENTIRE ST 205 Nature Ln	SE	863-202-0771	A frustrated Ms. Katherine called to report that the recycling on her entire street has not been picked up for the past two weeks, the truck does not come to her street & their carts are full of recyclables. She saw the trucks picking up the streets over & why they do not come to her street? (12 homes on this Street)	Thursday, 3/18/21 at 2:59 pm Per Mary Lou, on behalf of Carmen, this Street will be picked up Saturday, 3/20. Wed. 3/24 called left a phone message to call me back At 5:54 pm per resident it was picked up the next day Thursday, 3/18, said **THANK YOU!**	NO	YES
Stacy	Rockwood	WEB	3/17/2021	12:07 PM	ENTIRE ST 322 Vanguard Ave NW	LP	956-570-1941	Via Website: Missed Garbage Pickup Tuesday, 3/16 ENTIRE STREET	3/18/21 at 5:25 pm Bob spoke to the family informed them they will be picked up Saturday, 3/20. Wed. 3/24 at 5:41 pm per resident the garbage was picked up on Sat. 3/20 said **THANK YOU! TUESDAY PICK-UP WAS PICKED UP 4 DAYS LATER**	NO	NO
Doug	Miller Jr	Comm	3/17/2021	12:35 PM	8020 CR 635	SE	863-273-5253	Per Commissioner Scott Mr.Miller Jr. recycling cart has not been picked up for the past 4 weeks & today he has 2 blue cans they only picked up one .	AT 12:50 pm per Katie, she sent the message to Carmen asked him these two carts to be emptied. **MUST CALL COMMISSIONER SCOTT 873-3180 THEN MR. MILLER JR**. This was taken care of same day & I called Mr. Miller and Commissioner Scott. At 4:31 Per Mr. Miller the person that was sent by the hauler to pickup both cans was rude with his wife. See an email sent to the hauler dated 3/17/21 at 4:53 pm subject 8020 CR 635	NO	YES

Martha	Nunez	Bea	3/17/2021	2:11 PM	111 Sentimental Ct.	LP	863-243-3415	Ms. Martha called to report that her garbage was not picked up Monday, 3/15, but her recycling was. The garbage truck never came down to her home Monday, she is the only house on the block. Her cart is full, asking please pick it up as soon as possible.	Friday, 3/19 at 6:09 pm called resident to let her know that the garbage will be picked tomorrow, Saturday, 3/20. Wed. 3/24 at 5:37 pm per resident it was picked up Sat. 3/20 she said **THANK YOU! MONDAY PICK-UP WAS PICKED UP 5 DAYS LATER**	NO	NO
Scott	Robey	Bea	3/17/2021	3:45 PM	ENTIRE Crosby Ave NW 216 & 227 Crosby Ave NW	LP	863-243-4326	Mr. Robey called to report that the garbage from the entire Street was not picked up yesterday, Tuesday, 3/16. There are only two homes on this Street.	Friday, 3/19 at 6:09 pm called resident to let her know that the garbage will be picked tomorrow, Saturday, 3/20. Wed. 3/24 at 5:35 pm I called left a message to call me back **Garbage was picked up Saturday for a Tuesday pickup**	NO	NO
	Beth	Bea	3/17/2021	3:59 PM	ENTIRE Grand Concourse 2717 & 2725 Grand Concourse	SE	863-308-8729	Ms. Beth called to report that the recycling from the entire Street was not picked up yesterday. There are only two homes on the Street.	Friday, 3/19 at 6:13 pm per resident it was picked up the same day he said **THANK YOU!**	NO	YES
	Stenlight	Bea	3/17/2021	5:35 PM	5740 Wolf Lake Rd	SE	863-304-8235	A frustrated Ms. Stenlight called to report that the driver left one bag of garbage inside her 35 gallons cart, she is elderly that doesn't go anywhere or knows anyone to ask for a favor. Please come to pick up the bag full of garbage.	I called this in to Kaite but she said Carment would Notsent anyone At 5:45 pm per Bob her will pick up the bag tomorrow. Per Bob he pick it up last night the same day she called - he said she told him **THANK YOU!**	NO	YES
vera	Nigh	Bea	3/18/2021	9:01 AM	ENTIRE STREET 210 Nature Lane	SE	863-655-1063	Ms. Nigh called to report that the recycling on her entire Street has not been picked up for the past 2 weeks. Said several residents have called your office numerous times and as of today, Thursday, 3/18 their cans full of recyclables are still sitting outside. There are about 12 homes on this Street.	Wed. 3/24/ at 5:27 pm per resident they picked up the recycling the next day, Thursday, 3/19 - she is not happy with the service	NO	YES
Ericka	Barry	Bea/WE	3/18/2021	10:15 AM	Multiple Streets 425 Vanguard Ave NW	LP	863-210-9129	Ms. Barry called to report that the garbage on multiple Streets were not picked up Tuesday, 3/16. Several residents called your office and as of today, Thursday, 3/18 no one has shown up to pick up the garbage.	will be picked up tomorrow Sat. 3/20/21- Wed. 3/24 at 5:29 pm I tried to call the resident to no avail 3/26/21 at 11:27 am I called again to no avail	NO	YES
Theresa	Daisey	Bea	3/18/2021	11:15 AM	ENTIRE STAR FRUIT AVE (PLACID LAKES) 627 Star Fruit Ave	LP	863-699-2229	A frustrated Ms. Daisey called to report that the garbage from her entire Street was not picked up TUESDAY, 3/16, several neighbors called your office and were told that you will send someone to pick up their garbage on Saturday, 3/20. **Ms. Daisey said this is unacceptable, they need their garbage picked up ASAP Not Saturday, and she wants this complaint to go to the Commissioners. Also, she asked for a phone call back with updated information**	will be picked up tomorrow Sat. 3/20/21. Wed. 3/24 at 5:23 pm I called the resident left a phone message to call me back On Thursday, 3/25 at 8:59 am per resident they picked up the garbage on Sat. 3/20 and also this Tuesday, 3/23, she is not happy with the service -but said **THANK YOU!n TUESDAY PICK-UP WAS PICKED UP 4 DAYS LATER**	NO	NO
Jennifer	Gonzalez	Bea	3/18/2021	3:45 PM	130 Jasmine Ct.	LP	954-803-6690	Ms. Gonzalez called to report the garbage/recycling truck broke their sprinkler system, this is not the first time that this has happened. To avoid this issue, they are placing their garbage one house down the Street, but the truck always backs down their Street or they do the 3 point in the circle & while doing that they ran over the corner of their yard. She is asking for the repairs or payment to hire someone to fix them. PENDING PICTURES	**PENDING INFORMATION**		
William	Kasley	WEB	3/18/2021	8:59 PM	ENTIRE STREET 4012 Alpine St	SE	863-382-4528	Via Website: Missed Garbage Pickup Thursday, 3/18/21 ENTIRE STREET	Friday, 3/19/21 at 6:17 pm called resident to let him know it will be picked up tomorrow Sat. 3/20/21. Wed. 3/24/21 at 5:19 pm left a phone message to call me back Thursday, 3/25/21 at 6:09 pm per resident it was picked up last Saturday, 3/20	NO	YES
Cynthia	Paull	Bea	3/19/2021	8:25 AM	3040 Holiday Beach Dr.	AP	863-443-7621	Ms. Paull called to report that the garbage was not picked up Wednesday, 3/17 & she waited for the truck all day yesterday, 3/18, but no one showed up	Wed. 3/24 at 2:51 pm per Ms. Paull it was never picked up last week.	NO	NO
Vicki	Myers	Bea	3/19/2021	9:09 AM	2012 W Takenton Rd.	AP	863-446-2994	Ms. Myers called to report that her garbage and recycling has not been picked up for the past 2 weeks, (missed Thursday, 3/11 & Thursday, 3/18) both carts stay outside all the time. Her house is the only house at the end of the road. Both carts are full, and they need to be picked up ASAP.	AT 9:23 am per Katie: PUT THIS ON FOR SATURDAY, 3/20 Wed. 3/24 at 4:23 pm left a phone message At 5:11 pm per Vickie they picked up the garbage on Sat. 3/20 she said **THANK YOU!**	NO	YES
	Eddington	Bea	3/19/2021	9:50 AM	3929 Simca St	SE	586-247-6068	Mr. Edington called to report that his garbage was not picked up yesterday, Thursday, 3/18, said his can has been outside the night before & he saw the truck picking up one side of the Street, but never returned to his side.	At 10:01 am per Katie: PUT THIS ON FOR SATURDAY, 3/20 Wed. 3/24 at 4:25 pm per resident they picked up her garbage on Sat. 3/20 said **THANK YOU!**	NO	YES
Toni	Feo	WEB	3/19/2021	1:04 PM	ENTIRE ST 132 Grape Rd NW	LP	813-352-9920	Via Website: Missed Garbage Pickup TUESDAY, 3/16 ENTIRE STREET About 6-7 neighbors on street were not picked up	at 5:45 PM I called the resident to let her know that they will pickup tomorrow Sat. 3/20- she said **THANK YOU!** REGULAR PICK-UP DAY IS TUESDAY - IT WAS PICKED UP 4 DAYS LATER	NO	NO
Robert	Ford	WEB	3/19/2021	9:12 PM	2159 N Olivia Dr.	AP	863-214-6267	Via Website: Missed Garbage Pickup Thursday, 3/18 Just my house	Wed. 3/24 at 5:03 pm per resident his garbage and his neighbor's garbage was never picked up last week. He said they placed their cans outside Wed. night.	NO	NO
	Bob D	BD	3/19/2021	2:14 PM	Several Streets in Placid Lakes	LP	863-402-6505	Per Bob: Vanguard Ave. NW from Lakes groves RD NW, •Starfruit Ave. from Merita RD NW, Launch Rd NW, & many more see the list under PDF called Vanguard Ave NW & surround Streets missed Tuesday, 3/16 but will be picked up Sat. 3/20	Per Hauler these Streets will be picked up tomorrow, Saturday, 3/20 **INFORMATION**	N/A	N/A
Mary	Walker	Bea	3/22/2021	8:05 AM	ENTIRE East Greens Keeper Dr. 3324 E Green Keeper Dr.	AP	863-385-0176	Ms. Walker called to report that their garbage was not picked up Friday, 3/19 on the entire Street E Greens Keeper Dr. Avon Park	Wed. 3/24 at 5:17 pm I called & called with not response Friday, 3/26 at 11:28 am I called again the phone just rings & rings	NO	YES
	Migdalia	Bea	3/22/2021	12;25 PM	Community dumpster at W Josephine Rd. & Brady Trail	SE	863-314-8925	A frustrated Ms. Migdalia called to report that their community dumpster has not been picked up for the past five (5) pick-ups, it is overflowing with garbage all around it, there are rats, racoons, maggots, etc. This is a health hazard for the 12 families and their children's. She has been taking her garbage to the gas station because there no room for garbage at the site and she is afraid of the animals.	3/23/21 per Mary this site is scheduled to be picked up today, 3/23. This stop is Tuesdays & Thursdays. Per Mary it wa cleaned up today, Tuesday, 3/23.. On Wed. 3/24 at 11 am left a phone message to call me back 3/25/21 at 2:53 pm per Robin Brady the dumpster was emptied Tuesday, 3/23 said **THANK YOU!**	NO	NO
	Commissioner	GT	3/23/2021	8:21 AM	**SAME ABOVE**	SE	email	**SAME ABOVE** Sent an email to Commissioners Campbell: my name is Arlene Brady 5884 Brady Trail Sebring. We have a dumpster that sits at the end of our road that has not been dumped the last 5 pickups. Our neighbor has called the sanitation company and even went there but to no avail. I was wondering if you might be able to see why it is being missed and could possibly get it dumped for us. 6 families use the dumpster and it is a serious eyesore needless to say there are those that are just continuing to pile it up	3/23/21 per Mary this site is scheduled to be picked up today, 3/23. This stop is Tuesdays & Thursdays. Per Mary it wa cleaned up today. On Wed. 3/24 at 11 am left a phone message to call me back 3/25/21 at 2:53 pm per Robin Brady the dumpster was emptied Tuesday, 3/23 said **THANK YOU!**	NO	NO
	Robin	Bea	3/23/2021	8:51 AM	**SAME ABOVE**	SE	863-633-8838	**SAME ABOVE**	SAME ABOVE	NO	NO
kathryn	Dubarry	WEB	3/23/2021	11:42 AM	24 Dawh House Dr	LP	561-801-0329	Via Website: Missed Garbage Pickup yesterday , Tuesday, 3/23 I ran the can out to the street as they were coming and they passed my house at about 40 mph I might add. The neighbor across the street has had a box outside for three weeks.	Friday,3/26 at 3:57 pm per resident the truck came back she said **THANK YOU!**	NO	YES
Cindy	Murray	Bea	3/24/2021	9:05 AM	Only 2 houses on this Road 4101 & 4025 Thoroughbred Ln	SE	989-621-6354	Ms. Murray called to report that their recycling has not been picked up for the past two weeks. Her cart is full. THIS IS TUESDAY PICKUP	Friday, 3/26/21 per resident as of 4:00 pm today their recycling has not not yet been picked up. Tuesday, 3/30 at 1:26 pm per Ms. Murray it was never picked up and as of today, Tuesday, 3/30 at 1:30 pm their recycling was never picked up last week and today Tuesday, 3/30 at 1:31 pm they have not yet come this will be the 3rd week without recycling pickup **NO PICKED UP FOR 2 WEEKS At 4:30 pm per Ms. Murray they finally picked up the recycling today.**	NO	NO
Paula	Wright	Bea	3/24/2021	10:01 AM	ENTIRE ONE SIDE OF THE STREET 3113 Peachtree Dr.	LP	863-233-9009	Ms. Wright called to report that her garbage was not picked up on her entire side of the Street yesterday, Tuesday, 3/23, there are only two homes on this side. She witnessed the truck picking up the other side yesterday morning but never came back to pick-up her side. She has been calling your office since 3 pm yesterday with no response, each time she called it goes straight to the music.	Tuesday, 3/30/21 at 1:51 pm left a phone message to call me back - Wed. 4/14 I called again left a phone message to call me back. 4/15 at4:25 pm per Mary Lou truck never went back this week	NO	NO
Jennifer	Deyoung	Bea	3/24/2021	12:01 PM	50 Copper Ridge Ave	LP	863-464-0105	Ms. Deyoung called to report that their recycling has not been picked up for the past two weeks, it was missed last Tuesday. 3/16 & this Tuesday, 3/23. The entire Street has 3 homes, but this week 2 homes are out of town. She places both carts outside Monday night & her cart is full of recyclables. .	Tuesday, 3/30/21 at 1:53 pm left a phone message to call me back. At 1:57 pm per Ms. Deyoung her recycling was never picked up last week, and as of today, Tuesday, 3/30 at 2:01 pm the truck has not yet shown up.	NO	NO

Jason	Rosebrough	Bea	3/24/2021	1:15 PM	1371 Talbott Cir	AP	614-769-8489	He sent a WEB report too at 1:00 pm A frustrated Mr. Rosebrough called to report that his garbage & bulk waste was not picked up today. He said he has bags full of garbage & items (desk, etc.) that has been sitting outside for the past three days. Also, he has extra cans full of garbage & I informed him that the hauler will only pick-up the blue can. He is demanding a truck be sent back ASAP.	At 1:56 pm this stop blue cart was tagged- Carmen sent us a picture he has a huge mess out there. At 3:08 pm Bob went to the site talked to the resident he said I did not understood him, resident moved the cart and Bob asked Carmen if he could sent the driver back to pick up the blue cart and the bulk waste driver should picked up whatever is allow to pick-up. Also, I sent him the welcoming information. Per Carmen Mr. Larry picked up the blue cart	NO	YES
	Resident	Bea	3/24/2021	4:29 PM	3929 Simca St	SE	863-402-6505	Per Concerned resident said this home has a huge amount of black bags full of garbage for about three weeks now.	Thursday, 3/25 per Jennifer of C.E. these bags are full of yard waste not garbage - I sent an email to WC asking to pickup the YW	NO	N/A
Rachel	Barry	WEB/Bea	3/24/2021	6:12 PM	1218 Armstrong St places the cans at the corner of Wisteria & Armstrong (ORANGE BLOSSOM UNIT 4)	SE	863-260-3314	Via Website: Missed Garbage Pickup yesterday , Wed. 3/24 My garbage has not been picked up the last 2 weeks. I bring my cans to the pavement on Wisteria like everyone else; everyone else's cans were dumped except mine and my neighbor at 1216 Armstrong. (She is a coworker) Thursday, 3/25 at 6:45 pm her garbage has not yet been picked up.	Per Ratchel it was picked up Friday, 3/26	NO	YES
Cheryl	Velasquez-Warehime	WEB	3/24/2021	8:47 PM	ENTIRE ST 5307 Lake Haven Blvd.	SE	864-214-1178	Via Website: Missed Garbage Pickup ENTIRE STREET yesterday , Wed. 3/24 I saw trash in neighbors cans driving home at 6. Sat by window to watch for trash pickup so I could bring can back into garage. Never came. Had to put in garage due to neighborhood bear issue. Will put out again tomorrow.	Per Katie it was picked today Thursday,3.24	NO	YES
	Bob D	Bea	3/25/2021	7:44 AM	Several Streets in Sebring	SE	863-402-6505	Lake Haven Blvd and in a big chunk of harder hall still hasn't been completed as of this morning. I did see the truck this morning and they were starting on Dozier so I think they're gonna be getting all that area this morning just reminding everybody.	Thursday, 3/25 Garbage has not yet been picked up in several areas of Harder Hall, Lake Haven Blvd. etc yesterday, Wed. 3/24, but is being picked up this morning **INFORMATION**	N/A	N/A
Treasa	Lee	Bea	3/25/2021	8:01 AM	ENTIRE ST Sebring Ridge area 2929 Grouper Dr.	SE	863-381-9217	Ms. Treasa called to report that the garbage and the recycling was not picked up on the entire Grouper Dr. & the surrounding Fish Streets, yesterday, Wednesday, 3/24	Thursday, 3/25 at 10:50 am per Ms. Treasa everything has been picked up, said **THANK YOU!**	NO	YES
Bill	Stauffiger	Bea	3/25/2021	9:39 AM	ENTIRE CAIRO DR 5240 Cairo Dr.	SE	863-471-3029	A concerned Mr. Stauffiger called to report that the garbage on his Entire St. (about 18 homes) was not picked up yesterday, Wed. 3/24, he heard the truck earlier this morning picking up other Streets, but they already gone, and his Street has not yet been picked up.	Tuesday, 3/30 at 1:21 pm left a phone message to call me back Per Mary it was picked up today Thursday, 4/24	NO	YES
	Jennifer Dammann	Bea	3/25/2021	9:53 AM	3929 Simca St. (586-247-6068 Mr. Eddintong)	SE	863-402-6505	Missed yard waste pickup (several black bags full of yard waste) that has been sitting outside since Thursday, 3/4, and yesterday, Thursday, 3/24 were not picked up either On Wed. 3/24 a concerned resident called about these bags too	Sent an email to Katie NOT PROPERLY BUNDLED	YES	NO
Thomas	Duchek	Bea	3/25/2021	12:03 PM	7055 Strafford Oaks Dr	SE	740-361-6510	A concerned Ms. Duchek called to report that the driver dumped half of her garbage inside the truck and half was scattered on the road, the bag was ripped. This is the 3rd time that this has happened to her, and to several of her neighbors as well. The golfers helped her to cleaned up the mess from the road. She is asking the driver to be more careful while dumping their cans.	**PARTIAL GARBAGE WAS DUMPED ON THE STREET**	NO	N/A
Doug	Miller Sr, & Jr.	Bea	3/25/2021	2:35 PM	8600 & 8020 CR 635	SE	407-873-3068/863-273-5253, son	Doug Miller Sr. & Doug Miller Jr, called to report that their recycling was missed yesterday, Wed. 3/24/21. It needs to be picked up as soon as possible. Commissioner priority	Friday, 3/26 at 10:47 am per Mr. Miller Sr. they picked up his recycling last night. Said **THANK YOU!** At10:50 I talked with Miller Jr. said they got it last night said **THANK YOU TOO!**	NO	YES
	Robin Brady	Bea	3/25/2021	2:53 PM	Community dumpster at W Josephine Rd. & Brady Trail	SE	863-633-8838	Ms. Brady called to report that their community dumpster has not yet been picked up today, Thursday, 3/25/21, 3:00 pm, their regular scheduled day. The dumpster is packed, it needs to be emptied as soon as possible	Friday, 3/26 at 4:05 pm per Ms. Brady they empty the dumpster Wed. & today Friday, 3/26, she said **THANK YOU!**	NO	YES
	Amber	WEB	3/25/2021	6:09 PM	ENTIRE ST 2491 North Avon Blvd	AP	863-969-7250	Via Website: Missed Garbage & Recycling Pickup ENTIRE ST today, Thursday, 3/25	Monday, 3/29 at 4:55 pm per resident it was picked up the next day said **THANK YOU!**	NO	YES
Vivian	Kasley	Bea	3/25/2021	6:15 PM	4012 Alpine St	SE	863-382-4528	A frustrated Ms. Casley called to report that once again her garbage was not picked up today, Thursday, 3/25, she feels like this is being done on purpose. She witnessed the truck picking up the can across the Street from 4004 Alpine, this neighbor always places both carts across the Street, and the other three homes (including hers) place their carts in front of their driveway (neighbor at the corner is out of town, so there were no carts outside for pick-up). The truck left and never came back. She is demanding that her garbage be picked up as soon as possible.	Monday, 3/29 at 4:58 pm per resident the garbage was picked up the next day- said **THANK YOU!**	NO	YES
Brian E	Delaney	WEB	3/25/2021	7:52 PM	ENTIRE ST 1989 N Martin Rd.	AP	863-873-0952	Via Website: Missed Recycling Pickup ENTIRE ST today, Thursday, 3/25	Tuesday, 3/30 at 2:21 pm per Mr. Delaney it was picked up Friday, 3/26. he said **THANK YOU!**	NO	YES
James	Hansen	WEB	3/26/2021	7:25 AM	604 Memorial Drive	SE	561-317-2616	Via Website: Missed Yard Waste Pickup Just my house yesterday, Thursday, 3/25	**THIS WEEK IS BULK WASTE WEEK, NOT YARD WASTE WEEK, I EMAILED HIM THE CALENDAR**	N/A	N/A
Susan	Clemens	WEB	3/26/2021	9:00 AM	ENTIRE ST 3801 Thunderbird Hill Circle	SE	440-221-5037	Via Website: Missed Garbage Pickup ENTIRE ST yesterday, Thursday, 3/25	Tuesday, 3/30 at 2:26 pm per I left a phone message to call me back. At 4:09 pm per Ms. Clemens they picked up the garbage on Friday, 3/26, said **THANK YOU!**	NO	YES
Blake	Lawry	Bea	3/26/2021	9:11 AM	4707 Shamrock Street	SE	863-368-2424	Mr. Lawry called to report that her daughter's garbage cart lid was damaged after dumping the garbage about two weeks ago, but she did not know who to call. When possible, please send someone to repair/replace the lid to her garbage cart.	Wed. 4/14 at 9:05 pm per Mr. Lawry they replaced the lid two days after he called me**- said THANK YOU!**	NO	YES
Joran	Dieter	Bea	3/26/2021	10:01 AM	Paid for commercial cart Town N Country Day Spa 4409 Sun N Lake Blvd.	SE	863-245-1120	Ms. Joran called to report that her garbage was not picked up yesterday, Thursday, 3/25, they leave the can outside Wed. night	Monday, 3/29 at 4:47 pm per resident it was picked up the same day she called me said **THANK YOU!**	NO	YES
Megan	Sanchez	WEB	3/26/2021	11:47 AM	1927 N Torrington Rd	AP	863-245-3145	Via Website: Missed Recycling Pickup yesterday, Thursday, 3/25 Just my house -on her block is the only house there. Tuesday, 3/30/21 at 2:36 pm per Ms. Rodriguez it was picked up Saturday, 3/26, said THANK YOU!	Tuesday, 3/30 at 2:29 pm per ms. Gonzales it was picked up Saturday, 3/26 - said **THANK YOU!**	NO	YES
Angelica	Rodriguez	Bea	3/26/2021	12:04 PM	1408 W Allamanda Blvd.	AP	863-257-5558	Ms. Rodriguez called to report that her recycling was not picked up yesterday, Thursday, 3/25, she places both carts Wed. night they only picked up the garbage	Tuesday, 3/30 at 2:40 pm per Ms. Rodriguez It was picked up Saturday, 3/26, said **THANK YOU!**	NO	YES
Jeannine	West	Bea	3/26/2021	12:25 PM	Potentially the entire St. 315 LARK TER SEBRING	SE	863-399-0686	Ms. West called to report that her recycling was not picked up yesterday, Thursday, 3/25, it appears the entire Street was not picked. And she places both carts outside Wed. night. Ms. West sent a WEB report on Monday, 3/29 at 1:40 pm	Garbage was there at 11:41 am on 3/25, & recycling driver only did one side of the St. Wednesday, 3/31 at 12:07 pm I called no response- Per Katie it was picked up Friday, 4/26	NO	YES
Floyd	Fasnacht	WEB	3/26/2021	6:05 PM	3917 Thunderbird Hill Circle	SE	812-630-1727	Via Website: Missed Garbage Pickup Thursday, 3/25, Just my house	3/29 at 2:31 pm per Mary the driver was there in front of her house 11:07 am Friday,. At 4:42 pm I called the resident to let her know that they are not going to pickup her garbage needs to wait until Thursday, 4/1, said THANK YOU! **POSSIBLE SHE TOOK THE CART BACK INSIDE**	NO	N/A
Cindy	Maxon	WEB	3/27/2021	1:14 PM	3705 Peugeot St	SE	863-382-4209	Via Website: Missed Bulk waste Pickup Thursday, 3/25. Just my house I will just put out the artificial Christmas tree on next pick up cycle. just wanted to let you know. I presume you do pick up those types of trees. thanks.	Fake tree with bulk waste Monday, 3/29 at 4:21 pm left a message letting him know that the fake tree will be picked up Thursday, 4/8	NO	N/A
Art	Lefkowitz	WEB	3/28/2021	10:16 AM	4720 Sturgeon Dr	SE	863-273-7046	Via Website: Missed Recycling pickup Wed. 3/24 Just My house.	3/29/21 at 2:37 pm per Mary the recyling driver at 3:15 pm Wed. 3/24. Monday, 3/29 at 4:33 pm explained to the resident that the driver was there on the 24 and that they are Not goin back he said THANK YOU! **LATE SAT OUT**	YES	N/A
Madonna	Hermans	Bea	3/29/2021	8:05 AM	ENTIRE ST 3609 Edgewater Dr.	SE	863-414-8022	Ms. Hermans called to report that the garbage from the ENTIRE Edgewater Dr. was not picked up Thursday, 3/25.	3/29/21 at 2:40 pm Per Mary Lou it will be picked up today Monday, 3/29 At 3:37 pm called the resident left a message to call me back. At 4:50 pm per resident it was picked up today same day she called said **THANK YOU!**	NO	YES

Kim	Ray	Bea	3/29/2021	9:03 AM	274 Condor Ave	SE	863-257-7497	A frustrated Ms. Ray called to report that her bulk waste (a leather chair, a kitchen chair, coffee table & a head board) was not picked up Thursday, 3/25, she is out of town and needs these items to be picked up as soon as possible	3/29/21 at 2:42 pm Per Mary Lou (driver did not go Thursday or Friday) Sent it to Carmen Thursday, 4/8 at 9:32 am left a phone message to call me back Per Katie, it was picked up Sat. 4/27	NO	YES
Stephany	Atkins	Bea	3/29/2021	9:23 AM	176 W Lake Damon Dr. (River Green Golf Course)	AP	863-381-3340	Ms. Atkins called to report that the garbage was not picked up Friday, 3/26, only the recycling was picked up. She places both carts outside Thursday night	Monday 3/29 per Mary at 2:54 pm Truck 608 was there Friday, 10:52 am & Sat. 3/27 at 9:02 am AT 4:28 pm per resident it was picked up Saturday, (she did not noticed the cart was already emptied. Said **THANK YOU!**	NO	YES
Andrea	Saadatmandi	WEB	3/29/2021	9:56 AM	ENTIRE ST 5901 Glens Ct	SE	772-475-0160	Via Website: Missed Recycling pickup Friday, 3/26/21 ENTIRE ST.	Monday 3/29 Mary Lou sent it to Carmen Wed. 4/14 at 9:25 am I left a phone message to call me back AT 10:01 am their recycling was never picked up this week it was picked up until the following regular pickup day. Said **THANK YOU!**	NO	NO
Jeaneth	Johnson	Bea	3/29/2021	3:15 PM	4305 Palomino Dr.	SE	863-414-4339	A frustrated Ms. Johnson (with front door service) called to report that her garbage & the recycling was not picked up last Tuesday, 3/23, she called your office several times with no response. Also, the 2 previous Tuesdays they picked up the carts in front of her home & left them by the road. She is not able to retrieve them due to health issues.	Per Mary she will print a map for the drivers Make sure this stop is picked up Tuesday, 3/30 **REQUEST**	NO	N/A
Jennifer	Deyoung	Bea	3/31/2021	11:15 AM	50 Copper Ridge Ave	LP	863-464-0105	Ms. Deyoung called to report that once again the recycling was not picked up yesterday, Tuesday, 3/30, this is the 3rd week without the service.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, At 5:27 pm I called Ms. Deyoung left a message letting her know that they will pickup the reycling until Sat. 4/3 Monday. **4/5 per resident the recycling was not picked up Saturday, 4/3**	NO	NO
Jim	Turvey	Bob	3/31/2021	11:31AM	147 Bougainvillea St NE	LP	863-531-3811	Mr. Turvey called the hauler yesterday to schedule oil to be picked up, he was told they no longer do that since the new system. It is under the contract	Wed. 3/31 at 4:59 pm per Mr. Turvey they picked up the oil, he said **THANK YOU!**	NO	YES
Mich	Castellano	Bea	3/31/2021	11:41 AM	3922 Santiago St.	SE	954-655-4278	Mr. Castellano called to report that his garbage, recycling & bulk waste (5 chairs) was not picked up last Thursday, 3/25/21. He said the bulk waste has been sitting outside since Wed. 3/24.	Please make sure the garbage & recycling is picked up at this location tomorrow and the bulk waste needs to be picked up within 48 hours. AT 12:36 pm per Mary Lou: I was able to see the drive cam a little bit ago. The bulk truck was there at 9:30 stopped in front of his house on 3/25. The garbage was picked up the next day. Driver was on his street at 7:30 in the morning3/26. He didn't stop which would indicate it wasn't out.	YES	N/A
Jason	Rosebrough	Bob	3/31/2021	1:59 PM	1371 Talbott Cir	AP	614-769-8489	Mr. Rosebrough called to report that his garbage & recycling was not picked up today, Wed. 3/31. He is demanding a truck be sent back ASAP.	cODE ENFORCEMENT ISSUE MAKING SURE THEY PICK UP THE BULK WASTE AT THIS SITE ELDERLY LADY WILL GO BEFORE THE MAJESTRY MAY 2021.	NO	YES
Laura	Johnson	WEB	3/31/2021	2:58 PM	102 Eva Ave NW	LP	863-243-2640	Via Website: Missed Garbage & Recycling pickup yesterday, Tuesday,3/23 & 3/30 just her home (she is the only home on the block) MISSED 03/23/2021 AND 03/30/2021. BOTH MY CANS ARE NOW FULL TO THE POINT I CANNOT ADD ANYTHING TO THEM.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called the resident to let her know Wed. 4/14 at 9:33 am I left a phone message to call me back. Thursday, 4/15 at 4:25 pm garbage truck was there boths sides at 10:40 am on 3/30 but the **recycling was never picked up**	NO	NO
Lucia	Garcia	Bea	3/31/2021	3:24 PM	196 & 204	LP	863-441-5827	Ms. Garcia called to report that their (196 & 204 Sarasota St.) recycling has not been picked up for the past four (4) weeks. She burnt the recyclables due to the lack of service but wants to make sure the driver goes to their homes next Monday, 4/5/21	4/1/2021 this is a **REQUEST** RESIDENT ALREAY BURNT THE RECYCLABLES	NO	N/A
Bonnie	Smith	Bea	3/31/2021	4:43 PM	734 Pacific St.	LP	863-441-2031	A frustrated Ms. Smith called to report that once again her garbage was not picked up yesterday, Tuesday, 3/30. She has been calling your office every week for the past 4 weeks because the new driver forgets to go to her home to pick up the garbage. Thursday, 4/1 at 4:25 pm Ms. Smith called asking when her garbage will be picked up? i called WC and per Mary, Carmen has not given an answer yet.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called the resident to let her know Monday 4/5 per **Ms. Smith they never picked up the garbage on Saturday** , she took some garbage to work due to the lack of service - this is a TUESDAY PICK UP	NO	NO
Will	Card	Bea	3/31/2021	5:11 PM	115 & 145 JADE WAY	LP	315-751-1934	Mr. Card called to report that their (115 &145 Jade Way) garbage was not picked up yesterday, Tuesday, 3/30. He said this is the 3rd week that this has happened, and that they need their garbage to be picked up ASAP.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop was picked up today, 4/1 At 5:19 pm per mr. Card the garbage was picked up today, Thursday, 4/1, said **THANK YOU!**	NO	YES
Rachel	Barry	WEB/Bea	3/31/2021	6:12 PM	1218 Armstrong St places the cans at the corner of Wisteria & Armstrong (Orange Blossom unit 4)	SE	863-260-3314	Per Rachel, her garbage was missed again today, Wednesday, 3/31. See the attached picture: every single can is empty except the blue can with 1218. She sent a web report and call me too.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called Rachel to let her know. **Wed. 4/7 per Rachael this was never picked up she is not happy with the service**	NO	NO
				Below are Waste Connections Calls/Complaints for March 2021							
ALICIA	PAGAN	MLB	3/2/2021		1829 CEDARBROOK	LP	954-393-5804	YARD WASTE MISS	SENT TO TRAVIS WASN/'T TIED.		
	MARTINEZ	MLB	3/2/2021		2709 W SEVILLE DR	AP	863-873-1140	SAID GARBAGE NOT PICKED U 2/25	SENT TO TRAVIS		
		KATIE	3/3/2021		3309 GOSSAMERE AVE	LP	719-337-6594	MISSED MSW	SENT TRUCK BACK		
ELIZABETH		KATIE	3/3/2021		827 ROLLINS ST	LP	863-464-2773	MISSED MSW	TRUCK WENT BACK		
JENNIFER		KATIE	3/3/2021		1112 JOSEPHINE CT	SEB	586-291-9462	RECYCLE MISSED	SENT TO TRAVIS IT WAS PICKED UP		
CINDY		KATIE	3/4/2021		34369 SPRKLING DR	SEB	540-222-7933	MISSED YARD WASTE	PUT ON SATURDAY		
		MLB	3/10/2021		734 PACIFIC ST	LP	863-441-2031	GARBAGE NOT PICKED UP	SENT TO CARMEN		
		KATIE	3/10/2021		1907 LAKE JOSEPHINE DR	SEB	863-273-9887	RECYCLE MISSED	SENT TO CARMEN		
		KATIE	3/10/2021		1621 ELM TERR	LP	863-214-5441	RECYCLE MISSED	TRUCK WENT BACK		
LEWIS	COOPER	KATIE	3/12/2021		2976 W INGERSOL	AP	863-873-8772	MSW MISSED	TRUCK WENT NEXT DAY		
DOUGLAS	MILLER	KATIE	3/12/2021		8020 CR 635	SEB	863-273-5253	RECYCLE MISSED 3 WKKS	MADE MAP SENT TRUCK BACK		
ADA		KATIE	3/12/2021		5143 BARNUM STREET	SEB	305-833-5441	MSW MISSED	SENT TRUCK BACK		
		KATIE	3/19/2021		120 KISER AVE NW	LP		WHOLE STREE MSW MISSED	WENT BACK ON SATURDAY		
RICHARD		KATIE	3/22/2021		3348 BRANIFF RD	LP		MISSED MSW	DRIVER WENT BACK		
CLARENCE		KATIE	3/24/2021		128 ABEL RD NW	LP	863-260-1102	RECYCLE MISSED	TRUCK WENT BACK		
JEFF		KATIE	3/25/2021		316 ROBIN AVE	LP		MSW MISSED	PICKED UP THE NEXT DAY		
DOUGLAS	CURRIE		3/31/2021		856 AMARANTH ST	LP	863-255-0721	GARBAGE MISSED TUESDAY 3/30	SENT TO CARMEN SENT TO DRIVER. DRIVER ONLY WEN ONE WAY.		
								Total County calls/complaints	123 (105 calls/comp. & 11 info + 7 residents at fault)		
								Waste Connection calls/complaints	17		
								Grand total calls/complaints	**140**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,164 X1 divided by 100= 38 complaints. Resolved within 48 hrs.
	Sarah	Bea	2/1/2021	9:17 AM	1500 Sebring Parkway (Sarah of Stewart Construction)	SE	863-385-9403	Sarah of Stewart Construction called to report that their garbage was not picked up Friday, 1/29 the cart is full, and it needs to be picked up ASAP	2/3/21 at 7:38 am Amber of SC called again asking when the garbage will be picked up- I sent another email to Katie 2/3/21 at 11:09 am per Mary Lou: The truck went by at 9:15 on Friday. Is it possible it's not out early enough. This driver is pretty good about not missing cans that are out.	NO	NO
	Jessica	WEB	2/1/2021	1:22 PM	2650 W Southampton Rd	AP	863-448-5202	Via Website: Missed Garbage Pickup,Missed Recycling Pickup,Missed Yard Waste Pickup,Missed Bulk Pickup	2/11/21 at 12:03 pm left a phone message to call me back	NO	YES
	FaceBook	ADM	2/1/2021	2:45 PM	178 Sheppard Trail	SE	no number given	From Adm. called and purchased a second can on the 5th of January. We were told 5-7 days for delivery. Still not delivered as of this afternoon Monday, 2/1/21 All I get is a runaround when I call.	Karen, Bob asked Billy to take the blue cart (ID 9GH007296), today Wednesday, 2/3/21 REGARDING THE PURCHASE OF ONE EXTRA BLUECART	NO	NO
Debbie	Bell	Bea	2/1/2021	3:14 PM	1008 Lakeside Way (Spring Lake)	SE	561-602-1503	Ms. Bell called to report that her recycling has not been picked up for the past two Fridays, waited Saturday & Sunday & no one showed up, her cart is full	2/11/21 at 11:59 am per Mr. Bell it was not picked up this week they had to wait until the next Friday	NO	NO
	Wells	Bea	2/1/2021	2:39 PM	3217 Hicks Rd and 4 other homes	LO	863-253-7248	Mr. Wells called regarding his garbage not being picked Friday, 1/29 along with 4 other homes on the street. He said he leaves for work at 5 am so it doesn't make sense to him that the truck was there at 9:35 am and 11:35 am. He is pleading for his garbage to be picked up as soon as possible, it is full and doesn't have any room for this week's garbage	2/2/21 per Katie the truck was there at 9:35 am and at 11:35 am too. **LATE SAT OUT**	NO	N/A
Anna	de la Garza	WEB	2/2/2021	12:47 PM	227 Rail Ave	SE	956-744-4859	Via Website: Missed Garbage Pickup Thursday, 1/28/21 There where several others that day they missed. I called on 1/29/21 via phone and was told they would pick it up. I did raise my concern because it is not the first time this happens. One week yes they pick up and other they don't I was told that is a new driver. They haven't picked it up to this day.	I asked Katie if she could send someone to pick this stop up she said yes, I sent to Travis - as of today, Thursday, 2/4 at 2:11 pm it has not been picked up so it was missed last week	NO	NO
Jerremy	Hosting	Bea	2/3/2021	8:25 AM	103 & 115 Kayla Ave	LP	812-508-0829	Mr. Hosting called to report that his & his neighbor's garbage (only 2 homes on the block) were not picked up yesterday Tuesday, 2/2 and all the surrounding Streets were picked up except his. He stated that the two carts were outside since Monday night.	2/3/21 at 8:42 am per Katie: Truck (garbage) was there at 8:51 am yesterday Tuesday, 2/2 went down the road & Recycle was there at 8:03 am 2/3/21 at 10:03 am LVMM to call me back. At 11:51 am per resident the 2 carts were outside since the night before **He IS NOT HAPPY WITH THE SERVICE**	NO	N/A
Melvin	Ramkissoon	Bea	2/3/2021	3:23 PM	116 CR 17 A E	AP	863-453-0672	Mr. Ramkissoon called to report that his garbage was not picked up today, Wed. 2/3/21, and this is not the first time that this has happened, he has been missed several times in the past.	Per Mary Lou the garbage truck was full was going to the landfill but it is coming back to pickup the rest 2/4/21 at 2:21 pm I called the resident with no response	NO	YES
		Bob	2/4/2021	10:09 AM	Whispering Pines Baptist Church 206 White Pine Dr.	SE	863-402-6505	Please pickup properly bundled yard waste across street from Whispering Pines Baptist Church	I asked Mary Lou & she will ask them per Mary Lou they will do it this time only! Bob thinks the debris came from 313 Red Pine Dr.	NO	YES
Tyler	Provencher	Bea	2/4/2021	11:21 AM	Community site in front of 4903 E Felber Road, his address 240 N Vera Dr.	AP	863-402-6641	Tyler called to report that he has properly bundled yard waste sitting at the community site for the past three weeks, the yard & bulk waste trucks are not picking up the items at this site anymore.. Please make sure the yard waste truck goes to this community site tomorrow Friday, 2/5	SENT AN EMAILTO KATIE 4/5 at 3:51 pm per Bob the yw is bundled up 2/11/21 at 2:07 pm per Tyler of CE the the bulk was picked up Friday and the YW was picked up Sat. 2/6 said **THANK YOU!**	NO	YES
Kevin	Kelly	Bea	2/4/2021	1:47 PM	ENTIRE ST 2200 Hidden Circle	SE	734-735-6537	Mr. Kelly called to report the garbage from his Entire St was not picked up yesterday Wed. 2/3. Zee took the call and at 2:11 pm I called him back he s aid they just came and picked up the garbage said THANK YOU!	DID NOT SEND AN EMAIL TO KATIE BECAUSE IT WAS PICKED UP WITHIN 20 MINUTE AFTER HE CALLED	NO	YES
Mary	McCullough	WEB	2/4/2021	4:33 PM	4600 Myrtle Beach Dr	SE	863-382-9091	Via Website: My garbage was not picked up and the can was put out the night before (Thursday, 2/4) I called and reported this and was asked when I put the garbage out and I told the lady. She said she would report it to her supervisor. This is unacceptable	Per Mary Lou at 4:40 pm Just giving you a heads up. Travis went out to this street. Hers is the only one not emptied. The truck that did that area was not an ASL. They were picking them up by hand. So if it were out they would not have missed it. **POTENTIAL LATE SAT OUT**	NO	N/A
	LAKE BONNETT	WEB	2/5/2021	9:07 AM	LAKE BONNETT VILLAGE ENTIRE ST 2900 E Lake Bonnet Rd	AP	863-385-7010	Via Website: Missed Yard Waste Pickup Thursday, 2/4 ENTIRE BONNETT VILLAGE Our yard waste dumpster has not been picked up in 2 months, every time I call Waste Connections is always the same excuse. We have had to pay someone to remove some of it because it was so over flowed. Will we be reimbursed for this.	2/5/21 at 12:18 pm per Katie: Yes this is there dumpster and we are doing our best to get all these dumpsers picked up. **2/11/21 at 10:15 am per Donna as of this date, they have not emptied their dumpster. It has been two months now - the dumpster is overflowing - she paid someone to clean the mess from the ground.** 2/19/21 per Donna they came in this morning to pick it up, but left all the debri on the ground, there is a lot of yard waste on the ground and when they bring the dumpster in it will be full again = Bob went to this site, took pictures and asked Carmen to send someone to pickup the debris from the ground	NO	NO
Erin M McCarta	McCarta	WEB	2/5/2021	9:37 AM	2703 N Garland Rd	AP	863-381-5011	Via Website: Missed Recycling Pickup Thursday, 2/4 Just My house May be others on N Garland Rd	2/5/21 at 12:53 pm per Katie: YES WILL BE PICKED UP TOMORROW At 1:55 pm I called Erin to let her know the recycling will be picked up Sat. 2/6 2/11 at 10:07 a,m per Arin it was picked up Saturday 2/5 said **THANK YOU!**	NO	YES
Anna	de la Garza	Bea	2/5/2021	10:35 AM	ENTIRE SEBRING HILLS 227 Rail Ave	SE	956-744-4859	Anna called to report that the recycling was not picked up yesterday Thursday, 2/4 on the entire neighborhood	2/11/21 at 10:03 am per Anna it was picked up the next day said **THANK YOU!**	NO	YES
Jim	Pierce	Bea	2/5/2021	12:01 PM	ENTIRE ROAD 2975 N Cambridge Rd	AP	863-206-6206	Mr. Pierce called to repot the recycling was not picked up yesterday Thursday, 2/4 on the ENTIRE ROAD	2/5/21 at 12:14 pm per Katie: I spoke to the driver he will be there tomorrow At 12:39 called Mr. Pierce to let him know his area will be picked up tomorrow Sat. 2/6 2/11/21 at 11:51 am left a message to call me back	NO	YES
Brad	Haag	WEB	2/5/2021	5:56 PM	7400 Spring Ct (his 7402 Spring Lake Duplexes)	SE	863-991-5650	Via Website: Missed Garbage Pickup Friday 2/5/21 Just my house	2/11/21 at 11:55 am left a phone message to call me back	NO	YES

Rebecca	Landers	WEB	2/6/2021	1:43 PM	3801 Wild Violet Ave (Lake Sebring Estates)	SE	863-214-8286	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Wed. 2/3/21 Just my house	2/8/21 at 2:28 pm per Katie: Trash was there on Wednesday at 10:00 am and recycle was there on Thrusday at 12:41 pm **LATE SAT OUT**	YES	N/A
Michelle	Sheets	WEB	2/7/2021	7:50 AM	6054 Oak Leafe Cir	SE	863-273-5273	Via Website: Missed Recycling Pickup Friday 2/5/21 Just my house	Monday, 2/8/21 at 10:13 am per Katie: Driver was there on Friday at 7:23 am **LATE SAT OUT**	YES	N/A
	Brian	Bea	2/8/2021	1:47 PM	1104 Highland Dr.	SE	573-356-4748	Brian called to report that it has been a week since they called your office requesting the C&D dumpster to be emptied, it is full, and they need the service as soon as possible	2/16/21 at 4:43 pm per Brian they just came until yesterday Monday, 2/15 he has called them for 2 weeks to heve them empty his dumpster	NO	YES
Mabel	Dilongo	WEB	2/9/2021	4:32 PM	ENTIRE ST Fox Ridge Rd.	LP	239-776-4747	Via Website: Missed Garbage Pickup, today Wed. 2/9/21 Entire Street	2/9/21 at 4:40 pm per Katie: Called the resident all the trash and recycle was picked up her bulk waste has not been picked up yet the truck has not been there yet today.	NO	YES
Mabel	Dilongo	WEB	2/10/2021	7:07 AM	ENTIRE ST Fox Ridge Rd.	LP	239-776-4747	Via Website: Missed Bulk Waste Pickup, yesterday Wed. 2/9/21 Entire Street	2/10/21 at 8:25 am per Katie: Spoke to resident the truck showed up right after she sent this survey- per resident it was picked up said **THANK YOU!**	NO	YES
John	Clark	WEB	2/10/2021	8:29 AM	250 Blueberry Road	SE	863-273-0524	Via Website: Missed Bulk Waste Pickup, yesterday Wed. 2/9/21 Just my house We placed a sofa/couch at our gate entrance on Saturday for January 9th...it is still sitting there.HE IS THURSDAYS	2/10/21 at 8:38 am per Katie: Spoke to resident let him know I would make a map and this would be taken care of on Thrusday. 2/16/21 at 1:19 pm I called the resident no response	NO	N/A
	Laurie	WEB	2/10/2021	8:52 AM	153 Autumn Ave	LP	561-632-9727	Via Website: Missed Bulk Waste Pickup, Tuesday 2/8 Just my house Had to report bulk waste was not picked up as scheduled 2 weeks ago also.	2/16/21 at 4:43 pm per resident she had wood and was tagged telling her to put it in a can I informed her that they do not pickup wood bulk is old furniture- she said **THANK YOU!**	YES	N/A
Nick	Verootis	WEB	2/10/2021	12:24 PM	Town and Country Blvd.	SE	402-505-2169	Via Website: Missed Bulk Waste Pickup, Today Thursday, 2/10 Just my house	**NO ADDRESS GIVEN**	NO	N/A
Rebecca	Landers	WEB	12/11/2021	7:25 AM	3801 Wild Violet Ave (Lake Sebring Estates)	SE	863-214-8286	Via Website: Missed Recycling Pickup, Wed. 2/110/21 Just my house	2/11/21 at 8:49 am per Katie: Spoke to Mrs. Landers let her know the truck will be there today 2/16/21 at 4:21 pm per resident it was picked up the same day said **THANK YOU!**	NO	YES
	Ms. Geiger	Bea	2/11/2021	8:15 AM	5108 Laffayette Ave	SE	863-385-7995	Ms. Geiger called to report that her properly bundled bulk waste (3 pieces of carpet) has not been picked up for the past two pickups 1/27 & 2/10, called your office & was told that they will send someone to pick it up, no one showed up. It has not been tagged either	2/11/21 at 8:45 am per Katie: Travis is going to check this out AT 10:18 am per BOB: Please see attached picture of tied up carpet at 5108 Lafayette ave. Please make sure pick up today. I know the trucks are in the area because bulk was'nt picked up yesterday in Lakewood rd areas. The bundles are near the curve AT 10:25 am per Katie: Truck is going to pick it up today AT 11:29 am per resident it was picked up said **THANK YOU!**	NO	YES
	Mary Lou	GH	2/11/2021	10:36 AM	2517 W Cremona Dr.	SE	863-655-0005	We are unable to go down this road due to the overhanging limb. We have asked the resident to cut it down. The feel it's not their property and don't feel it's their responsibility. We have already had a truck that sustained some damage trying to navigate it to pick up recycling. I don't know if the county can do something about it, I doubt that it is a county maintained road. Maybe code enforcement could determine the owner of the property and have them take care of it. Please advise.	2/11/21 at 11:01 am per Gator: It is not a County maintained road, but is public right of way. I'll cc James in on this, but if the resident is not willing to cut it, they would need to cover costs for James to do it, otherwise, we may have to have them move their pickup location to a point they can be accessed. AT 11:03 am per Carmen: I believe we worked it out. She will bring the cans out to Jamaica going forward **ROAD/HANGING OVER BRANCHES ISSUE -INFORMATION**	N/A	N/A
Laura	Bellotte	WEB	2/11/2021	3:34 PM	1610 Falcon Ave	SE	863-253-1587	Via Website: Missed Garbage Pickup,Missed Recycling Pickup,missed recycling pickup for 2 weeks Thursday, 2/11 Just my house	2/16/21 at 4:33 pm called the resident left a phone message to call me back	NO	YES
Shannon	Strenth	WEB	2/12/2021	9:50 AM	743 Citroen Dr. Apt, suite, floor, etc.,	SE	863-991-3133	Via Website: Missed Garbage Pickup Thursday, 2/11 Just my house Once again my garbage was missed. This happens more often than not lately.	2/15/21 at 10:17 am per Bob: This location comes up on Google earth but on the county tax maps the lot is highlighted but no listing comes up because it is a secured address for law enforcement with the City of Sebring. The location is at the SW corner of Citroen D. & Triumph Drive with the driveway being on Triumph Dr. Since this house is on the corner I think the trucks come around there and miss this location at times. It is not a question of a late put out because this resident has the cans out at the road all the time so if it is missed it is the drivers missing it. Please make sure to pick up today. Sat. 2/13 at 8:51 pm per Gator: This still has not been picked up as of 3pm sat. 2/16/21 at 4:37 pm per Ms. Strenth they did not picked it up Friday or Saturday but she will check her can when she gets home today and send me an email My garbage was missed last Thursday. They did pick it up yesterday (2/16/2021) at noon. A small pickup truck pulling a small dumpster on a trailer came by.	NO	NO
Anna	De la Garza	WEB	2/12/2021	10:22 AM	ENTIRE 227 Rail Ave	SE	956-744-4859	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Thursday, 2/11 ENTIRE ST. Another week. Didn't pick up recycle and didn't pick up 1 of 2 of regular trash blue cans. None have never been overfilled. This was every other week now is every week!! It is just unbelievable. I am not the only one in the neighborhood with issue.	AT 4:15 pm per Bob: Can you tell me the status on this area. Please don't miss this woman again. I figured they just had not finished yesterday and finished today but did they get her other blue can. This street seems like it is being missed every week by the driver in this area. 2/16/21 at 4:03 pm per Anna they never came back to pick-up her extra blue cart full of garbage the cart is still sitting outside 2/17/21 at 3:25 pm per Anna they never came to pick-up the second can	NO	NO
Sandra	Roberts	WEB	2/12/2021	10:51 AM	ENTIRE ST. 1414 Highland Dr	SE	863-202-6048	Via Website: Missed Garbage Pickup Wed. 2/10 Garbage was put out the day before ENTIRE ST	AT 4:25 pm per Katie: Spoke to the driver earlier said he would go back when he was done with today's route	NO	YES
		RD	2/12/2021	11:13 AM	Waste Connections still have the front loader garbage truck for Sebring Area down s	SE	863-402-6877	Per Bob: Just letting everyone know that Waste Connections still have the front loader garbage truck for Sebring Area down so we might start getting commercial calls about overflowing dumpsters. (Only 1 of 3 trucks is operating) A specialist is supposed to be coming today to look at the truck. This relates to front load dumpsters. Waste Connections is also behind in roll-off dumpster pick ups too but that is a different truck and they are short drivers on those pick-ups (2 of 4 trucks are operating)	**INFORMATION**	N/A	N/A

James	Ohrt	ZW	2/12/2021	3:43 PM	212 Kite Avenue	SE	863-273-3304	James Ohrt called requesting information on how to get a new blue garbage can due to the black lid being broken in half. He stated, when the garbage truck drivers came around to collect his trash they broke the lid in half in the process.	At 3:54 pm Per Bob: Can you please have Larry **replace the lid on the garbage** can at this address. Thanks. Per Katie: mr. Larry will fix it next week. 3/15/21 at 12:01 pm per resident it was fixed, the driver is aware and told him that it something wrong with a part, he asked to be replaced. Also, he said it happened to another resident down the road - he will give him my number - said **THANK YOU!**	NO	YES
		RD	2/12/2021	6:12 PM	Garbage, Recycling, & Walk Waste was not picked up today in the following areas, but will be picked up tomorrow, Saturday February 12, 2021.		863-402-6877	**Garbage:** All of the Bombing Range area & All of Tanglewood **Recycling:** Riverdale Rd., Butler Rd., E. Arbuckle Rd., N. Horse Hammock Rd., E. Horse Hammock Rd., Van Pelt Rd. & Avon Pines. **Bulk Waste:** Spring Lake, Hwy 98, Cow House Rd in Lorida, Elliot Rd. of Hwy 98, Hicks Rd. & Arbuckle Creek Rd. area	**INFORMATION**	N/A	N/A
Toby	Frost	WEB	2/13/2021	9:53 AM	34535 Sparkling Drive	SE	402-699-5747	Via Website: Missed Recycling Pickup Wed. 2/10 Just my house	2/17/21 at 4:47 pm per resident they never came back the cart is still sitting outside full of recyclables - his regualr day is tomorrow Wed. 2/17	NO	NO
Kimberly	Bennett	WEB	2/15/2021	7:02 AM	3182 West Xavier Road	AP	863-443-1043	Via Website: Missed Garbage Pickup Thurday, 2/11 Just my house	2/17/21 at 2:45 pm per Katie: **driver there at 8:43 am on 2/11/21**	YES	N/A
Bill	Ciavarra	WEB	2/15/2021	11:38 AM	321 Quail Ave	SE	781-361-1918	Via Website: Missed Garbage Pickup Thurday, 2/11 Just my house	2/17/21 at 2:45 pm per Katie: **driver there at 5:23 pm 2/11/21**	YES	N/A
		Bea	2/15/2021	12:37 PM	1509 Winter Rd	LP	484-515-1060	Ms. Berger called to report that her garbage was not picked today Monday, 2/15 the truck just passed by did not stop & the can was not tagged either (the recycling can was picked up)	Per Mary Lou this stop was picked up. 2/15/21 at 4:57 pm left a message to call me back 2/17/21 at 12:30 pm I was not able to leave a message at 1:49 pm left a message with Vickie stating that her cart was emptied the same day she called me	NO	YES
	Sottile	Bea	2/15/2021	1:23 PM	240 Serenade Dr.	LP	863-441-7086	Ms. Sottile called to report that her garbage was not picked today Monday, 2/15 she witnessed her neighbor's was picked up but hers not, the truck left her 2 carts full of garbage – she called me right away around 10: am left a phone message and she called me again	DID NOT SEND THIS REPORT BUT per Katie the truck stopped infront of her house at 1:17 pm resident supposed to call me back when she gets back from work 2/17/21 at12:27 pm per resident it was picked up the same day she called said **THANK YOU!**	NO	YES
	Mr. Butiene	Bea	2/15/2021	1:45 PM	1700 Chip IT Way (Golf Hammock)	SE	863-414-4906	Mr. Butine called to report that his scheduled water heater was not picked up Sat. 12/13. He took it back inside due to the community restrictions.	Did not send this email I talked with Mary Lou said they area behind & she will let me know when it will be picked up so I can call Mr. Butine back- 2/17/21 per Mary Lou she gave this task to Mr. Larry (Mr. Larry is supposed to call in advance before arrival) 2/18/21 at 10:53 am per resident the waster heater was picked up yesterday he said **THANK YOU!**	NO	YES
Tammy	Jerke	Bea	2/15/2021	3:55 PM	Residential Dumpster Thunderbird Manor - Manor Circle	SE	863-385-0454	Ms. Jerke called to report that their community dumpster (service 33 homes) has not been emptied since Tuesday, 2/9 the dumpster is 3-feet-high with garbage and asked that all the garbage from the ground be picked up too. I informed her of the situation with the trucks broke down, but she stated they need backup trucks. (**TUESDAYS & FRIDAYS)**	2/16/21 at 5:05 pm per Ms. Jerke they came yesterdat and picked up everything - so they were only picked up once last week said T**HANK YOU!**	NO	YES
Tracy	Lyday	WEB	2/15/2021	8:20PM	342 Fairfield Ave	SE	954-552-4242	Via Website: Missed Garbage Pickup Monday, 2/15 Just my house. I haven't talked to my neighbor so I don't know. Should I leave my trash out? For pickup?	2/17/21 at 2:35 pm per Katie: driver was there at 8:54 am	NO	YES
Thomas	Bunton	WEB	2/15/2021	9:24 PM	1614 Meadowbrook St	LP	863-441-7774	Via Website: Missed Bulk Waste Pickup Monday, 2/15 Just my house. (THIS WEEK WAS YW WEEK) Would like the the stuff picked up its been there for almost 3 weeks now.	2/17/21 at 2:45 pm per Katie, per Travis it was picked up	NO	YES
Lindsay	Bass	Bea	2/16/2021	8:25 AM	276 S Marion Rd	AP	863-452-0940	Ms. Bass called to report that their garbage was not picked up Friday, 2/12 the recycling was picked up, but the garbage truck never showed up. Her cart is full, and it needs to be emptied as soon as possible.	At 8:50 am per Mary Lou: Driver was there at 10:14 am on Saturday 2/13/2021 (HER DAY IS FRIDAY)	NO	NO
Patricia	Hurst	Bea	2/16/2021	12:13 PM	204 Sunnybrook Ln	LP	765-507-0633	Ms. Hurst called to report that their (the neighbor's too) garbage was not picked up yesterday Monday, 2/15. Said that she placed her carts outside every Sunday night. the recycling & bulk waste trucks showed up, but not the garbage	2/17/21 at 2:45 pm per Katie: 5th driver there at 8:29 am on 2/15/21 At 4:43 pm Ms. Hurst's daughter called stating that she witnessed the garbage truck picked up only one side of the Street and never came back. The driver did not stop in front of her home.	NO	NO
Lindsay Myers	Myers	WEB	2/16/2021	5:41 PM	ENTIRE ST 308 Fox Ridge Rd	LP	863-840-4707	Via Website: Missed Garbage Pickup Tuesday, 2/16 Entire St.	2/17/21 at 2:45 pm per Katie: **driver was there at 7:40 pm on 2/16/21** This St. was picked up Tuesday, 2/16	NO	YES
Marilyn	Schnell	Bea	2/17/2021	11:35 PM	5341 Surrey Ln	SE	863-381-5361	Ms. Schnell called to request bulk waste pickup she has a huge cardboard box that can't break down	Per Katie: it will be picked up Wed. 2/24 **SCHEDULED BULK WASTE PICKUP INFORMATION**	N/A	N/A
Gene	Cline	GH	2/17/2021	12:21 PM	2157 Lake Lotella Dr.	AP	no number given	THIS WAS SENT TO COMMISSIONERS ROBERTS: This is what I found when I went to bring in my garbage can. It appears the driver couldn't wait to fully retract the lifting arms and knocked over the can. The rules say I am responsible for replacing a damaged can. Fortunately my can wasn't damaged this morning. But if it gets damaged because this behavior persists I will not be responsible to replace it. Please bring this up at your next meeting or sooner with the (seemingly useless) manager at Waste Management. In almost 11 years here we have never had such poor, inconsistent garbage pickup	**ISSUE WITH THE CART KNOCKED OVER**	NO	N/A
Travis Likens	Likens	WEB	2/17/2021	11:47 PM	ENTIRE AREA 3802 Craig Ave	SE	863-449-7074	Via Website: Missed Garbage Pickup ENTIRE AREA Wed. 2/17	Bob inspected the site this morning and found that the entire area was not picked up yesterday, Wed. 2/17 At 11:25 am per Bob everything was picked up	NO	YES
Sandra	Eller	Bea	2/18/2021	8:21 AM	ENTIRE ST. 7051 Strafford Oaks Dr.	SE	615-756-7979	Ms. Eller called to report that they missed recycling pick up on the ENTIRE St. yesterday, Wed. 2/17	2/18/21 per resident it was picked up this morning at 3:23 pm said **THANK YOU!**	NO	YES
Chester	Downing	Bea	2/18/2021	8:36 AM	1103 Lake Sebring Dr.	SE	609-286-3598	Mr. Dunfee called to report his recycling was not picked up yesterday, Wed. 2/17. He demanded to be picked up today said his cart is full and has more recyclabled inside the home. Also, demanded to talk with my supervisor Bob.	(DID NOT SEND THIS EMAIL) I talked witht Katie at 8:45 am & she said the driver was in front of his home at 9:19 am yesterday At 11:12 am per Bob: See attached picture can is overloaded and cannot dump w/I dumping on ground. Had sauce in tomato sauce cans, chips in pringles can. Plastic Strawberry containers, plastic bottles in plastic wrapping, etc. Bob explained to Mr. Dunfee what to do so his can be picked up next week	YES	NO

Chester	Downing	Bea	2/18/2021	8:43 AM	One side of the Street 35280 Sandlace Rd.	SE	863-273-1603	Mr. Downing called to report that their (3 homes) garbage was not picked up yesterday Wed. 2/17, he saw the truck picking up the other side of the Street, but never came back to pick up his & his neighbors. Their cans are still sitting outside.	Per Mary Lou they are picking this area today At 11:25 am per Bob it has been picked up.	NO	YES
Carol	Graves	WEB	2/18/2021	9:13 AM	ENTIRE ST. 801 Lagrande Blvd.	SE	863-449-9114	Via Website: Missed Garbage Pickup ENTIRE STREET Wed. 2/17	Per Mary Lou they are picking this area today. 2/19/21 at 3:00 pm per resident it was picked up last night Thursday, 2/18 said **THANK YOU!**	NO	YES
	Anonymous	Bea	2/18/2021	10:19 AM	Lake Sebring Estates	SE	no number given	Another frustrated resident left a phone message stating the garbage was not picked up yesterday, Wed. 2/17 on the entire Lake Sebring Estates	NO ADDRESS GIVEN	NO	YES
Robert	Strenth	WEB	2/18/2021	5:35 PM	201 Robin Ave	SE	863-381-5127	Via Website: Missed Garbage Pickup Thursday, 2/18 Just my house. The can was out out Tuesday night and only this house was missed today on the street that I can tell. My direct neighbors were all collected. There was only a blue can out. No green this week.	Friday, 2/ 19/21 at 4:27 pm per Mary Lou driver stopped in front of his home at 9:07 am then he was back around 5:12 pm on the corner or Krane. 2/20/2 1 at 8 am by Web said the garbage was p/u, **THANK YOU!**	NO	YES
Christina	Wilson	WEB	2/18/2021	7:45 PM	ENTIRE ST 745 Lemans Dr	SE	317-985-0469	Via Website: Missed Garbage & Recycling Pickup Thursday, 2/18 ENTIRE ST. Second report: This is the second time in a month that I've had to report this.	Friday, 2/19/21 at 4:27 pm per Mary Lou: they will pickup tomorrow Sat. 2/20 At 4:43 pm per resident the recycling was picked up this morning she was upset because she wants the guys to pickup the extra bags of garbage I informed they do not pickup bags DO NOT CALL THIS NUMBER BACK Saturday, 2/20 at 9:03 PM per resident the garbage was not picked up. Monday, 2/22/21 at 4:41 pm per Mary Lou truck was in front of her home at 7:42 am on Sat. 2/20	NO	YES
Kelley S	Thompson	WEB	2/19/2021	11:43 AM	4813 Manatee Drive	SE	863-381-4068	Via Website: Missed Garbage Pickup Wed. 2/17 Just my home	Friday, 2/19/21 at 4:27 pm per Mary Lou: will be place to be picked up tomorrow Sat. 2/20 At 4:51 pm I called the resident to let her know her garbage will be picked up tomorrow Sat. 2/20 (said she had both carts outside before 7 am) Monday, 2/22/21 at 3:37 pm LVMM At 4:21 pm resident called me back said it was picked up on Sat. 2/20 said **THANK YOU!**	NO	YES
	Ms. Keiper	Bea	2/19/2021	2:37 PM	100 E Voila St. (there are 3 homes on this property- she is 104 E Viola St)	AP	956-434-7503	Ms. Keiper called to report that after her garbage cart was emptied, Wed. 2/17, the lid was gone. She is asking you to please replace the lid as soon as possible.	Friday, 2/19/21 at 4:27 pm per Mary Lou: She will do a map for Mr. Larry- 3/15/21 at 11:31 am left a phone message to call me back - 3/15/21 at 11:37 am per Ms. Keiper no one has showed up to replace the garbage lid I SENT ANOTHER EMAIL TO MARY	NO	N/A
Carl	Baisden	WEB	2/21/2021	1:32 PM	5727 Wolf Lake Rd	SE	863-314-9197	Via Website: Missed Yard Waste Pickup Wed. 2/17 Just my house. Has been at the curb since Monday before pickup date. In a truck friendly container	No response from WC	NO	NO
David	Paek	WEB	2/21/2021	5:28 PM	ENTIRE ST 207 S. Egret St	SE	863-381-6268	Via Website: Missed Garbage & Recycling Pickup Thursday, 2/18 ENTIRE ST. Please let us know if not or when blue can will get picked up on South Egret St.	2/26/21 at 11:2 am left a phone message to call me back At 11:25 per resident said they were picked up until 2 days later after she sent the report. Said **THANK YOU!**	NO	YES
Sara	Kelly	Bea	2/22/2021	8:27 AM	Stewart Construction 1500 Sebring	SE	863-385-9403	Our trash was not collected Friday, we are assuming because of the construction on our section of the Sebring Parkway. We have moved the can across the street to be collected as that is the open side of road and it is one way traffic. Can you arrange for this to be picked up today and we will continue to put our garbage on this side of the road for the estimated 6 week duration of construction.	Monday, 2/22/21 at 12:05 pm per Katie: they are sending someone to pick this stop up today. Wed. 2/24 at3:13 pm per Amber the garbage was picked up Monday she said **THANK YOU!**	NO	YES
	Mr. Highhouse	Bea	2/22/2021	10:01 AM	1443 Club Lane	LO	570-470-0402	Mr. Highhouse, called to report that his recycling (cut out cardboard & plastic bottles) was not picked up Friday, 2/19, everyone else was picked up except his. He will wait until the next pick-up Friday, 2/26/21	**THIS IS A REQUEST RESIDENT DID NOT WANT TO COMPLAINT**	NO	N/A
Christina	Clark	Bea	2/22/2021	3:15 PM	122 Hallmark Ave	LP	863-253-0027	Ms. Clark called to report that her bulk waste (one patio chair & a cabinet) was not picked up today and it has been sitting outside for about 2 months now.	At 3:29 pm talked with Katie said she will give it to Travis to ask the driver what is the reason it is not being picked up. 2/26/21 at 11:25 am I called left a phone message	YES	NO
Danielle	Schmidt	WEB	2/22/2021	4:27 PM	6618 Foster Rd	SE	941-705-9667	Via Website: Missed Bulk Pickup Wed. 2/15 Just my home I haven't had bulk pick up for over a month now	Last week was YW week. Monday, 2/22/21 at 4:57 pm per resident the bulk waste (Broken plastic chair, a patio plastic stool & a broken rake) has been sitting outside for about a month now, I sent an email to WC asking the driver to go to **this site Wed. 2/24** 3/1/21 at 4:21 pm per resident it was picked up on Thursday, 2/25 -said **THANK YOU!**	NO	YES
	Resident	Bea	2/32/2021	8:45 AM	Lake Point N. to Happywoods Dr. & Wispywoods Dr	SE	No number given	A disappointed resident while he was taking his morning walk today Tuesday, 2/23/21, witnessed recycling truck #**201612**, with 2 employees dropping half of each recycling cart on the road, the truck was not compacting – he talked to them and informed them that they have been spilling recyclables all over the roads. The driver assured him that they were fixing the issue at that moment and that they will go back to pick the mess up, it did not happen. When he returned from walking the truck was gone. All his neighbors picked up the scattered recycling items from Lake Point N until the intersection of Happywoods Dr. also, to the intersection of Wispywoods Dr. He said probably that truck continue spilling recyclables along SR 66 and US 98 too.	**TRUCK SPILLING RECYCLING ITEMS ALL OVER THE STREETS INFORMATION**	N/A	N/A
Tom	Erwin	Bea	2/23/2021	11:25 AM	Sun 'N Lake Elementary School 4515 Ponce De Leon Blvd.	SE	863-651-7500	Mr. Erwin called to report the recycling dumpster is full it needs to be emptied as soon as possible	Per Mary Lou it was placed on the schedule for this week. 3/15/21 per Ervin it was picked up the same day, said **THANK YOU!**	NO	YES
Nicole	White	WEB	2/24/2021	9:38 AM	Property is under 3305 -her address 3307 Jacklin Ave	SE	863-991-4617	Via Website: Missed Bulk & Yard Waste Pickup Monday 2/22 Just my house. We are new to this area, there is debris from yard limbs and debris from duplex clean out that must be picked up.	At 2:51 pm I talked with the resident & she said they picked up some of the bulk waste but left the rest. I explained to her the bulk & yard waste rules for pick-up. Also, I will be sending her the calendar & the recycling flyer.	NO	YES

Tracy	Spicer	WEB	2/24/2021	10:49 AM	3215 Forrest View Ave	LP	863-464-0690	Via Website: Missed Garbage Pickup Tuesday, 2/23/21 Just my house	Per Katie at 10:39 am I have already spoken to her I sent it to carmen to have it picked up- 3/2/21 at 9:05 am per Bob this stop was picked up last week but the person switch the garbage cart it left her 9GH005160 (this belongs to 304 ENos Ave L.P.) 3/4/21 at 2:25 pm per resident they empty her garbage two days later	NO	YES
Samy	Sanders	Bea	2/24/2021	11:21 AM	4428 Sebring Ave	SE	763-807-8772	A frustrated Ms. Sanders called to report that her septic tank is backed up (toilets & bathtub full) with sewage and can't find a company to empty it because the City of Avon Park Treatment Plant has been closing early during the day since last week. She is disappointed that Highlands County only has one Waste Treatment Plant, which is not enough for the entire County & she is asking that this issue be presented before the Board of County Commissioners.	**SEPTIC ISSUE INFORMATION**	N/A	N/A
Iris	Mitchell	WEB	2/24/2021	12:32 PM	2522 San Remo Ave	AP	863-368-0809	Via Website: Missed Garbage Pickup Today Wed. 2/24/21 Just my house. Can out in time, happened several times in the past	2/26/21 at 4:11 pm per resident it was picked up yesterday Thursday, 2/25 said **THANK YOU!**	NO	YES
	Commissioner	GH	2/24/2021	3:03 PM	ENTIRE Forrest View Ave 3246 Forrest View Ave	SE	863-402-6505	Commissioner Tuck called and said the garbage has not been picked up on Forrest View Ave yet. This should have been yesterday pickup Tuesday, 2/23/21	At 4:29 pm per Carmen: We have a new guy running that route if it does not get picked up today it will be done first thing in the morning. He is running behind. 3/2/21 at 8:31 am per Katie it was not picked up last week at all **ENTIRE ST WAS NOT PICKED UP LAST WEEK**	NO	NO
	Carmen	GH	2/24/2021	5:53 PM	Several areas in Avon Park	AP	863-655-0005	MSW has not yet been collected today in the following areas in Avon Park, but it will be picked up tomorrow Thursday, February 25, 2021	GARBAGE HAS NOT YET BEEN COLLECTED TODAY WED. 2/24 BUT IT WILL BE PICKED UP TOMORROW THURSDAY, 2/25 **INFORMATION**	N/A	N/A
	Anonymous	GT	2/25/2021	8:35 AM	Entire section of Payne Rd	SE	863-402-6505	We had a gentleman call in this morning reporting that all the recycle cans on Payne Road, South of Josephine, were not picked up yesterday	NO NAME NO PHONE NUMBER	NO	YES
Ivy	Mckenzie	WEB	2/25/2021	9:32 AM	ENTIRE ROAD 1151 Lake Lotela Dr.	AP	863-449-0912	Via Website: Missed Garbage Pickup Wed. 2/24/21 Just my house. Could also be the entire street	Per Katie, at 9:34 am Called the resident left a message to call me back the truck was there this morning at 9:12 am	NO	YES
Lisa	McNew	Bea	2/25/2021	9:35 AM	5616 Lakewood Road	SE	863-402-6538	Missed garbage pickup yesterday, Wed. 2/24, called WC and was told it is a new driver. This morning several trucks has passed by & one one stopped. She called them and was told they are short handed and they placed her for Sat. pickup - at 12:25 pm i talked with Mary Lou asked her please pickup this stop today she wil get back wiht me	3/1/21 at 6:27 am per Lisa it was picked up Thursday, 2/25/21 said **THANK YOU!**	NO	YES
Donald	Appelquist	WEB	2/25/2021	10:16 AM	ENTIRE ST 2454 S Lake Letta Dr.	AP	863-446-6774	Via Website: Missed Garbage Pickup Wed. 2/24/21 ENTIRE ST	Friday, 2/26 at 4:45 pm per resident it was picked up yesterday Thursday, 2/25 said **THANK YOU!**	NO	YES
Steve	Gauthier	WEB	2/25/2021	2:40 PM	ENTIRE bottom portion of Faimount MHP 3503 Maryland Ave	SE	863-385-4134	Via Website: Missed Garbage Pickup today 2/25/21 ENTIRE BOTTOM PORTION OF FAIRMOUNT **2/26/21 at 9:35 a**m resident called again stating that she was told her garbage will be picked up Saturday- she needs her garbage be picked up today because she has rotten food (fridge broke down) - I sent another email to Katie.	AT 4:17 pm per Katie: Driver is going back truck was packed out 2/26/21 at 4:43 pm Katie has this stop to be picked up tomorrow Sat. 2/27. 3/1/21 at 4:29 pm per resident garbage was picked up Friday 2/26, said **THANK YOU!**	NO	YES
William	McElwee	WEB	2/25/2021	4:58 PM	1900 N Highlands Blvd	SE	863 452 1020	Via Website: Missed Recycling Pickup today Thursday, 2/25 Just my house	2/26/21 at 4:07 pm per resident it was picked up this morning said **THANK YOU!**	NO	YES
Ernestine Joseph	Bell	WEB	2/25/2021	6:05 PM	ENTIRE ST 3140 Delafield Avenue	LP	440-668-8349	Via Website: Missed Recycling Pickup Tuesday, 2/23 ENTIRE ST	2/26/2 at 4:16 pm per Katie: Truck was there at 2:50 pm on Tuesday 2/23/21 **LATE SAT OUT**	YES	N/A
		GH	2/25/2021	6:55 PM	AVON PARK & SEBRING	SP & LP	863-655-0005	Recycling has not yet been colleted in severeal areas in AP lakes and garbage has not yet been colleted in Sebring Hills & Sebring Country Estates, but it will collected tomorrow Friday, 2/26 morning	Recycling was not collected today Thursday 2/25 & MSW in Sebring Hills but it will be collected tomorrow Friday, 2/26 **INFORMATION**	N/A	N/A
Tammy	Bland	WEB	2/26/2021	7:44 AM	ENTIRE ST 4607 COOPER DR,	SE	863-446-2299	Via Website: Missed Recycling Pickup Thursday, 2/25 ENTIRE ST	3/1/21 at 4:31 pm per resident it was never picked up- she left it outside all this time and it is still full	NO	NO
	Ms. Caxson	Bea	2/26/2021	8:45 AM	236 Sparrow Ave	SE	863-385-8434	A frustrated Ms. Coxson called to report that yesterday Thursday, 2/25 the garbage truck was picking & choosing whom to collect the garbage from. They picked up the garbage from her next-door neighbor to the West side of her home & the neighbor across the Street too. They left her garbage & her 2 next-door neighbors, to the East side of her home	3/1/21 at 4:43 pm Per Ms. Coxson they picked up the garbage on Friday, 2/26, said **THANK YOU!**	NO	YES
Erin	McCarta	WEB	2/26/2021	8:54 AM	2703 N Garland Rd	SE	863-381-5011	Via Website: Missed Garbage Pickup Thursday, 2/25 Just her house it may be others	3/1/21 at 4:51 pm per Erin they picked up the garbage on Friday, 2/26, said **THANK YOU!**	NO	YES
	Katie	Bea	2/26/2021	11:13 AM	NORTH SEBRINB & AVON PARK	SE&AP	863-655-0005	Per Katie they do NOT have a driver for commercial front loads for the North of Sebring & Avon Park if they call let them know they will be picked up next week **INFORMATION**	**INFORMATION**	N/A	N/A
Iran Michael	Grim	WEB	2/26/2021	2:49 PM	ENTIRE ST 513 Dragonfly Ln	LO	540-903-9588	Via Website: Missed Garbage Pickup,Missed Recycling Pickup today Friday, 2/26 ENTIRE ST	3/1/21 at 4:54 pm left a phone message to call me back - at 4:57 pm per Mr. Grim they picked it up on Saturday, 2/27, said **THANK YOU!**	NO	YES
	no name	Bea	2/26/2021	4:25 PM	ENTIRE HIGHLANDS RIDGE 3206 Angler's Strm	AP	863-402-1661	Ms. Jane called to report that the recycling and the garbage has not yet been picked up today on her entire Highlands Ridge community	3/1/21at 4:55 pm per Ms. Jane they picked up everything the same day she called- said **THANK YOU!**	NO	YES
Julie	Henderson	WEB	2/27/2021	9:34 AM	ENTIRE ST 3144 Pointe Avenue	SE	863-304-8385	Via Website: Truck left big gobs of tar/grease all over our streets and it is getting on our car tires, bike tires, shoes and pet paws. Leading it to getting tracked into our homes. Please send out someone to fix this. This happened on Thursday, 2/25/21	3/2/21 per Bob there is grease all over the road apparently someone was repaving and the truck wheels drove through the tar - **the grease didn't come from the truck...INFORMATION**	N/A	N/A
William	Kasley	WEB	2/27/2021	1:25 PM	4012 Alpine St	SE	863-382-4528	Via Website: Missed Garbage Pickup Thursday, 2/25 Just my house	3/15/21 at 11:27 am per resident they never came back to pick-up her garbage, she was picked up until her next scheduled day	NO	NO
				Below are Waste Connections Calls/Complaints for February 2021							
DONALD	STEVENS	MARY	2/2/2021		408 EARNHARDT	VEN	813-574-9491	MISSED BULK	SUPERVISOR WENT TO SITE ABOUT 20 YARDS BAGS AND APPLIANCES AND REAL MESS.	YES	N/A
LUE	MILBRECHT	MARY	2/4/2021		2510 PARK PLAZA	SEB	863-381-2299	MISSED MSW	DRIVER BROKE OFF TO GO TO LANDFILL 2/3 AND FORGOT THE STREET WENT BACK 2/4	NO	YES

TAMMY		KATIE	2/4/2021		4638 LEWIS AVE	SEB	863-441-3579	MISSED MSW	SENT TRUCK BACK ON SATURDAY	NO	YES
GALE	JACKSON	MARY	2/4/2021		3461 SPARTA CIRCLE	SEB	863-202-6602	MISSED RECYCLE	LAWN TRUCKS IN THE WAY PICKE UP ON SATURDAY	NO	YES
		KATIE	2/5/2021		2917 N MILLDEN RD	AP	863-402-6529	MISSED RECYCLE	SENT TO DRIVER WAS PICKED UP	NO	YES
		KATIE	2/5/2021		211 QUAIL AVE	SEB	863-446-1649	MISSED MSW & RECYCLE	SENT TO DRIVERS WAS PICKED UP	NO	YES, 3/15/21 at 3:49 pm per resident it was picked up he thinks Saturday after
		KATIE	2/10/2021		226 CLOVERLEAF RD	LP	863-5326	MISSED BULK	SENT TO DRIVER	NO	YES
RAY	SOTTILE	MARY	2/15/2021		240 SERANADE DR.	LP	863-441-3679	MISSED MSW	SENT DRIVER BACK TO PICK UP	NO	YES
INN THE WOODS	COMMERCIAL	KATIE	2/15/2021		5300 US 98	SEB	954-294-0933	MISSED BULK	SENT DRIVER BACK TO GET	NO	YES
	MCROBERTS	MARY	2/18/2021		7099 STRAFFORD OAKS	SEB	812-486-8772	MISSED RECYCLE	PICKED UP TODAY 2/18	NO	YES
		KATIE	2/18/2021		1707 SENTINEL POINT RD	SEB	863-202-6616	MISSED RECYCLE	SENT TO TRAVIS	NO	YES
		KATIE	2/22/2021		425 MEADOW LAND RD	SEB	863-835-0030	MISSED RECYCLE	SENT TO TRAVIS	NO	YES
		KATIE	2/23/2021		91 OB RD	LP	863-441-4997	BULK MISSED	SENT TO TRAVIS & CARMEN	NO	YES
JOSEPH	LOPEZ	KATIE	2/24/2021		617 CUNNINGHAM ST	LP	863-443-4957	MSW MISSED	SENT TO CARMEN	NO	YES
DOUG		KATIE	2/25/2021		8600 CR 635	SEB	407-873-3068	MSW MISSED	SENT TRUCK BACK	NO	YES
								MISSED MSW	SENT LARRY TO PICK UP	NO	YES
								Total County calls/complaints	89 (71calls/comp. & 8 info + 8 residents at fault)		
								Waste Connection calls/complaints	16		
								Grand total calls/complaints	**105**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,136 X1 divided by 100= 38 complaints. Resolved within 48 hrs.
Rosa	Lopez	WEB	1/2/2021	8:56 AM	4509 Calatrava Ave & 4510 across street	SE		Via Website: Missed Bulk Waste Pickup 12/31/20 Just her house and across St. too	in areas of Sun n lakes Carmen said missed) Per Katie it was picked up 1/4/21	NO	YES
Harry Floyd	Ryder	WEB	1/2/2021	10:21 AM	ENTIRE ST	?		Via Website: Missed Garbage Pickup ENTIRE ST 12/31/20	**NO STREET NAMES (INFORMATION)**	N/A	N/A
Steven	Ahrens	WEB	1/2/2021	11:26 AM	2523 W. Little Rd,	AP		Via Website: Missed Garbage & Recycling Pickup 1/2/21 just his house	Did not know trash pickup on Saturday. (Sound like did not know so did not put out and got missed)	NO	N/A
Gary	Gordon	BD	1/2/2021	11:45 AM	1650 Hurst Rd	SE	863-273-4958.	Mr. Gary Gordon, needs bear cart garbage can to be replaced. Garbage company said he had to replace. Owner states the lid is bent so it will not latch	**BEAR CART ISSUE SEE BEAR CART DATA (INFORMATION)**	N/A	N/A
Bert	Horwitz	WEB	1/2/2021	11:52 AM	4210 Westminster RD	SE		Via Website: Missed Garbage Pickup 12/23/20 Just his house	This should not have been missed ask Katie, he is reporting a wed miss on Saturday.) **Driver was there on Wednesday at 3:17 PM LATE SAT OUT**	YES	N/A
Claudia	Brigham	WEB	1/2/2021	12:02 PM	ENTIRE ST. 239 Ibis Ave	SE		Via Website: Missed Garbage Pickup ENTIRE ST 12/31/20, No pick up at all in Sebring Hills on Thursday	(This should have been done because just did not get recycling on Saturday unless list is wrong for recy. and should be garbage) Katie said they got garbage in this area today and that Carmen listed as recycle and should have been garbage. It was picked up Sat. 1/2/21	NO	YES
Paul	Christian	WEB	1/2/2021	12:10 PM	ENTIRE ST. 316 Wren Ave., Sebring,	SE		Via Website: Missed Garbage Pickup ENTIRE ST 12/31/20,	Katie said they got garbage in this area today and that Carmen listed as recycle and should have been garbage. It was picked up Sat. 1/2/21	NO	YES
Gina	Vancoevering	WEB	1/2/2021	12:31 PM	13721 Crow St	SE		Via Website: Missed Garbage Pickup Just her house on Tuesday, 12/29/20	This should have been gotten on Tuesday or Wednesday ask Katie- per Katie it was picked up Monday 1/4/21	NO	YES
Tim	Murphy	WEB	1/2/2021	12:58 PM	6414 Foster Rd.,	SE		Via Website: Missed Recycling Pickup jut their house Wed. 12/30/20	Per Katie: **Driver was there 8:35 am in the morning on Thursday 12/30/20** so owner could have brought in and not put out again.	NO	N/A
Alan	Novick	WEB	1/2/2021	2:09 PM	ENTIRE ST 305 Sparrow Ave.	SE		Via Website: Missed Garbage Pickup ENTIRE ST 12/30/20,	(This should have been done because just did not get recycling on Saturday unless list is wrong for recy. and should be garbage) Katie said they got garbage in this area today Monday 1/4/21 and that Carmen listed as recycle and should have been garbage.	NO	YES
Christine	Kidd	WEB	1/2/2021	3:46 PM	ENTIRE ST. 222 Whatley Blvd.	SE		Via Website: Missed Garbage Pickup ENTIRE ST 12/31/20,	Per Katie said they got garbage in this area today Monday, 1/4/21 and that Carmen listed as recycle and should have been garbage.	NO	YES
Ralph	Puterbaugh	WEB	1/2/2021	4:48 PM	ENTIRE ST. 190 N. Marshall Ave	SE		Via Website: Missed Garbage ENTIRE ST. 1/2/21	In areas of Avon park behind High School Carmen said missed) It wa picked up Monday, 1/4/21	NO	YES
Jara Ann	Corson	WEB	1/2/2021	6:18 PM	560 N. Lake Dr.	LO		Via Website: missed bulk just her house, Monday, 1/2/21	(Should have gotten bulk in this area. It is near cowhouse but on other side of 98, check with Katie, first house on right off 98.) Should be today Monday, 1/4/21.Per Katie it was picked up Monday 1/4/21	NO	YES
Joyce	Brady	WEB	1/2/2021	6:22 PM	ENTIRE ST. 104 Thrush Ave.,	SE		Via Website: Missed Garbage Pickup ENTIRE ST 12/31/20, Not picked up on 1/2/21 and will probably be 1/4/21. Thinks recycling is a joke and was an excuse to raise rates for less service.	Katie said they got garbage in this area today Monday, 1/4/21 and that Carmen listed as recycle and should have been garbage.	NO	YES
Kristen	Meyer	WEB	1/2/2021	6:41 PM	ENTIRE ST. 401 Crane St.,	SE		Via Website: Missed Garbage Pickup ENTIRE ST 12/31/20,	Katie said they got garbage in this area today Monday, 1/4/21 and that Carmen listed as recycle and should have been	NO	YES
Steven	Ritenour	WEB	1/2/2021	6:42 PM	ENTIRE ST. 802 E Canfield ST,	AP		Via Website: Missed Garbage Pickup ENTIRE ST Sat 1/2/21 for Friday pickup Can was placed the night before	Per Katie it was picked up Monday 1/4/21	NO	YES
Shirley	Bedard	WEB	1/2/2021	6:58 PM	ENTIRE ST 312 Jay Ave	SE		Via Website: Missed Garbage & Recycling Pickup ENTIRE ST Thursday, 12/31/20,	Katie said they got garbage in this area today Monday, 1/4/21 and that Carmen listed as recycle and should have been garbage.	NO	YES
Christiane	Baker	WEB	1/2/2021	7:37 PM	ENTIRE ST. 1032 Duane Palmer Blvd.	SE		Via Website: Missed Bulk ENTIRE ST. Sat. 1/2 for Friday pickup	(in areas of Spring Lake Carmen said missed) Per Katie it was picked up 1/4/21	NO	YES
Dava	Mazur	WEB	1/2/2021	8:40 PM	ENTIRE ST 410 South Christy Jo Drive	AP		Via Website: Missed Bulk ENTIRE ST. Sat. 1/2 for Friday pickup	(in areas of Lake Angelo Carmen said missed) Per Katie it was picked up 1/4/21	NO	YES
Anthony	Caspare	WEB	1/2/2021	10:27 PM	304 Loon Ave	SE		Via Website: Missed Garbage Pickup 1/2/21 Just his house Have not had a pick up since before christmas. Was supposed to be on 12/31/20 which was not done. On 1/2/21 some cans emptiest and some not in neighborhood.	Katie said they got garbage in this area today Monday, 1/4/21 and that Carmen listed as recycle and should have been garbage.	NO	YES
Alfredo	Espinoza	WEB	1/3/2021	6:47 AM	7408 Honeysuckle Dr.,	SE		Via Website: Missed yard waste pickup entire street 1/2/21 for Fridays	(Yard waste was not this week 12/28/20 to 1/2/21 it will not be until) the week of 1/4/21) (in areas of Spring Lake Carmen said missed**) PUT IT OUT THE WRONG WEEK**	YES	N/A
Mike	Grimse	WEB	1/3/2021	6:52 AM	ENTIRE ST. 513 Dragonfly Lane, Lorida	LO		Via Website: Missed recycling & bulk entire street on Sat. 1/2/21 for Friday 1/1/21	in areas near Cowhouse Carmen said missed Per Katie it was picked up 1/5/21	NO	NO
Joe	Bowen	WEB	1/3/2021	7:14 AM	ENTIRE ST. 7416 Rolling Hills Rd	SE		Via Website: Missed Garbage ENTIRE ST. on 1/1/21 Many residence on Mata dr. Rolling Hills rd.	(should have gotten garbage and was only supposed to be bulk missed)	NO	YES
Robert	Novean	WEB	1/3/2021	8:44 AM	ENTIRE ST. 4294 Northcourse LN,	AP		Via Website: Missed recycling & bulk pickup ENTIRE ST. on 1/2/21 for Friday 1/1/21 2nd time in 2 weeks for recycle. If no pick up on Saturday should tell us	(This area of highlands ridge was not done till Monday) This area was picked up today Monday, 1/4/21	NO	YES

Robert	Nealon	WEB	1/3/2021	9:09 AM	ENTIRE ST. 3117 Going To the Sun,	SE		Via Website: Missed Bulk ENTIRE ST. 1/2/21 for Friday, 1/1/21	Per Katie picked up 1/4/21	NO	YES
Stacie	Free	WEB	1/3/2021	12:59 PM	ENTIRE ST. 408 South Christy Joe Dr.,	AP		Via Website: Missed Garbage ENTIRE ST. on 1/2/21 for Friday, 1/1/21	(in areas of Lake Angelo Carmen said missed Per Katie picked up 1/4/21	NO	YES
Barbara	Peller	WEB	1/3/2021	3:48 PM	ENTIRE ST. 536 Dragonfly Ln	LO		Via Website: Missed recycling & bulk entire street on Sat. 1/2/21 for Friday 1/1/21. All Istokpoga shores missed for recycle and bulk.	(in areas near Cowhouse Carmen said missed) Per Kaite it was picked up 1/6/21	NO	NO
Sylvia	Blackmore	WEB	1/3/2021	3:55 PM	ENTIRE ST. 4323 North Course Ln,	AP		Via Website: Missed recycling & bulk entire street on Sat. 1/2/21 for Friday 1/1/21. 2nd week in row on north side of Highlands Ridge missed.	(This area of highlands ridge was not done till Monday) This area was picked up today, Monday, 1/4/21	NO	YES
John	Gallenstein	WEB	1/3/2021	5:38 PM	ENTIRE ST. 604 Christy Jo Dr	AP		Via Website: Missed Garbage ENTIRE ST. on 1/1/21 was supposed to be picked up Sat. 1/2/21	(in areas of Lake Angelo Carmen said missed) Per Katie it was picked up 1/4/21	NO	YES
Joyce	Poirier	WEB	1/3/2021	5:51 PM	ENTIRE ST. no address given			Via Website: Missed Garbage ENTIRE ST on Thursday, 12/31/20 . Regular waste only picked up on one side of street, recycle trash picked up Saturday.	**NO ADDRESS GIVEN (INFORMATION)**	N/A	N/A
Duree	Hodges	WEB	1/4/2021	7:57 AM	ENTIRE ST. 1110 Sunbird court,	SE		Via Website: Missed Garbage ENTIRE ST on Thursday, 12/31/20	This area was not identified if it was missed and should have been done Thursday or Saturday. Ask Katie) Truck sent today Monday, 1/4/21 to pick up the area that was missed.	NO	YES
Michael	Kilpatrick	WEB	1/4/2021	10:28 AM	ENTIRE ST. 1210 Lake Lotela Dr.,	AP		Via Website: Missed Bulk Waste Pickup ENTIRE ST on Tuesday 12/29???	. (This is a different owner than on tax maps and could be a renter and this area should have been picked up Wednesday or Thursday) Katie is going to talk to Travis because the driver had issues that day so might have to send back out to get. Per Katie picked up 1/4/21	NO	YES
April	Hartzel	BD	1/4/2021	11:50 AM	210 & 222 Squirrel Point,	LO	863-655-5655	bulk waste lattice and bulk waste (in areas near Cowhouse Carmen said missed).	I spoke to April at 4:27 PM and they picked up the plastic piece of lattice today Tuesday 1/5/21. April said it has taken 6 weeks to get picked up. The first time missed she called and spoke to Katie and she said driver had a health issue with son and she April did not call the 2nd time it was missed.	NO	YES
Rhonda	Roy	WEB	1/4/2021	5:11PM	590 Wilderness Circle	SE	270-314-4998	Via Website: Missed Garbage Pickup Monday 1/4 Just my house If we need to do something different to get our trash picked up please let us know **THIS STOP IS FRIDAYS**	Bob sent an email to Katie 1/12/21 at 4:51 pm per resident she was missed Friday 1/1 (had it out Saturday too) it was picked up until Friday 1/8/21, said **THANK YOU!**	NO	NO
Chad	Clouser	WEB	1/4/2021	5:31PM	ENTIRE ST 225 Serenade Dr	LP	863-464-0210	Via Website: Missed Garbage Pickup ENTIRE ST Monday 1/4 (THIS STOP IS MONDAYS)	response 1/13/21 at 10:25 am per resident it was picked up Tuesday, 1/5 said **THANK YOU!**	NO	YES
	Bob D	WEB	1/4/2021	6:22 PM	Lake Placid, Sebring & Avon Park	SE &	863-655-0005	Monday Pick-up areas in Lake Placid that will not be completed and will be picked up on Tuesday. Garbage and yard waste in areas of Sun n Lakes, Lake Placid from Phantasy Avenue south to Orange St. will not be picked up till Tuesday. Recycling and garbage in the Highlands Park Estates area from Hallmark Ave. east to Washington Blvd will not be picked up till Tuesday.	**INFORMATION**	N/A	N/A
Angela	Goins	WEB	1/4/2021	6:33 PM	207 Rail Avenue	SE	863-273-9324	Via Website: Missed Garbage Pickup ENTIRE ST Thursday, 12/31 Picked up one side of the street on 1/2/21 but did not pick up our side of the street.	Bob sent an email to Katie 1/13/21 at 10:29 am left a phone message to call me back At 10:53 am **per Ms. Goins the garbage was never picked up until the next scheduled day**	NO	NO
Debbie	Casper	WEB	1/5/2020	9:15 AM	109 Fern Court, debowah54@aol.com	LP	954-554-6496	Via Website: Lid on Trash can was damaged today during pick up on Tuesday, 1/5/21	Please have the lid on this can replaced this week before the customers next pick up due to damage from the truck on Tuesday, 1/5/21. 1/13/21 at 10:31 am per resident the lid was replaced said **THANK YOU!**	NO	YES
Jules	Kiefer	WEB	1/5/2020	9:38 AM	441 Serenade Terrace	LP	239-384-2211	Via Website: Missed Yard Waste Pickup Monday 1/4 Just my house	Bob sent an email to Katie 1/13/21 at 10:41 am per resident it was picked up the next day he said **THANK YOU!**	NO	YES
Anna Sue	De la Garza	WEB	1/5/2021	10:40 AM	ENTIRE ST her address: 227 Rail Ave	SE	956-744-4859	Via Website: Missed Garbage Pickup Sat. for Wed 12/31 ENTIRE ST	Bob folowed up with Katie Can you please give me a status on this missed pick up. I inspected in field yesterday morning and the entire north side of the street from S. Egret St. to Crane St. was missed. I called Carmen about yesterday morning and told him about. I also told Carmen about 302 Sparrow Ave. garbage being missed (can is at the west end of property on Sparrow Ave.) because it was still not picked up yesterday morning after I sent an email about on Tuesday. Need to pick up while in area doing Rail Ave.Per Katie it was picked up 1/5/21	NO	YES
Nancy	Bryant	Bob	1/5/2021	11:20 AM	302 Sparrow Ave	SE	863-402-6505	Mrs. Bryant's garbage has been out since last Thursday Her house in on the corner of Sparrow Ave. and Heron St. and her can is sitting on Sparrow Ave. (See attached map). The recycling and bulk waste were picked up but garbage was missed.	Bob sent an email to waste connections to pick up along with another black bag next to it. Per Katie is was picked up the same Wed. 1/6/21	NO	YES
Neal	Roberts	WEB	1/5/2021	5:42 PM	ENTIRE ST 128 Park Land Drive	LP	215-554-4240	Via Website: Missed garbage pickup ENTIRE ST Tuesday 1/5 2nd missed pick up in a row (2 weeks)	Bob sent an email to Katie 1/12/21 at 4:09 pm per Katie it was picked up Wed. 1/6/21	NO	YE
Edward	Pike	WEB	1/6/2021	10:13 AM	4007 Loquat rd egg069@comcast.net	SE	847-400-6330	Via Website: Missed Bulk Waste Pickup Wed. 1/6 Just my house	**THIS WEEK IS YARD WASTE PICKUP SENT A2021 CALENDAR (INFORMATION)**	N/A	N/A
	Burke	WEB	1/6/2021	3:14 PM	24 Lake June Road	LP	863-465-0371	Via Website: Missed garbage pickup Tuesday, 1/5/21 unknown if any other residents were affected	Bob sent an email to Katie. 1/12/21 at 4:09 pm per Katie it was picked up Wed. 1/6/21	NO	YES
	Shana	WEB	1/6/2021	9:59 PM	31254 Fernway St Blessedfam5@hotmail.com	SE	No number given	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Wed. 1/6/21 Just my house	Bob sent an email to Katie Friday 1/8/21 at 4:55 pm per Katie: Recycle was picked up at 7:00 am and trash was 9:45 am on Wednesday= **LATE SAT OUT**	YES	N/A
Ron	Macleod	WEB	1/6/2021	10:49 PM	917 Lake Drive East	LP	954-325-6298	Via Website: Missed Garbage Pickup Tuesday, 1/5 I am only house on my side of street between Richards Road & Lake pearl Drive. I have called last 2 weeks by phone to report missed pick ups.	Friday,1/8/21 at 4:37 pm Sent an email to Katie Friday, 1/8/21 at 4:51 pm This is on for Saturday At 4:54 pm I called the resident to let him know that his garbage will be p/u tomorrow Sat. 1/9/21, said **THANK YOU!**	NO	YES
Anthony	Frances	Bea	1/7/2021	2:25 PM	3305 Divot Rd (Golf Hammock)	SE	863-471-0657	Mr. Frances called report his garbage was not picked up yesterday Wed. 1/6 or this morning (1/7), his can is full, and he is asking to be picked up as soon as possible.	SENT EMAIL TO KATIE at 4:52 pm per Katie: Someone will be there today. Friday, 1/8 at 2:15 pm per resident the garabge was picked late last night said **THANK YOU**	NO	YES

Judy	Berrera	Bea	1/7/2021	2:39 PM	Several Streets her address 320 Citrus Blvd.	LP	863-441-7135	Ms. Berrera called to report that the garbage from her ENTIRE Street (& several other Streets) was not picked up Monday, 1/4. Everyone's garbage cart full of garbage is still sitting outside.	SENT EMAIL TO KATIE 1/12/21 at 2:47 pm left a phone message to call me back 1/13/21 at 10:01 am I called again left a phone message 1/13/20 at 2:45 pm per resident it was picked up Sat. 1/9 & Monday, 1/11 (regular scheduled day) said **THANK YOU!**	NO	YES
Pamela	Jordan	Bea	1/7/2021	3:35 PM	ENTIRE ST her address 311 S Wells Ave	AP	863-452-1322	Ms. Jordan called to report that the garbage from her ENTIRE Street was not picked up Saturday (for Thursday- Friday was new Year's day) 1/2/21	I DIDN'T SENT AN EMAIL RESIDENT 4:15 pm per resident their garbage finally was picked up Monday, 1/4 she said **THANK YOU!**	NO	YES
Luis	Rivera	Bea	1/7/2021	4:35 PM	522 Darter Ave (put his two carts at the corner of Darter Ave & Sebring Hills Blvd.	SE	863-382-1852	Mr. Rivera called concerned because his garbage & recycling was not picked up Saturday, 1/1/21 (read below email), both carts has not been picked up since Thursday, 12/24.	SENT AN EMAIL TO KATIE Friday, 1/8/21 at 3:25 pm Trash was picked up last night at 5:10 pm recycle will be picked up on Saturday. Trash was picked up last night Thursday, 1/7/21 at 5:10 pm recycle will be picked up on Saturday 1/9/21 - per Mr. Rivera everything is fine he said **THANK YOU!**	NO	YES
Sandra	Florence	Bea	1/7/2021	5:01 PM	ENTIRE ST her address 201 Lark St (Sebring Hills)	SE	502-263-3602	Ms. Florence called to report that as of 5 pm today the garbage from her entire St. has not yet been picked	At 5:03 pm per Katie they are running behind if they don't pichup today they will pickup tomorrow am- I called Ms. Florence back she is not happy with the service. Friday, 1/8/21 at 3:00 pm per resident the garbage was picked up this morning said **THANK YOU!**	NO	YES
	Mrs. Fleming	Bea	1/7/2021	5:05 PM	ENTIRE ST her address 211 Ernest Sims St	AP	407-319-2429	A frustrated Mrs. Fleming called to report that as of 5:20 pm today Thursday, 1/7 the garbage from her entire St. has not yet been picked up. I tried to inform her that you are running behind, she is not happy with the service	SENT AN EMAIL TO KATIE 1/8/20 at 9:19 am per Mrs. Fleming the garbage was picked up last night she said **THANK YOU!**	NO	YES
Anthony	Caspare	WEB	1/7/2021	7:20 PM	ENTIRE ST his address 304 Loon Ave	SE	863-273-4848	Via Website: Missed Garbage Pickup Entire St Thursday, 1/7 It has been several weeks that we have not had garbage collected on our scheduled day. Today, like most pickup days, they collected the recycling first then never came back for the garbage. This continues to be an ongoing issue throughout the county according to others I speak to. etc.	Friday, 1/8 at 8:33 am per Katie: Called left a message the driver was there last night at 8:06 pm. Friday 1/8/21 at 2:57 pm I called the resident- phone do not accept calls	NO	YES
Shannon	Strenth	WEB	1/7/2021	8:57 PM	743 Citroen Dr	SE	863-991-3133	Via Website: Missed Garbage Pickup Thursday, 1/7 Just my house	Friday, 1/8 at 8:34 am per Katie: Called resident left a message that the driver is behind and will be there today Friday, 1/8/21 at 3:01 pm per resident it was picked up this morning not happy with the service	NO	YES
Anna	McNeil	WEB	1/8/2021	7:50 AM	ENTIRE ST her address 525 S Avon Estats Blvd	AP	863-449-0058	Via Website: Missed Garbage Pickup Entire St Thursday, 1/7	Friday, 1/8 at 8:36 am per Katie: Called resident let her know the driver is behind and he will be there today. Friday, 1/8/21 at 3:05 pm per resident it was picked up this morning she is Not happy with the service	NO	YES
Al	Perilla	WEB	1/8/2021	9:56AM	ENTIRE ST the address 1535 Falcon Avenue	SE	863-385-0838	Via Website: Missed Garbage Pickup Entire St Thursday, 1/7	at 3:13 pm sent an email to Katie At 3:29 pm per Katie: Truck was there today at 11:25 am At 3:33 pm I called the resident the phone is full of messages	NO	YES
Nelson	Aevedo	Bea	1/8/2021	11:35 AM	ENTIRE STREETS some addresses 414 & 416 Ecstasy Ave & 427 Fawnwood Ave	LP	863-265-0418	A frustrated Mr. Nelson called to report the garbage from his Entire Street (plus other Streets) has not yet been picked up since Monday, 12/21/20. He said he called your office Monday, Tuesday & Wed. and was told it is a new driver, but someone will pick up the garbage as soon as possible, as of today Friday 1/8/21 their garbage is still sitting outside	SENT EMAIL TO KATIE Tuesday, 1/12/21 at 2:55 pm per resident the garbage was picked up on Saturday 1/9, he is a TUESDAYS P/U, said **THANK YOU! More than 48 hours to pickup**	NO	NO
Connie	Miller	Bea	1/8/2021	11:55 AM	3603 Comet Ter	SE	863-385-7392	Ms. Miller called to report that her garbage was not picked up yesterday, Thursday, 1/7 she is the only house on that side of the street & she saw the truck picking up the other side of her street, but they never came back to pick-up her cart full of garbage	SENT EMAIL TO KATIE Tuesday, 1/12/21 I left a phone message to call me back 1/13/21 at 9:51 am per Ms. Miller they never came back to pickup her garbage on Saturday so she put her can back inside on Sunday **NO SERVICE THE WEEK OF 1/7/21**	NO	NO
Angela	Spencer	WEB	1/9/2021	6:06 AM	6844 San Bruno Drive	SE	863-381-7061	Via Website: Missed Bulk Pickup Just her house Thursday, 12/31/20 Just her house this week is bulk waste week)	It was mised Thursday, 12/31/20 reported it until Sat. 1/9/21, this week (1/11-1/15/21) is bulk waste week- it will be picked up this week	NO	YES
Ann M	Yeager	WEB	1/9/2021	9:02 AM	4500 County Road 64 East,	AP	863-443-0571	Via Website: Missed Bulk Pickup (Recliner beside the road now for over a month). Just her house Tuesday, 12/15/20 Just her house	**It was missed Tuesday, 12/15/21 it was reported it until Sat. 1/9/21**- this week (1/11 to 1/15/21) is bulk waste week Monday, **1/11/21 at 10:45 am per Katie: I will make a map for Friday, 1/15/21 that is their pick up day**	NO	NO
Anddrea	Saadatmandl	WEB	1/9/2021		ENTIRE ST 5901 Glens Ct	SE	772-475-0160	Via Website: Missed Yard Waste Pickup ENTIRE St. Saturday 1/9/21? This area is Fridays pickup	Monday, 1/11/21 at 10:54 am per Katie: The truck was on glens ct at 9:58 on Saturday, 1/9/21 moning	NO	YES
Charles	Miller	WEB	1/9/2021	4:55 PM	ENTIRE ST (Highlands Ridge) 3125 Oakmont Drive	AP	863-385-5274	Via Website: Missed Garbage Pickup ENTIRE ST Friday, 1/8/21 The entire neighborhood of Arbor Green in Highlands Ridge is still waiting for the Friday trash pick up at 4:50 p.m. on Saturday. When will the pick up occur?	Monday, 1/11/21 at 10:55 am per Katie: This will be picked up today	NO	YES
David	Smith	WEB	1/10/2021	6:55 PM	ENTIRE ST. 3031 Oakhill Dr	AP	317 376 9294	Via Website: Missed Garbage Pickup ENTIRE ST. Thursday, 1/8/21- 8:48 pmSunday night. Still no trash pickup. Leaving it at the curb until it is picked up	Monday, 1/11/21 at 11:00 am per Katie: This will be picked up today	NO	YES
Cathy	Lukovich	WEB	1/10/2021	7:03 PM	ENTIRE ST 3034 Oakhill Dr	AP	248-961-8000	Via Website: Missed Garbage Pickup Friday, 1/8/21 ENTIRE ST	Monday, 1/11/21 at 11:00 am per Katie: This will be picked up today	NO	YES
Jeannine	West	WEB	1/11/2021	9:21 AM	ENTIRE ST 315 Lark Terrace	SE	863-399-0686	Via Website: Missed Missed Garbage Pickup Thursday, 1/7/21 ENTIRE ST Collection company missed us, and everyone else on the street. **1/13/21 at 8:29 am per resident her last week garbage (1/7/21)was never picked up, last time her garbage was picked up Thursday, 12/31 she asked to be serviced today because she has a lot bags of garbage from this week and no place to put them**	Monday, 1/11/21 at 10:54 am per Katie: It was picked up at 3:55 pm on 1/7/2021 1/13/20 at 8:51 am SENT ANOTHER EMAIL TO KATIE At 9:49 am per Katie - per Carmen they are not sending anyone out there to pickup her garbage because the truck was in front of her house at 3:55pm on Thursday, 1/7/21- Resident will pull out her camera and get back to me	NO	YES
A G	Bartholomew	WEB	1/11/2021	10:52 AM	ENTIRE ST 3005 Oakhill Drive	AP	863-385-3465	Via Website: Missed Garbage Pickup Friday, 1/8/21 ENTIRE ST Missed both streets in Arbor Green section in Highlands Ridge. No follow up next day.	Monday, 1/11/21 at 10:55 am per Katie: Truck will be there today- EVERYTHING WAS PICKED UP MONDAY, 1/11/21	NO	YES
Joe	Dooley	Bea	1/12/2021	10:01 AM	104 Hill Ct.	SE	720-297-2564	A frustrated Mr. Dooley called to report a recycling driver (truck #201613) because he didn't stop to wait for a few minutes while Mr. Dooley proceeded to pick up the extra cardboard boxes after emptying the cart., Mr. Dooley was standing on the road with a broken leg and asked the driver to wait a few minutes, he was told I don't have time & I don't have room for it and drove off. Mr. Dooley felt that the driver should have made an exception and as a taxpayer, the driver should wait for a few minutes, so the resident can get rid of the extra trash. Then he called your office to file a complaint and was told the drivers don't have time to wait, the boxes will be picked up by the other truck drivers and we can't do anything about it. Also, he said he will be at the next board meeting and they better prepared to answer several questions that he will have.	While I (Bea) was writing this note I called Mr. Dooley and tried to explain that the bulk waste truck will pick up the cardboard boxes he said, "you are just wasting my time" and hung the phone up on me	N/A	N/A
Joseph	Celelli	WEB	1/12/2021	9:41 AM	117 Wesley Way	LP	607-329-0023	Via Website: Missed Recycling Pickup today Tuesday, 1/12/20 Just my house Came earlier than expected and my can was out of reach for the truck	**LATE SAT OUT**	YES	N/A

Ramani	Gumidyala	WEB	1/12/2021	2:38 PM	5024 Strafford Oaks Dr.	SE	563-650-3382	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Tuesday, 12/29 Just my house hi i dont know why they keep doing this to us. They conveniently do not pick up our garbage.	1/12/21 at 3:42 pm I talked Ms. Ramani & **she just wants to make sure her garbage & recycling is picked up tomorrow Wednesday, 1/13 (her scheduled day)**- the week of December 29 her neighbor put the two cans back inside her house on the 30th	NO	YES
Todd W	Moore	WEB	1/13/2021	8:31 AM	211 Rhapsody Ave	LP	863-214-5894	Via Website: Missed Bulk Pickup Monday, 1/11 Just my house	SENT TO KATIE 11/9/21 at 10:23 am I tried to call mailbox has not been set up yet	NO	YES
James	Schiefer	Bea	1/13/2021	11:45 AM	935 & 937 Lake Dr. E	LP	571-633-5633	Mr. Schiefer called to report that his and his next-door neighbors' garbage was not picked up yesterday Tuesday, 1/12 he placed his cart outside at 6:30 am yesterday. He asked that his garbage be picked up as soon as possible	SENT EMAIL TO KATIE AT 11:59 am per Katie: Driver was there at 10:35 am yesterday At 1:47 pm I called the resident to let him know and he said again that he put his can at 6:30 am last night, he will wait until next Monday. He just wanted to log the complaint **POTENTIAL LATE SAT OUT**	YES	N/A
Angela	Terreros	WEB	1/14/2021	12:02 PM	ENTIRE ST 5234 Lafayette Avenue	SE	786-348-7397	Via Website: Missed Garbage Pickup Wed. 1/13 Entire St	1/14/21 at 12:08 pm per Katie: The driver was there today at 8:11 am AT 12:31 pm I talked with the resident she said she left home early this morning but the cart was outside- she said **THANK YOU!**	NO	YES
		BOB	1/14/2020	3:51 PM	Entire Town & County MHP (218 Springtime Dr.)	SE	863-402-6505	Town and County MHP has been missed for garbage was supposed to be picked up Wednesday, 1/13 Resident that called me was at 218 Springtime Drive in the MHP. They also wanted to make sure the trucks slowed down the MHP because they are driving real fast from one house to the next and then slamming the brakes on.	BOB SENT EMAIL TO KATIE: Let me know when picked up. I know you said Travis was going to try to get today but might not get till the morning. Tuesday, 1/19 sent an email to Katie at 10:41 am this site was picked up Thursday, 1/14/21	NO	YES
Allie	Slager	WEB	1/14/2020	5:54 PM	5060 oak circle	SE	863-273-6664	Via Website: Missed Bulk Pickup Wed. 1/13 Just her house I had bulk trash set out for pick up. Trash did not run on the scheduled day. It came today the 14th. But they left my bulk trash out.	Tuesday, 1/19 at 10:09 am left a phone message asked her to call me back	NO	YES
Patricia	Bates	WEB	1/14/2021	8:18 PM	ENTIRE St. 1700 W Gingham Rd	AP	863-449-1937	Via Website: Missed Bulk Pickup Thursday, 1/14/21 ENTIRE ST	1/19/21 at 10:05 am per resident it was picked up the nexr day said **THANK YOU!**	NO	YES
Robert	Bare	WEB	1/14/2021	10:04 PM	4015 Tangier Street	SE	863-253-7334	Via Website: Missed Recycling Pickup Thursday, 1/14/21 Just my house The trash was picked up but not the recycling. There is no tag on the can and it was placed at the end of the driveway with no obstructions to prevent pickup.	1/19/21 at 10:03 am I called & left a phone message to call me back	NO	YES
Elizabeth	Ward	WEB	1/15/2021	7:35 AM	ENTIRE ST 1502 Sunkist Ave	SE	860-328-2808	BELONG TO SEBRING CITY LIMITS CALLED THE RESIDENT TO LET HER KNOW	**PROPERTY BELONS TO SEBRING CITY LIMITS (INFORMATION)**	N/A	N/A
Rhonda	H	Bea	1/15/2021	10:19 AM	ENTIRE Jay Ave (Sebring Hills)	SE	863-402-7784	Rhonda at the landfill called to report her yesterday Thursday, 1/14 the garabge was not picked up on her ENTIRE ST	At 10:19 per Rhonda she already spoke with Katie and she told her it will be picked up today. 1/19/21 at 9:59 am per Rhonda is was picked up on Sat. 1/16 said **THANK YOU!**	NO	YES
Anna Sue	De la Garza	WEB	1/15/2021	10:27 AM	ENTIRE ST 227 Rail Ave	SE	956-744-4859	Via Website: Missed Garbage Pickup Thursday. 1/14 ENTIRE ST Please be advice that they didn't pick it up on schedule day. We are afraid that this has become recurrent. Last time two weeks ago we reported this no one came until the next schedule week. That means 2 weeks worth of trash we don't want this to be the same thing again in a row.	1/19/21 at 9:55 am per resident it was picked up Sat. 1/16/21 said **THANK YOU!**	NO	YES
Iva	Prescott	Bea	1/15/2021	10:35 AM	250 Prescott Ln	LO	863-655-1739	Ms. Bryan called to report that her second home (grandson lives there) at 250 Prescott Ln. Lorida, the garbage truck doesn't come to her road to pick up the garbage. She is asking for a survey to be completed to see where her grandson's carts be placed to receive the service	**SENT EMAIL TO BOB REQUESTED ROAD INSPECTION**	N/A	N/A
Tammy	Hoffner	Bea	1/15/2021	11:05 AM	4638 Lewis Ave	SE	863-441-3579	Ms. Hoffner called to report that her garbage (placed outside Tuesday night) was not picked up Wed. 1/13, she called your office Thursday and was told the truck was there at 4:04 pm and that he supervisor will call her back, she waited yesterday & no one called her back, she called again today and was told the same thing- she said her neighbor's camera shows the truck just passed by her house. She asked please let her know when her garbage will be picked	SENT EMAIL TO KATIE Per Katie: truck stopped infront of her house at 4:04 pm Wed. 1/13 Carmen will not sent anyone to pick it up. at 1:01 pm I talked with the resident she is not happy with the service said this is the second time in a row. Said thank you for calling her back	YES	NO
Joy	Dawson-Jardine	WEB	1/15/2021	3:26 PM	36 Duke Street	LP	239-298-4552	Via Website: Missed Garbage Pickup Tuesday. 1/12 Garbage was not picked up on December 29th either I put it out always the night before and recycle does get picked up also most neighbors not all get theirs taken away.	Friday, 1/15/21 at 3:41 pm per Katie: I am putting this on for tomorrow Sat. 1/16 1/19/21 at 9:49 am per resident the garbage was not picked up Saturday 1/16 it was picked up until this morning Tuesday, her regular scheduled day said THANK YOU! **LAST WEEK WAS NOT PICKED UP AT ALL**	NO	NO
Luis	Rivera	Bea	1/15/2021	4:29 PM	522 Darter Ave (put his two carts at the corner of Darter Ave & Sebring Hills Blvd.	SE	863-382-1852	Mr. Rivera called concerned because his recycling was not picked up yesterday Thursday, 1/14/21 per Mary Lou it will be picked up Sat, 1/16	1/19/21 at 10:23 am I called Mr. Rivera no response 1/21/21 at 10:21 am called again no response he was supposed to call me back if it was not picked up on Sat.	NO	YES
Allie	Slager	WEB	1/16/2021	9:24 AM	5060 Oak Circle	SE	863-273-6664	Via Website: Missed Bulk Pickup, Wed. 1/13 Just My house	1/21/21 at 11:15 am Ms. Slager called to report the bulk waste truck never showed up, she put the cardboard boxes back inside yesterday, 1/20/21 and will take them out next Wednesday, 1/27- said **THANK YOU!**	NO	NO
Dawn	Quay	WEB	1/16/2021	5:25 PM	ENTIRE ST 2838 S. Dockside Dr.	AP	863-257-3766	Via Website: Missed Garbage Pickup Friday, 1/15/21 ENTIRE ST Our normal pickup day is Friday, Marina Cove in Highlands Ridge was not picked up on Friday 1/15/21. A garbage truck came and picked up one side of S. DOCKSIDE Dr. but our side was never picked up. EVERY WEEK Waste Connections fails to pick up sections of Highlands Ridge. Pretty poor service in my book. So now our garbage will have to wait till next week before it gets picked up. They need to get their act together or Highlands County needs to find another provider	1/19/21 at 10:40 am per Katie this location has been picked up this morning	NO	YES
Neal	Roberts	WEB	1/19/2021	6:41PM	ENTIRE ST 128 Park Land Drive	LP	215-554-4240	Via Website: Missed Recycling Pickup Tuesday 1/19/21 ENTIRE ST	Sent two email to Katie Monday, 1/25/21 at 2:47 pm per Mr. Roberts everyone took their carts back inside on Thursday, 1/21/21 he said he will see tomorrow Tuesday, 1/26/21-	NO	NO
Deborah	Burroughs	WEB	1/19/2021	4:57 PM	ENTIRE ST 55 Quail Roost Road	LP	848-333-9354	Via Website: Missed Yard Waste Pickup Tuesday 1/19/21 ENTIRE ST Not sure if the MLK holiday on Monday has anything to do with missed pick up. But it has happened before.	I sent two emails to Katie no response - Monday, 1/25/21 at 3:37 pm per resident it was picked up one or two days after she said **THANK YOU!**	NO	YES
Gordon	Hessel	VL	1/20/2021	10:57 AM	Sebring Country Club his address 2700 Treasure Cay Ln	SE	716-628-5868	Gordon Hessel, 716-628-5868, is upset because the Country Club just had all of their roads repaved and he has witnessed both the garbage and recycling trucks leaving a trail of oil on the newly paved roadways. He concerned that these trucks are damaging the roadways they just had repaired.	Vickey sent the email to Gator & Bob at 5:05 pm per Bob inspected the St. and he found just a string of oil on the road spoke with Mr. Hessel and Carmen pulled the two truck out to be repaired **ROAD ISSUE**	NO	N/A
Scott	Rogers	Bea	1/20/2021	11:14 AM	1002 W Lake Damon Drive	AP	517-206-7724	Via email to the Landfill: 2nd week in a row last week our yellow top recyclable bin was not emptied. It was next to the road edge properly spaced from our regular garbage container and it has cardboard and some styrofoam in it	Sent an email at 11:57 am: Good morning Mr. Rogers, I'm sorry that you are having issues with the recycling not being picked up. I have attached the recycling flyer for your use. **Styrofoam is not recyclable** and please place cut-out cardboard boxes lose inside the can. When the mechanical arm grabs the can and put pressure on it, the cardboard boxes get stuck inside the can.	YES	N/A

Trteasa	Lee	Bea	1/21/2021	8:01 AM	ENTIRE Grouper Drive 2929 Grouper Drive	SE	863-381-9217	Ms. Lee called to report Missed Yard Waste Pick up from the ENTIRE Grouper Drive yesterday Wed. 1/20/21	Friday, 1/22 at 11:03 am per Katie: This was picked up yesterday Thursday, 1/21 1/22/21 at 12:10 pm per Ms. Treasa it was picked up yesterday said **THANK YOU!**	NO	YES
Robert	Bynum	WEB	1/21/2021	2:32 PM	1321 Krouse Street	SE	863-273-9920	Via Website: Missed Yard Waste Pickup, Wed. 1/20 Just My house	Friday, 1/22 at 11:59 am per Katie: This was picked up yesterday Thursday, 1/21	NO	YES
Fred	Liddell	Bea	1/21/2021	4:01 PM	1501 Willow Dale (Cul-De-Sac)	SE	941-585-1320	A frustrated Mr. Liddel called requesting curbside service for his 88 years old mother that has health issues & is no longer able to drag her carts down to the neighbor's home.etc. On Friday, 1/22 Carmen, I just talked with Mr. Liddel, he corrected what he said yesterday, his mom's carts are on the side that has been assigned for a pickup, but she was placing them on her next-door neighbor's which had 8 carts to close to each other. For the future, his mom will be placing her carts in front of her home at 1501 Willow Dale. Please make sure the truck service her home every Thursday.	This will have to be taken up with her HOA or the association. This was set up last year by the association because they did not want us going up and down the roads more than once. All the residents put their cans on one side of the street. They are supposed to alternate every year on what side of the street to put the cans on. I guess the bottom line is this is not our decision this will have to go through her association to make any changes to the way we pick up that area.	N/A	N/A
Wendell	Haywood	WEB	1/21/2021	5:30 PM	5709 Olive Rd.	SE	863-446-0900	Via Website: Missed Garbage Pickup, Wed. 1/20/21 Just My house my recycling can was picked up but not the garbage can	1/22/21 at 11:03 am per Katie: This was picked up yesterday Thursday, 1/21	NO	YES
Arnold	Gendron	Bea	1/22/2021	7:35 AM	233 Whatley Blvd	SE	863-471-2997	Mr. Gendron called to report that his garbage was not picked up yesterday Thursday, 1/21, he is asking if possible to be picked up today. They called back stating they put their cans outside at 6:30 am yesterday	1/22/21 at 9:55 am per Katie: Driver was there at 1:01 pm At 2:07 pm I called the resident to let him know that the truck was in front of his home at 1:01 pm and recycling at 12:19 pm he said he is NOT happy with the service & he put his carts outside at 6:30 am yesterday	NO	YES
Harry	Ryder	WEB	1/22/2021	10:49 AM	ENTIRE ST 210 Wren Ave	SE	863-458-5558	Via Website: Missed Garbage Pickup, Thursday 1/21 ENTIRE ST the same as last week	1/22/2021 at 10:54 am per Katie: Spoke to resident the trash was picked up this morning	NO	YES
Brannon	Sparks	WEB	1/23/2021	6:12 PM	207 Mini Ranch Rd.	SE	863-381-9017	Via Website: Missed Garbage Pickup, Friday 1/22 Just my house. Black bear can was missed. All the other neighbors nearby had their cans dumped. It's unlocked.	1/25/21 at 2:43 pm I sent an email to Katie Thursday, 1/28 at 8:23 am I sent another email to Katie at 8:23 am per Katie: I don't right now I will look into it 2/1/21 at 5:11 pm I tried to call the resident no response. 2/1/21 AT 5:27 pm per resident it was picked up withing two days said **THANK YOU!**	NO	YES
Randy	Smith	Bea	1/25/2021	8:57 AM	2640 Van Pelt Rd. (+mores houses)	SE	863-386-4321	Mr. Smith called to report his & several other neighbors' garbage was not picked up Friday, 1/22/21, their carts are full, & he is asking to be picked up as soon as possible.	Monday, 1/25/21 at 9:36 am per katie: The truck was there at 10:30 am on Friday morning- I called Mr. Smith he stated that he will be callling a commissioner - **POTENTIAL LATE SAT OUT**	YES	N/A
Rosie & Jpseph	Earp	Bea	1/25/2021	1:33 PM	3517 Northern Blvd	LP	863-381-0833	Mrs. Earp called concerned because she has a non-bundled piece of carpet sitting outside without being picked up for about 4 weeks now. I asked her if she could ask someone (a neighbor, church or a family member) for help, she said no they do not know anyone, and they can't tie it due to their age	I explained the requlations but she asked for Bob - Bob will go to this location today to see the carpet At 5:13 pm Bob went to the site and helped to bundle the carpet -now is ready for pickup	YES	N/A
	Mr. Senecal	Bea	1/26/2021	9:43 AM	4059 Santa Barbara Dr.	SE	863-345-6784	Mr. Senecal, called to report that as of today Tuesday, 1/26 his 2 scheduled tires to be picked up Saturday, 1/23, has not yet been picked up	2/2/21 at 11:19 am per Mary Lou: Unfortunately the ones on Santa Barbara were not on the list. I have them scheduled for Saturday 2/6. At 11:41 am I tried to call Mr. Senecal the phone is not in service	NO	
Amry	Bullock	Bea	1/26/2021	10:29 AM	521 Penski Rd	VN	863-840-1206	Mr. Bullock called to report that as of today Tuesday, 1/26 his 4 scheduled tires to be picked up Saturday, 1/23 has not yet been picked up. He asked when they will be picked up	2/2/21 at 11:19 am per Mary the ones on Penski were picked up yesterday Monday, 2/1/21 at 11:35 am per resident tires has been picked up said **THANK YOU!**	NO	NO
Brian	Ridge	WEB	1/26/2021	10:59 AM	ENTIRE ST 100 Lavender Ave	LP	No number given	Via Website: Missed Bulk Waste Pickup, Monday, 1/25/21 ENTIRE ST	at 10:19 per Rhonda she already spoke with Katie and she told her it will be picked up today. 1/19/21 at 9:59 am per Rhonda is was picked up on Sat. 1/16 said THANK YOU!	NO	YES
Martina	Rivera	Bea	1/26/2021	2:31 PM	321 Citrus Blvd.	LP	863-840-4329	Ms. Rivera called to report that her garbage was not picked up yesterday Monday, 1/25 only the recycling cart was picked up. The blue cart has been sitting outside since Sunday, 1/24	Tuesday, 1/26 at 2:56 pm per Mary Lou: I looked up this address on drive cam and the driver was stopped in front of her house at 1:54 pm . I'm asking Carmen to check with the driver to see if there was an issue. Per resident she was not tagged Wed. 1/27 at 11:23 am per Mary Lou: **Larry went to check it out. It was a late set out and he tagged it and emptied it.**	YES	YES
Jill	Price	Bea	1/26/2021	3:13 PM	1014 Gardenia Street	LP	614-506-6782	Ms. Price called to report that her garbage was not picked up today Tuesday, 1/26 she is the only house on her side of the Street. The truck picked up the other side about 4 hours ago, she thinks the driver forgot about her.	Wed.1/27 per Mary lou the truck was infront of her house at 7:59 am - I called the resident back they are very upset stating they put the can outside at 7 am and called WC lyers - said he will contac someone else within the County.	YES	N/A
	Resident	WEB	1/27/2021	4:52 AM	ENTIRE Thoroughbred Ln. 4101, 4100 & 4025	SE	231-878-2221	Via Website: Move pickup point to corner on Payne Rd. We repaved our road and need to protect the road surface. Beginning immediately, no access is allowed by heavy refuse trucks. We request all future pickup to be restricted to the corner at Payne Rd. All residents will place carts and bulk/yard waste at Payne Rd for pickup. THIS LOCATION IS TUESDAYS	**ROAD ISSUE we sent them a letter see folde under the road name under IMPASSABLE ROADS FOLDER (INFORMATION)**	N/A	N/A
Bob	Novean	Bea	1/27/2021	3:47 PM	Highlands Ridge Community	AP	863-368-0015	Mr. Novean, a resident of Highlands Ridge Community called to report that their yard waste community dumpsters have not been emptied for several weeks, they are overfull, and they need the service soon as possible. He wanted to talk to a Commissioner	Wed, 1/27 per Katie this will be taken of today or tommorrow Thursday, 1/28. 1/29 at1:55 pm called the resident said he will call me back **SAME AS ITEM # 112** 5/1/21 at 1:49 sent an email to Katie 2/1/21 at 2:03 pm per Mary Lou: They were all pulled and returned on Thursday.	NO	YES
Dana	Hills	WEB	1/27/2021	9:42 PM	ENTIRE ST 4401 Wood Ave	SE	863-332-3574	Town and County MHP has been missed for garbage was supposed to be picked up Wednesday, 1/13 Resident that called me was at 218 Springtime Drive in the MHP. They also wanted to make sure the trucks slowed down the MHP because they are driving real fast f	Thursday, 1/28/21 at 7:51 am per Katie: Emailed the resident let them know the trucks would be there today. Friday, 1/29 at 4:01 pm I left a phone message to call me back	NO	YES
John	Lawson	WEB	1/28/2021	6:22 AM	4605 Golfview Rd.	SE	863-414-7259	Via Website: Missed Yard Waste Pickup last Wed. 1/20/21 We had our waste sitting by the road. Truck came by while we were outside. The worker looked at it but didn't take it. He came back by a few minutes later and said they would pick it up next Wednesday. That has come and gone and our waste is still sitting by the road for over a week now	Monday 2/1 I called no response 2/5/21 at 9:17 am I called again no reponse	NO	NO
Mike	Rogers	WEB	1/28/2021	8:12 AM	1104 Sunset Drive	SE	574-370-3137	Via Website: Missed Bulk Waste Pickup Wed. 1/27/21 Just My House	Thursday, 1/28/21 at 8:14 am per Katie: Emailed the resident let them know the truck would be there today. Friday, 1/29 at 4:03 pm per resident it was picked up yesterday, 1/28 said **THANK YOU!**	NO	YES

Patricia	Talley	Bea	1/28/2021	8:51 AM	1218 Camaro Dr	SE	863-452-8902 office	A frustrated Ms. Talley called to report that her garbage has not been picked up for the past three (3) weeks, only the recycling is picked up every week. The two carts sit outside at all times & she is the last house at the end of the road. She has not called earlier due to work schedule and restrictions. LOCATION IS THURSDAYS	Per Bob, Carmen informed him that this road is very sandy road and one of his trucks got stucked so they spoke with Talley to place their carts down the road close to another house - she refused to do that- Carmen should had let us know then we complete a survey and create letter to be sent to Ms. Tally. **ROAD ISSUE** but they need to pick up her garbage until we send the letter on which we gave her a date to comply- It was cancelled due to an objection now truck needs to go down this road	NO	YES
Anna	Sanchez	Bea	1/28/2021	9:45 AM	3120 Dolphin Dr	SE	863-214-4127	Ms. Sanchez called to report that the garbage has been missed 3 times in the past 5 weeks. She called your office yesterday 1/27 and was told it will be picked up this morning, the truck passed by picked up her next-door house and kept going. While on the phone with her the truck was coming back, her neighbor pushed the cart and chased the truck stopping in front of it, then the driver emptied the cart at this time. She stated this is not the way to receive the service that she is paying for	Garbage was picked up because Noel chased the truck with the cart	NO	YES
Lee	Reed	Bea	1/28/2021	11:55 PM	Highlands Ridge Community	AP	863-368-0015	Mr. Reed, a resident of Highlands Ridge Community called to report that their yard waste community dumpsters have not been emptied for several weeks, they are overfull, and they need the service soon as possible.	I informed him that it will be picked up today Thursday,1/28 SAME AS ITEM # 106 2/1/21 at 2:03 pm per Mary Lou: They were all pulled and returned on Thursday, . **SAME AS ITEM # 106**	NO	NO
	Jason	WEB	1/28/2021	10:35 AM	ENTIRE ST. 1835 Marigold Ave	SE	863-381-4184	Via Website: Missed Bulk Waste Pickup Wed. 1/27/21 ENTIRE ST Didn't get bulk trash picked up. It's happened before and they got it the following day but I just wanted to make sure it was gonna get picked up. Thanks	Thursday, 1/28/21 at 10:38 am per Katie: Called resident left a message for them to call me back the truck was there yesterday at 11:35 am **LATE SAT OUT**	YES	N/A
Shawn	Stamps	Bea	1/28/2021	2:45 PM	Entire Lakeside Rd (his address 705 Lakeside Rd)	SE	863-381-9893	Shawn Stamps called to repot the recycling from the ENTIRE Lakeside Rd was not picked up yesterday Wednesday, 1/27/21 and as of 2 pm today 1/28 no one has shown up	2/1/21 at 5:30 pm per Mr. Stamps it was picked up the next day said **THANK YOU!**	NO	YES
Barbara	Gaskins	Bea	1/28/2021	4:03 PM	6421 US 98	SE	863-840-2391	Ms. Gaskins called to report the she has properly bundled yard debris (see attached picture) that has been sitting outside since Tuesday, 12/22/20 ready for Friday pickup, has called your office numerous times, asking for supervisor but never received a call back. She was told she has been tagged twice but has not been able to see those tags, she thinks you have been tagging her neighbor because she has loose limbs in front of her house. She is requesting an inspection as soon as possible please?	2/2/21 sent an email to Mary Lou At 5:27 pm per Ms. Gaskins the same amount is still sitting outside - I sent another email to Mary Lou. Wed. 2/3 they are stating that they picked up what was bundle and per Ms. Gaskins everything has been tied & bundled since before 12/22. She is not happy with the service she never received a call back from Carmen - she will file a complaint with WC corporate office. Wed. 2/3/21 at 9:16 am per Carmen & his crew will pick everything up on Friday 2/5 - Ms. Gaskins know about this	NO	NO
William	Kasley	WEB	1/28/2021	6:19 PM	ENTIRE ST 4012 Alpine St.	SE	863-382-4528	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Thursday, 1/28 on the ENTIRE ST	2/1/21 at 5:33 pm I called the resident no response 2/12/21 sent to Mary Lou 2/17/21 at12:45 pm per Mary Lou: recycle was there on 1/28 at 7:18 am Garbage was picked up 1/29 at 4:39 pm	NO	YES
Patti	Brock	WEB	1/28/2021	6:54 PM	ENTIRE ST 3228 N Amherst Road	AP	No number given	Via Website: Missed Recycling Pickup Thursday, 1/28 on the ENTIRE ST (Pmbrock63@gmail.com)	Per Mary Lou it was picked up the next day	NO	YES
John	Martin	WEB	1/28/2021	7:59 PM	ENTIRE ST 2703 N Garland Rd	AP	863-381-5011	Via Website: Missed Recycling Pickup Thursday, 1/28 on the ENTIRE ST	2/1/21 AT 5:35 pm I left a phone message to call me back 2/2/21 at 11:47 at 11:47 am per Erin it was picked up the second day she said **THANK YOU!**	NO	YES
Philip Johnson	Johnson	WEB	1/28/2021	8:25 PM	2499 N Highlands Blvd.	AP	863-449-0381	Via Website: Recyle can was on it's side and everything still inside. Thursday, 1/28. My brother in law's can next door was also knocked over.	**CAN KNOKED DOWN**	NO	N/A
Treasa	Lee	Bea	1/29/2021	8:01 AM	ENTIRE ST 3508 King Dr.	SE	863-381-9217	Ms. Treasa called to report that they missed bulk waste pickup on the ENTIRE ST yesterday Thursday, 1/28/21	Friday, 1/29/21 at 4:15 pm Travis of WC went to this St a few minutesago and did not find any bulk waste items the only the house at the corner has some stuff outside	NO	YES
Rosa	Lopez	WEB	1/29/2021	8:20 AM	ENTIRE ST 4509 Calatrava Ave,	SE	863-991-4716	Via Website: Missed Bulk Waste Pickup yesterday Thursday, 1/28 on the ENTIRE ST 3rd Bulk Pick up in a row that was missed	2/2/21 at 10:59 am per resident it was picked up Saturday, 1/30 said **THANK YOU!**	NO	YES
	Jennifer W	Bea	1/29/2021	8:39 AM	ONE SIDE OF ASTON-MARTIN DR. 737 Aston-Martin Dr	SE	863-402-6877	Jennifer called to report that they missed garbage pickup on one side of her Street yesterday Thursday, 1/28/21	1/29/21 at 5:42 pm per Jennifer the garbage was picked up said **THANK YOU!**	NO	YES
Christina	Wilson	WEB	1/29/2021	8:58 AM	ENTIRE ST 745 Lemans Dr	SE	317-985-0469	Via Website: Missed Garbage Pickup Thursday, 1/28 on the ENTIRE ST- Missed trash pickup for numerous houses in neighborhood	2/2/21 at 10:59 am per resident it was picked up Saturday, 1/30 said **THANK YOU!**	NO	YES
Greg	Kohl	WEB	1/29/2021	9:38 AM	ENTIRE ST 5954 Matanzas Dr	SE	863-451-5907	Via Website: Missed Recycling Pickup Thursday, 1/28 on the ENTIRE ST- Not sure if recycling will be picked up this week\today. No pickup on regular pickup day of Thursday. Will the truck run today to pick up the missed recycling from yesterday?	2/2/21 at 11:07 left a phone message to call me back At 10:45 am resident called me back said everything was picked up the next day, said **THANK YOU!**	NO	YES
Arthur	Autry	WEB	1/29/2021	12:26 PM	2735 N Avocado Road	AP	850-815-1169	Via Website: Missed Recycling Pickup Thursday, 1/28 Just My House I set the container out Wed night. On Thursday, it looked like the container had shifted 45 degrees. I am unsure whether this was an attempt by the operator to grab the container to be unloaded into the truck, or by the gusting winds of Wednesday night and Thursday as the front came through	**CAN KNOKED DOWN**	NO	N/A
Tamie	Palmer	WEB	1/29/2021	12:30 PM	ENTIRE ST 2621 N Ithica Rd	AP	863-214-2054	Via Website: Missed Recycling Pickup Thursday, 1/28 ENTIRE ST	2/2/21 at 12:09 pm per Ms. Palmer it was picked up the same day she submitted the report said **THANK YOU!**	NO	YES
Laura	Bellotte	WEB	1/29/2021	1:24 PM	ENTIRE ST 1610 Falcon Ave	SE	863-253-1587	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Thursday, 1/28 on the ENTIRE ST	2/2/21 at 12:13 pm LVMM at 12:27 pm per resident they picked up everything late the same day she reported it said **THANK YOU!**	NO	YES
Stacie	Free	WEB	1/29/2021	5:49 PM	ENTIRE ST 408 South Christy Jo Drive	AP	863-443-3170	Via Website: Missed Garbage Pickup Friday 1/29 on the ENTIRE ST One side of the street has not been picked up.	2/1/21 at 10:59 am per Katie this area was picked up on Saturday, 1/30 2/2/21 at 12:05 pm LVMM	NO	YES
John	Gallenstein	WEB	1/29/2021	8:12 PM	ENTIRE ST 604 S Christy Jo Dr	AP	863-873-4139	Via Website: Missed Garbage Pickup Friday 1/29 on the ENTIRE ST One side of street picked up but entire other side missed completely.	2/1/21 at 10:59 am per Katie this area was picked up on Saturday, 1/30	NO	YES
Amber	Butler	WEB	1/30/2021	6:17 AM	1428 Orange Blossom Ave	SE	863-633-9776	Via Website: Missed Bulk Waste Pickup Thursday 1/28 Just My house People are adding more stuff to. My pile i don't need code enforcement on my	2/2/21 sent to Mary Lou 2/17/21 at 12:45 pm **BELONGS TO THE SEBRING CITY LIMITS** 2/17/21 at 2:21 pm I called the resident left a message letting her know that her property is within Sebring City Limits	N/A	N/A
Sybil Holz	Holz	WEB	1/30/2021	9:01 AM	1701 Primrose Lane Tanglewood	SE	863-471-2016	Via Website: Missed Garbage Pickup Friday 1/29 Just My house Have seen other blue cans still out in Tanglewood.	2/1/21 at 11:03 am per Katie this area garbage was picked up at 9:50 am of Fridfay, 1/29 & the recycling at Saturday 1/30 at 9:40 am 2/1 at 11:15 am Ms. Holz she had her can outside at 6:30 am & the track drove by but never stopped her can is full & she is not happy with the service	NO	N/A
Roger	Desjardins	WEB	1/30/2021	9:30AM	ENTIRE ST 2106 Bayside Dr Tanglewood	SE	863-382-9658	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Friday 1/29 on the ENTIRE ST At least my adjacent neighbor on same side of street not sure about others they definitely picked up east side of street	2/1/21 at 11:03 am per Katie this area garbage was picked Sat. 1/31 at 2:23 pm 2/1/21 at 11:23 am per resident It was picked up (his and his neighbor) on Saturday 1/31 said **THANK YOU!**	NO	YES

Wright	Richard	WEB	1/30/2021	10:23 AM	2104 Bayside Dr Tanglewood	SE	239-989-2413	Via Website: Missed Garbage Pickup Friday 1/29 Just My house. Affected: 2104 & 2106. This is three weeks in a row there was no Friday pick up per schedule. For the last few months service has been unreliable and terrible. I have a small can and can't go two weeks.	2/1/21 at 11:03 am per Katie this area garbage was picked Sat. 1/31 at 2:23 pm 2/1/21 at 11:23 am per resident It was picked up (his and his neighbor) on Saturday 1/31	NO	YES
Mary	Paterson-Wever	WEB	1/30/2021	3:04 PM	417 Mirador Drive	SE	863-991-3011	Via Website: Missed Yard Waste Pickup Friday, 1/22/21 Just My House Also phoned to report this	2/2/21 sent to Mary Lou 2/17/21 at 12:45 pm per Mary Lou: driver was sent back to pick up.	NO	YES
Scott Kaufhold	Kaufhold	WEB	1/31/2021	6:55 PM	ENTIRE ST 107 Speckled Perch Pt	LO	715-821-4191	Via Website: Missed Garbage Pickup Friday 1/29 Drivers need to slow down and look to see if garbage cans are out —— happens often ???	2/2/21 sent to Mary Lou 2/17/21 at 12:45 pm per Mary Lou: driver was there and stopped at 4:o4 pm so he wasn't racing through. **LATE SAT OUT**	YES	N/A
				Below are Waste Connections Calls/Complaints for January 2021							
Mr.	NELSON	MARY	1/4/2021		414 ECSTACY	LP	863-265-0418	MISSED GARBAGE SID IT WASN'T PICKED UP LAST WEEK EITHER	SENT TO TRAVIS AND CARMEN. WILL GET ON SATURDAY MISSED LIST	NO	YES
MEGAN	ESTEP	MARY	1/4/2021		1738 N CROCUS	AP	1863-991-2017	MISSED BOXES FOR BULK	SENT MAP. THEY WERE PICKED UP.	NO	YES
EMILY	BELLAMY	MARY	1/7/2021	3:45PM	2306 VALERY BLVD	SEB	863-699-1812	MISSED GARBAGE WED AND WANTED EXTRA BAGS PICKED UP BECAUSE WE MISSED LAST WEEK	CAN WAS PICKED UP -HAD EXTRA BAGS FOR PICKUP	NO	N/A
		KATIE	1/8/2021		954 LAKE DR. E	LP	954-830-6947	MISSED MSW	SENT TO TRAVIS SENT TRUCK BACK	NO	YES
STEPHANY		MARY	1/8/2021	9:00AM	29 GLADES DR	LP	863-465-4955	MISSED MSW	WAS PUT ON SATURDAY MISSED LIST	NO	**YES,** 2/8/21 at 2:33 pm per Stephany (Lamar daugter she called for one of her ee said it was picked up Sat. **THANK YOU!**
JOYCE	BACH	MARY	1/7/2021	4:00 PM	3229 MAIN	SEB	863-658-2712	MISSED MSW	TRUCK WAS BEHIND A DAY WAS PICKED UP THE NEXT DAY	NO	YES
		KATIE	1/11/2021		4709 DATE PALM DR	SEB	863-382-0329	MISSED FRONT DOOR PICK UP	SENT TRUCK BACK	NO	**YES,** 2/8/21 at 1:41 pm per resident it was picked up the day she called said **THANK YOU!**
MARGARET		KATIE	1/11/2021		3223 ROSE RD	SEB	863-382-7731	YARD WASTE MISS	SENT TRUCK BACK	NO	YES
KIM		KATIE	1/18/2021		2894 S DOCKSIDE DR	AP	863-382-9719	MSW MISSED	SENT TRUCK BACK	NO	**NO**, 2/8/2 1 at 1:33 pm per resident they never picked one side of the Street until the following week
Thomas		KATIE	1/22/2021		125 SPARROW AVE	SEB	863-303-8305	MSW MISSED	SENT TRUCK BACK	NO	**YES,** 2/8/21 at 1:37 pm I called them phone is not a working number
		MARY	1/26/2021		175 ALDERMAN DR	LP		MISSED MSW	SENT LARRY TO PICK UP	NO	YES
								Total County calls/complaints	134 (126 calls/comp. & 8 info)		
								Waste Connection calls/complaints	11		
								Grand total calls/complaints	**145**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue		Resident's fault	September/2020 Residential Units= 38,115 X1 divided by 100= 38 complaints. Resolved within 48 hrs.
Sherri n	Bennett	Bea	12/3/2020	10:01 AM	ENTIRE S HUCKLEBERRY LAKE DR her address 220 S Huckleberry Lake Dr.	SE	863-402-6792	Ms. Sherri called to report he ENTIRE Huckleberry Lake Dr. garbage was not picked up yesterday Wednesday, 12/2	Per Ms. Sherri it was picked up she said **THANK YOU!**	NO	YES
Patricia	Bates	WEB	12/3/2020	9:37 PM	1700 W Gingham Rd	AP	863-449-1937	Via Website: Missed garbage pickup Thursday, 12/3 ENTIRE ST	Per resident it was picked up Friday 12/4 said **THANK YOU!**	NO	YES
Linda	Bates	WEB	12/3/2020	9:38 PM	1506 Elgin Rd	AP	863-453-5114	Via Website: Missed garbage pickup Thursday, 12/3 ENTIRE ST	Per resident it was picked up Friday 12/4 said **THANK YOU!**	NO	YES
	Jennifer	Bea	12/4/2020	11:45 AM	308 Kersh Ter., 17406 Broadland Ln. Okeechobee And a couple of homes that have only one small branch for pickup	OK	863-402-6505	We need your help, please ask the driver to make sure the properly bundled yard waste from the below sites is picked up Monday, 12/7 & **to tag several sites** that are not in compliance	**THIS IS A REQUEST**	N/A	N/A
Ernestine	Bell	WEB	12/4/2020	1:12 PM	3140 Delafield Ave	LP	440-668-8349	Via Website: Missed Recycling Pickup Tuesday, 12/1 Only my house	12/4/20 at 4:21 pm per Kaite Driver was there at 9:57 am **LATE SAT OUT**	YES	N/A
Don	Reason	WEB	12/8/2020	11:21 AM	ENTIRE Blue Moon Ave his address 146 Blue Moon Ave	LP	863-699-9959	Via Website: Missed Yard Waste pickup yesterday Monday 12/7/20 ENTIRE ST.	Per Katie it was picked up Tueday 12/8	NO	YES
Mary	Buettner	WEB	12/8/2020	11:26 AM	ENTIRE S Sun N Lake Blvd. her address 509 S Sun N Lakes Blvd.	LP	239-821-6031	Via Website: Missed Yard Waste pickup yesterday Monday 12/7/20 ENTIRE ST.	Per Katie it was picked up Tueday 12/8	NO	YES
	Moulton	WEB	12/8/2020	1:54 PM	ENTIRE Autumn Ter. His address 108 Autumn Ter.	LP	217-454-0559	Via Website: Missed Yard Waste pickup yesterday Monday 12/7/20 ENTIRE ST.	Per Katie it was picked up Tueday 12/8	NO	YES
Thomas	Kerney	Bea	12/8/2020	1:51 PM	109 Lakefront Ln NW	LP	863-465-5023	Mr. Kerney called to report that his garbage was not picked up today Tuesday, 12/8, it has been sitting outside since 8 pm last night. Everyone was picked up except his.	12/8/20 at 2:04 pm This trash has been picked up as of right now he needs to put his trash out on time	NO	YES
Barbara	Miller	WEB	12/8/2020	4:24 PM	107 Fern Court	LP	863-991-0560	Via Website: Missed Yard Waste pickup today Tuesday, 12/8/20 Just my home Bushes are in trash cans in front of my bushes in front of my home.	Friday, 12/11/20 at 4:42 pm I just talked with Ms. Miller & as of today Friday, 12/11 her yard waste (5 cans full of leaves and branches) has not been picked up. **More than 48 hours and it has not been picked up**	NO	NO
Barbara A	Williams	WEB	12/8/2020	9:13 PM	219 Heppner Ave	LP	863-464-1033	Via Website: Missed Yard Waste-pickup Monday 12/7/20 Just my home .	Wed. 12/9/20 at 8:22 am per Katie: Called resident explained to her that the truck was broke down and they will be there soon to pick it up, at 9:20 am Driver is working on this now. This site was picked up	NO	YES
Debbie	Burroughs	WEB	12/9/2020	4:22 PM	ENTIRE ST her address 55 Quail Roost Rd	LP	848-333-9354	Via Website: Missed Yard Waste pickup yesterday Tuesday, 12/8/20 ENTIRE ST. As of 12/9, 4:20 PM, still no pick u of yard waste.	12/10/20 at 11 am per resident it was picked up this morning said **THANK YOU!**	NO	YES
Lynn	Acton	Bea	12/10/2020	8:35 AM	4217 Westminster Rd	SE	863-273-9808	Ms. Acton called to report that her recycling was not picked up yesterday Wednesday, 12/9 & it was not tagged either. She is not sure if the entire St was missed because her neighbors leave the cans outside all the time.	12/11/20 at 10:50 am per resident it was picked up yesterday 12/10 same day he called said **THANK YOU!**	NO	YES
Pat	Brodeur	Bea	12/10/2020	9:55 AM	1803 Homestead St	SE	239-405-5964	Ms. Brodeur called to report that her properly bundled yard waste was not picked up yesterday Wed. 12/9 she has more than 2 cubic yards, but they should have picked up the allowable amount and tagged the rest.	Tuesday, 12/15 at 3:31 pm per Katie: The driver was there on Thursday at 12:29 pm & picked up the 2 cy	NO	YES
	Antonucci	Bea	12/10/2020	10:09 AM	2545 W Matte Rd	AP	305-301-4871	**Mr. Antonucci** called to report that last week his recycling was not picked up Thursday, 12/3, and he expects to be picked up today Thursday, 12/10 his regular scheduled day. Also, he called you (Carmen) several times & never received a response.	Per Katie it was picked up the same day he called	NO	YES
Judith	Cortes	Bea	12/10/2020	5:27 PM	418 Nightingale Ave	SE	774-488-1319	A frustrated Ms. Cortes called to report that her garbage (blue cart) has not been picked up since Friday, 11/27 (she is Thursdays), the cart smells, has flies & maggots. Her house is the only house on this Rd. the recycling cart was picked up today but not the garbage.	Friday, 12/11/20 at 4:31 pm This will be picked up on Saturday new driver. 1/11/21 at 3:34 pm per resident they are doing great they picked up her garbage on Sat. 12/12/20 said **THANK YOU!**	NO	YES
George	Johnson	Bea	12/11/2020	8:19 AM	4101 Ferrari Dr	SE	407-385-4196	Mr. Johnson called to report that his recycling was not picked up yesterday Thursday, 12/10 he put his two carts outside Wed. night	12/12/20 at 4:35 pm per Katie the recycling was picked up. I tried to call the resident no response	NO	YES
	Jay	Bea	12/13/2020	9:16 AM	ENTIRE 3052 Camellia Ln	LP	708-238-1327	Via Website: Missed Garbage & Recycling pickup Tuesday, 12/8 ENTIRE ST.	Per Katie it was picked up Wed. 12/9	NO `	YES
Thomas	Diehl	Bea	12/14/2020	10:39 AM	3000 Avery Ct	SE	863-458-1576	Mr. Diehl called to report that his garbage cart was damaged (broken lid) after the driver emptied it last Friday, 12/12, he is requesting a lid replacement or a new garbage cart as soon as possible, please?	Wed. 12/30 mr, Diehl left a message stating that his cart has not been repaired SENT ANOTHER EMAIL TO THEM. 1/11/21 at 3:45 pm per resident it was taken care of but he does not remember when about 9 days ago he said **THANK YOU!**	NO	YES
Mark	Bryan	Bea	12/14/2020	4:49 PM	12001 Arbuckle Creek Rd	SE	863-381-2441	Mr. Bryan called to report that his garbage cart was damaged (broken lid) in the process of being emptied last Friday, 12/12 he is requesting a lid replacement or a new garbage cart as soon as possible, please?	1/11/21 at 3:49 pm per resident they fixed the lid said **THANK YOU!**	NO	YES
Mike	Forest	Bea	12/14/2020	5:15 PM	50 Hog Rd	AP	863-832-6457	A frustrated Mr. Forest called to report that his garbage & recycling weren't picked up Friday, 12/11, also two of his next-door neighbor's were not picked up either. His two carts have been sitting outside since Wednesday night (he thought he was Thursday pickup) & he doesn't have room for this week's garbage.	12/18/2020 per Kaite this area was picked up today	NO	YES
Michael	Oman	Bea	12/16/2020	8:09 AM	ENTIRE Lemon Rd NE his address 116 Lemon Rd NE	LP	269-930-6206	Mr. Oman called to report that the garbage from his ENTIRE Street was not picked up yesterday Tuesday, 12/15, only their recycling was picked up	AT 4:35 pm per resident the garbage was picked up said **THANK YOU!!**	NO	YES

Brad	Eddington	Bea	12/16/2020	8:45 AM	450 Henscratch Rd	LP	863-381-1015	Mr. Eddington called to report that his recycling was not picked up yesterday, Tuesday, 12/15 , only his garbage was picked up.	12/16/20 at 9:12 am per Katie: The driver was there at 7:21 am at 11:30 am I called the resident no response **LATE SAT OUT**	YES	N/A
Martina	Rivera	Bea	12/16/2020	9:16 AM	321 Citrus Blvd.	LP	863-840-4329	Ms. Rivera called to report that her garbage (blue cart) has not been picked up for the past two Mondays, 12/7 &12/14 only her recycling was not picked up these past two weeks- the blue cart has been sitting outside since Sunday, 12/6	1/11/21 at 4:05 pm per resident it was picked until the following scheduled Monday, 12/21	NO	NO
Treasa	Lee	Bea	12/16/2020	5:40 PM	3508 King Dr.	SE	863-381-9217	Ms. Treasa called to report that they only picked up one cart and left the other cart full of yard waste at her mom's home yesterday Wednesday. 12/16	Per Ms. Treasa they never came back to pick-up the rest of the debris	NO	NO
Linda	South	WEB	12/17/2020	7:58 AM	115 Glenn Ave NW	LP	863-633-0629	Via Website: Missed Recycling & Bulk Pickup Wed. 12/16 Just my home Our recycle can has been out for over a month, never emptied. Tuesday was bulk pick up, our bulk is still seating on the curb. Thanks	Thursday, 12/17/20 at 3:20 pm Recycle truck was there at 1:02 pm and for the bulk I sent it to carmen- **Contamined recycling**	YES	N/A
		Bea	12/17/2020	10:49 AM	6312 Gunner Ter (waste is placed on White Cedar Rd)	SE	863-273-8548	Ms. Chavis send an email to Alisha stating her bulk waste has not been picked up for the past 2 week	Did not specified that items she has as bulk waste I emailed her the calendar	YES	N/A
Luis	Rivera	Bea	12/17/2020	3:27 PM	522 Darter Ave (put his two carts at the corner of Sebring Hills & Darter Rd)	SE	863-382-1852	A frustrated Mr. Rivera called to report that his recycling has not been picked up for the past three weeks, has called your office every week with no response. His two carts are placed at the corner of Sebring Hills & Darter Ave. but only the blue cart is picked up.	12/31/20 at 5:27 pm per Mr. Rivera it was picked up Sat 12/19 he said **THANK YOU!**	NO	YES
Kristy	Davis	WEB	12/17/2020	8:40 PM	ENTIRE N Larramore Rd her address 2130 N Larramore Rd	AP	863-835-0386	Via Website: Missed Bulk Pickup ENTIRE ST. Thursday, 12/17	Per Katie it was picked up the same day	NO	YES
Patricia	Bates	WEB	12/18/2020	7:06 AM	1700 W Gingham Rd	AP	863-449-1937	Via Website: Missed Bulk Pickup Thursday, 12/17	Per Katie it was picked up the same day	NO	YES
	Ms. Jordan	Bea	12/18/2020	8:35 AM	311 S Wells Ave	AP	863-452-1322	Ms. Jordan called to report that the garbage truck has emptied her & her neighbor's blue cart 3 times this morning. The first time (cart full of garbage) was emptied around 8:10 am, the 2nd time (empty cart) around 8:20 am & the 3rd time (empty cart) around 8:30 am.	**INFORMATION ONLY**	N/A	N/A
Lynn	Acton	Bea	12/18/2020	9:37 AM	4217 Westminster Rd	SE	863-273-9808	Ms. Acton called requesting that her blue cart be placed on the same spot where found. For the past several weeks she has to retrieve the cart from the ditch or from the grass away from her driveway.	**GARBAGE CART BE PLACED IN THE SAME SPOT WHERE FOUND**	NO	N/A
TERRY	HAAS	WEB	12/19/2020	11:46 AM	ENTIRE ST her address 2868 Whistle Stop	SE	419-7083-684	Via Website: Missed Garbage Pickup ENTIRE ST Friday, 12/18	Per Katie it was picked up	NO	YES
Mary	Woods	WEB	12/20/2020	10:14 AM	ENTIRE ST her address 602 S Angelo Lake Rd	AP	863-443-2216	Via Website: Missed Garbage Pickup ENTIRE ST Friday, 12/18	Per Katie it was picked up	NO	YES
	Mr. Weeks	WEB	12/21/2020	2:38 PM	ENTIRE ST his address 932 N Deer Lake Rd	AP	941-412-5459	Via Website: Missed Garbage Pickup ENTIRE ST Friday, 12/18	Per Katie it was picked up	NO	YES
Donna	Davis	Bea	12/22/2020	3:55 PM	ENTIRE temptation Ct her address 131 Temptation Ct	LP	863-356-7432	Ms. Davis called to report that the garbage from her ENTIRE Street was not picked up yesterday, Monday, 12/21	Per Katie it was picked up	NO	YES
Martin	Rivera	Bea	12/23/2020	8:29 AM	3521 SR 70 W	LP	863-342-3387	Ms. Rivera called to report that her garbage was not picked up yesterday Tuesday, 12/22 & she does not have a recycling cart (blue cart)	I requested a recycling cart for him Monday, 1/11/21 at 4:55 pm I called the resident left a phone message to call me back	NO	YES
Dennis	Frith	Bea	12/23/2020	11:01 AM	829 Larkspur St	LP	863-441-1576	Mr. Frith called to report his bulk waste (5 pieces of bundled & tied carpet) was not picked up yesterday Tuesday, 12/22 it has been sitting outside for more than three weeks.	Wed, 12/23 at 11:23 am per Mary Lou: The driver was by his house at 11:30 on the 15th. To my knowledge this is the first call we had about it. Per Katie it has been put to be picked up Tuesday, 12/29 - Monday, 1/11/21 at 5:03 pm per Dennis it was picked up the next day by a supervisor he said **THANK YOU!**	NO	YES
James	Cosgrave	WEB	12/24/2020	12:58 AM	ENTIRE ST his address 907 Dozier Ave	SE	863-835-1781	Via Website: Missed Recycling Pickup ENTIRE ST Wed. 12/23	Thursday, 12/24 per Katie: Yes this was picked up this morning	NO	YES S
Paricia	Bates	WEB	12/24/2020	8:24 PM	ENTIRE SR her address 1700 W Gingham Rd	AP	863-449-1937	Via Website: Missed Recycling Pickup ENTIRE ST Thursday, 12/24	Wed. 12/30 at 9:51 am per Katie I am not sure sorry it has been so crazy here - At 4:31 pm it was picked up	NO	YES
Christine	Baker	WEB	12/26/2020	12:47 AM	1032 Duane Palmer Blvd. Spring Lake	SE	863-655-0876	Via Website: Missed Yard Waste Pickup only her house Friday, 12/25 to be picked Saturday, 12/26	Wed. 12/30 at 10:14 am per Katie:I was told the truck was there on Saturday and a lot of people was bringing yard waste out after the truck already went by there house**POTENTIAL LATE SAT OUT**	NO	N/A
Judy	Dean	WEB	12/24/2020	9:14 PM	3408 Bolide St	SE	863-448-2234	Via Website: Missed Garbage Pickup Thursday 12/24 I only know about my house. I saw truck go by one way but not the other so I don't know if anyone else's was picked up	Per Katie it was taken care of Sat. 12/26	NO	YES
Kristy	Davis	WEB	12/26/2020	8:46 AM	EMTIRE ST her address 2130 N Larramore Rd	AP	863-835-0386	Via Website: Missed Recycling Pickup ENTIRE ST Thursday, 12/24	Per Katie it was taken care of Sat. 12/26	NO	YES
Roberta	Farless	WEB	12/26/2020	7:49 PM	ENTIRE ST her address 804 Pate St	AP	863-449-7723	Via Website: Missed Garbage Pickup ENTIRE ST Friday, 12/25 to be picked Saturday, 12/26 This is the second week in a row that our street has been missed	Wed. 12/30 at 9:58 am per Katie: Yes this was picked up	NO	YES
Crystal	Moore	WEB	12/28/2020	9:41 AM	1422 Tall Cypress Dr	LO	863-451-6020	Via Website: Missed Garbage Pickup just her house Friday, 12/25 to be picked Saturday, 12/26	Wed. 12/30 at 10:03 am per Katie: Driver was there on Saturday at 11:23 am & the recycling truck was there at 3:52 PM At 11:13 am I talked with the resident her two carts were outsisde but only the recycling was picked up- NO happy with the service **LATE SAT OUT**	YES	N/A
Karen	Olaughlin	WEB	12/28/2020	10:07 AM	ENTIRE ST her address 4308 N Course	AP	863-446-2861	Via Website: Missed Recycling Pickup ENTIRE ST Friday, 12/25 to be picked Saturday, 12/26	Wed. 12/30 at 10:06 am per Katie: Yes this was taken care of	NO	YES
Robert	Novean	WEB	12/28/2020	10:26 AM	ENTIRE ST his address 4294 Nothcourse Ln	AP	863-368-0015	Via Website: Missed Recycling Pickup ENTIRE ST Friday, 12/25 to be picked Saturday, 12/26	Wed. 12/30 at 10:12 am per Katie Yes this was taken care of	NO	YES
Sylvia	Blackmore	WEB	12/28/2020	11:51 AM	ENTIRE ST here address 4323 North Course Ln.	AP	863-453-8636	Via Website: Missed Recycling Pickup ENTIRE ST Friday, 12/25 to be picked Saturday, 12/26	Wed. 12/30 at 10:12 am per Katie: Yes this was taken care of	NO	YES
Roger	Mercer	WEB	12/29/2020	9:45 PM	ENTIRE ST his address 43 Lake Henrey Dr	LP	863-3034-482	Via Website: Missed Bulk Pickup ENTIRE ST yesterday Tuesday, 12/29	Wed. 12/30 at 10:24 am per Katie: Bulk waste has not yet been collected in this area? Correct the truck was down yesterday and he is working on this route today Wed 12/30	NO	YES
Neal	Roberts	WEB	12/29/2020	7:50 PM	ENTIRE ST his address 128 Park Landd Drive	LP	215-554-4240	Via Website: Missed Garbage Pickup ENTIRE ST yesterday Tuesday, 12/29	Wed. 12/30 at 10:24 am per Katie: This was picked up this morning Wed. 12/30	NO	YES

Cathy	McElroy	WEB	12/29/2020	12:21 AM	102 Pear Ave NW	LP	863-840-2479	Via Website: Missed Garbage Pickup only his house yesterday Tuesday, 12/29	Wed. 12/30 at 10:12 am per Katie: Driver was there at 3:34 pm At 11:15 called the resident left a message to call me back. **POTENTIAL LATE SAT OUT**	YES	N/A
	Allan	Bea	12/30/2020	7:55 AM	Entire Placid Dr. (his address: 173 & 177 Placid Dr.	LP	863-228-0375	Mr. Allan called to report that the garbage from his ENTIRE Street was not picked up yesterday, Tuesday, 12/29 only the recycling was picked up.	SENT EMAIL TO KATIE Wed. 12/30 at 8:23 am per Katie: Driver should be there today. I called the resident to let him know- per resident it was picked up today Wed. 12/30 said **THANK YOU!**	NO	YES
	Ms. Steele	GT	12/30/2020	11:05 AM	400 Imagination Dr	LP	863-402-6505	Ms. Steele left a phone message at the office yesterday stating that her garbage was not picked up on Tuesday, 12/29	Thursday, 12/31 at 9:43 am per Katie: This was picked up at 7:46 am Wednesday	NO	YES
Marisol	Molina Diaz	WEB	12/30/2020	10:58 PM	ENTIRE ST her address 1719 Evergreen Street	SE	863-840-4100	Via Website: Missed Garbage & Bulk Pickup ENTIRE ST Wednesday 12/30	1/12/20 per Kaite it was picked up 12/31/20	NO	YES
Catherine	Hughes	WEB	12/31/2020	8:12 AM	1233 Krouse St	SE	863-451-5788	Via Website: Missed Recycling Pickup only her house yesterday Wed. 12/30 this is second week without the service	1/12/20 per Katie it was picked up 12/31/20	NO	YES
Lynda	Acton	Bea	12/31/2020	8:35 AM	4217 Westminster Rd	SE	863-273-9808	Ms. Acton called again to report that her recycling was not picked up yesterday Wednesday, 12/30 & it was not tagged either. She is not sure if the entire St was missed because her neighbors leave the cans outside all the time.	Thursday 12/31 at 10:15 am per Katie: This will be picked up today 1/12/21 at 4:07 pm per Ms. Acton they picked it up the next day said **THANK YOU!**	NO	YES
Al	Majewski	Bea	12/31/2020	10:45 AM	ENTIRE ST his address 4820 Lafayette Ave	SE	863-214-3382	Mr. Majewski called to report that the recycling from his ENTIRE Street was not picked up yesterday, Wed. 12/30, this is the second week in a row that this has happened	Thursday 12/31 at 11:06 am per KatieThis will be picked up today	NO	YES
Theresa	Ellershaw	Bea	12/31/2020	1:05 PM	EC Hill Rd & Hog Road	AP	863-333-2236	Mrs. Ellershaw of 305 N Riverdale Rd called to report the location where all the residents of EC Hill Road & Hog Road put their garbage carts, the ground is non-leveled, several carts end up in the ditch & there is scattered garbage constantly all over the community. Some of these residents always leave their carts at the location. She wants something done about this issue.	**CODE ENF. HAS ASSIGNED A CASE TO THIS SITE -BOB D COMPLETED A SURVEY AT THIS SITE (MUST ASK HIM TODAY'S DATE 1/12/21)**	N/A	N/A
Frankie	Robinette	Bea	12/31/2020	4:35 PM	4634 Nadena Dr	SE	765-437-2383	Bulk waste (cardboard) was not picked up today	Sent a text to Travis he said it will be picked up on Sat. 1/2/21 he did!	NO	YES
Kyle	Smith	ADM	12/31/2020	5:05 PM	2500 Lost Ball Dr.	SE		Missed garbage pickup katie was supposed to call herback but did not	per Travis the truck went by this site early morning **LATE SAT OUT**	YES	N/A
Luis	Rivera	Bea	12/31/2020	5:15 PM	522 Darter Ave (put his two carts at the corner of Darter Ave & Sebring Hills Blvd.	SE	863-382-1852	Mr. Rivera called to report his garbage & recycling was not picked up today	Per Travis it will be picked up Saturday at 5:24 pm I called Mr. Rivera to let him know he was fine to be p/u Sat. On 1/7/21 at 4:25 pm per Mr. Rivera his two carts has not been picked up since Thursday, 12/23/20 Garbage & Recycling	NO	NO
				Below are Waste Connections Calls/Complaints for December 2020							
		KATIE	12/3/2020		3916 WILD VIOLET	SEB	863-449-7689	RECYCLE MISSED MAN WOULD NOT LET ME TALK HUNG UP ON ME.	SENT TO TRAVIS IT WAS PICKED UP	NO	YES
		MARY	12/7/2020	10:53	141 DELTA AVE	LP	708-737-3217	YARD WASTE NOT PICKED UP	DRIVER OUT SICKE PICKED UP ON TUESDAY.	NO	YES
DIANA	JONES	MARY	12/7/2020	3:40P	46 PATTON AVE	LP	863-465-7636	YARD WASTE MISSED	SENT TO TRAVIS. DRIVER SENT BACK NEXT DAY.	NO	YES
DAVID	WREDE	MARY	12/10/2021	10:26	4820 WILDERNESS TR	SEB	863-385-2770	YARD WASTE MISSED	SENT TO TRAVIS FOUND THAT IS WAS MIXED WITH PRESSURE TREETED WOOD. WAS TAGGED	N/A	N/A
		KATIE	12/17/2021		114 MCKINLEY AVE	LP	863-441-4168	RECYCLE MISSED	SENT TO CARMEN & TRAVIS IT WAS PICKED UP	NO	YES
		KATIE	12/17/2021		1407 INDIAN DR	SEB	863-243-9451	BULK MISSED	DRIVER SENT BACK	NO	YES
		KATIE	12/21/2021		LEE JOHN	AP	863-873-7175	MSW MISSED	PICKED UP 12/22	NO	YES
		MARY	12/22/2021		NELSON ACEVEDO	LP	863-265-0418	MSW MISSED	NO	NO	YES
								Total County calls/complaints	61 (58 calls/comp. & 3 info)		
								Waste Connection calls/complaints	8		
								Grand total calls/complaints	**69**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,023 X1 divided by 100= 38 complaints. Resolved within 48 hrs.
Bernard	Fernando	Bea	11/2/2020	9:59 AM	3283 W Lake Chilton Dr. and seveal back Streets	AP	786-484-9470	Mr. Fernando called to report his garbage was not picked up Friday or Saturday, his can is full & always stay outside sitting by his garage on N Thomsen Rd. Also, several back Streets were not picked either	Monday, 11/02 at 12:03 pm per Mary Lou: Drive cam shows the driver in front of and stopped where he says his garbage set at 3:15PM Friday. 11/02/20 at 3:23 pm per Mary Lou: He also picked up Lake Chilton. At 4:09 pm per resident it was picked up said **THANK YOU!**	NO	YES
Summer	Joles	WEB	11/3/2020	1:20 PM	3426 Rhododendron Rd.	LP	883-243-1017	Via Website: Missed Bulk Pickup, Tuesday, 11/03/20 just her house	Tuesday, 11/03 at 3:30 pm per Katie: Yes I did I tried to call no answer sent them an email stating the truck has not been there yet. Friday, 11/06 at 10:45 am per resident it was picked up the next day Wed. 11/04 she said **THANK YOU!**	NO	YES
	Murray's	WEB	11/3/2020	4:13 PM	ENTIRE ST. address: 4101 Thoroughbred Ln	SE	989-621-6354	Via Website: Missed Garbage Pickup, today Tuesday, 11/03/20 ENTIRE ST.	Tuesday, 11/03 at 4:21 pm per Katie: Called resident driver was there at 7:44 the neighbor had his lawn man there we could not get to her can. **TRUCK BLOCKED HER CARTS**	YES	NO
Deloris	Hunt	Bea	11/3/2020	4:39 PM	129 Sudbury Dr	LP	863-465-3302	A frustrated Mrs. Hunt called to report that her garbage was not picked up today, everyone was picked up except hers. If it's not pick-up by tomorrow she will be talking to the Commissioners, etc. On 11/25/20 as of today They have not been picked up- On Monday 11/30, as of today they have not been picked up. -	Tuesday, 11/03 at 4:58 pm per Lou: No one's garbage was picked up in her area. It will be tomorrow, Wed. 11/04 11/5/20 at 12:58 pm per Ms. Hunt her bulk waste was picked up on Wed. 11/4 she said **THANK YOU!** also she called in 5 tires & WC will be p/u Saturday, 11/07	NO	YES
Heather	Beasley	WEB	11/3/2020	5:15 PM	1695 W Allamanda Blvd.	AP	941-465-1739	Via Website: Missed Garbage Pickup, Thursday, 10/29 Just my house-I have called multiple times to fix this problem and have not gotten anywhere or a real response. i have been calling since Friday October 30th	Wed. 11/04/20 at per Mary Lou Roy passed by around 9:00 am then again around 4:00 pm 2 blue cans were not out (big can & small can) **LATE SAT OUT** I asked WC to make sure she is picked up tomorrow Thursday, 11/05	YES	N/A
Meridith	Mitchell	WEB	11/3/2020	9:52 PM	6 Meadowlake Drive	LP	No number given	Via Website: Missed Bulk Pickup, Tuesday, 11/03/20 just her house Mamitch4@gmail.com	At 8:50 am per Katie: I have to email them travis is going to check on this and he is having a truck go back there today	NO	YES
Marc	Saracho	WEB	11/4/2020	11:21 AM	158 Bougainvillea St NE	LP	615-653-6029	Via Website: Missed Yard Waste Bulk Pickup, Tuesday, 11/03/20 This is the 3rd missed pick up in the last month. I am placing the bags on edge on my yard where the bags are within an inch of the street. There are no sidewalks on my street	HE IS PLACING THE YARD WASTE OUTSIDE ON THE WRONG WEEK I EMAILED HIM THE BULK & YARD WASTE CALENDAR	YES	N/A
Treasa	Lee	WEB	11/4/2020	8:40 PM	ENTIRE ST. her address 2929 Grouper Dr.	SE	863-381-9217	Via Website: Missed Bulk Pickup, Wed. 11/4/20 Entire Street	Friday, 11/6/20 at 10:02 am per Mary Lou they picked up the 2 cy, & it was tagged it will be picked up 11/18	NO	YES
	Katie	Bea	11/5/2020	11:11 AM	W Cremona Dr. affects two homes: 2525 & 2517 W Cremona Dr.	AP	863-655-0005	Low lying trees on W Cremona Rd trees are touching the trucks when we drive down this road- per R&B this road is public R/W and is non-County maintained Road	**INFORMATION Bob and James will be going talk to the property owners so they can cut the branches**	N/A	N/A
Lisa	McNew	Bea	11/5/2020	11:28 AM	5616 Lakewood Rd	SE	863-446-2094 or 402-6529	Lisa called to report her garbage was not picked up on Wed. 11/04 She was told they would pick it up later last night or this morning, she would get with her supervisor. But as of this morning (Thursday, 11/05) I believe they still haven't picked it up. It's full and I need it emptied	SENT AN EMAIL TO KATIE Per Katie it was picked up around 2:00 pm today Thursday, 11/05 - Lisa said **THANK YOU!**	NO	YES
Barbara	Cook	Bea	11/5/2020	2:42 PM	1697 Manatee Dr	SE	863-243-9524	Ms. Cook called to report that her recycling was not picked up yesterday Wed. 11/4 & it wasn't tagged either. Both carts were placed outside Tuesday night.	SENT AN EMAIL TO KATIE at 3:45 pm per Katie: The driver has tagged this can several times and has spoke to the resident to let them know the items in the recycle can are not recyclable- at 3:47 pm I talked with Ms. Cook informed her the reason her cart was not tagged is because it has been tagged in the past - I asked her to remove the non-recyclables items from the cart so it can be picked up next week	YES	NO
	Katie	Bea	11/5/2020	5:42 PM	SEBRING & AVON PARK	SE & AP	863-655-0005	Garbage has not yet been collected in Sebring Hills & Sebring Country Estates Subdivision. Bulk waste hast not yet been collected in several areas of Sun N Lakes of Sebring and Avon Park, South of 64 & West of US 27 in Avon Park	It will be picked up tomorrow Friday, 11/06/20 **INFORMATION ONLY**	N/A	N/A
Delia	Payne	WEB	11/5/2020	7:02 PM	775 Blueberry Road	SE	863-202-6020	Via Website: Missed Garbage Pickup, Thursday, 11/05 Just my house-First time in years - thank you for your attention to this matter.	Friday 11/06, at 9:09 am per Katie: I called the resident left a message to call me back the driver was there at 12:07 pm- **LATE SAT OUT**	YES	NO
Kristy	Davis	WEB	11/5/2020	9:14 PM	ENTIRE STREET her address 2130 N Larramore Rd.	AP	863-835-0386	Via Website: Missed Recycling Pickup, ENTIRE STREET Thursday, 11/05	Friday 11/06, at 9:11 am per Katie: Called resident left a message that the driver would be there today Friday 11/06- Tuesday, 11/10 at 3:55 pm per Ms. Davis the recycling was picked up Friday, 11/06 said **THANK YOU!**	NO	YES
Melissa	Lane	WEB	11/5/2020	10:48 PM	ENTIRE STREET her address 428 Volvo Ave	SE	863-381-9325	Via Website: Missed Garbage Pickup, ENTIRE STREET Thursday, 11/05 Sick of having garbage pile up because our cans are full due to missed pickups. This is unacceptable to have happen 3 times in 2 months	Friday 11/06, at 9:21 am per Katie: Called resident let her know the truck would be there today that the driver was running behind, she was not happy said she is calling the county - At 3:05 pm per Katie this area has been picked up	NO	YES
Patricia R	Smith	WEB	11/6/2020	8:38 AM	ENTIRE STREET her address 311 Aston Martin Drive		863-273-4340	Via Website: Missed Garbage Pickup, ENTIRE STREET Thursday, 11/05	Friday 11/06, at 9:24 am per Katie: Called resident she said the trash was picked up this morning	NO	YES
Hugh	Catlett	WEB	11/6/2020	2:01 PM	ENTIRE STREET her address 214 Guymon Ave. NW	LP	863-465-6477	Via Website: Missed Garbage Pickup, ENTIRE STREET Tuesday 11/03 Don't know. Some of my neighbors took their trash can off the street.	(she is Tuesdays and reported until Friday) It was picked up Tuesday, 11/10	NO	YES
Fred	Tagtmeier	Bea	11/6/2020	4:01 PM	13783 & 13775 & 13741 Arbuckle Creek Rd	SE	863-655-1180	Mr. Tagtmeier called to report that his and his neighbor's garbage has not yet been picked up today, they can't leave their cans outside all night because it will be stolen & they sit about 100 + feet away from each home. .	SENT AN EMAIL TO KATIE Tuesday, 11/10 at 4:01 pm per Officer Tagtmeier the garbage was picked up the same day Thursday 11/05 said **THANK YOU!**	NO	YES
Holly	Santiago	WEB	11/6/2020	9:03AM	2075 N Sterling Rd	AP	856-449-6017	Via Website: Missed Recycling Pickup Thursday, 11/05 His house & couple other bins down the road weren't picked up either. Still at the roadside full	Monday, 11/9 at 9:59 am per Katie:Called resident no answer left a message to call me back the driver was there at 7:30 am on Thrusday **LATE SAT OUT**	YES	NO

Amy	Jones	WEB	11/9/2020	8:21 AM	549 North Lakeview Road	LP	863-243-4991	Via Website: Missed Recycling Pickup today Monday, 11/09 Just my houe The cans were out at 6:30 this morning. I do not know if it was the entire road or just mine.	Monday, 11/9 at 10:02 am per Katie: Called resident let her know the recycle truck has not been there yet. Tuesday, 11/10 at 4:39pm per resident it was picked up the same scheduled day - said **THANK YOU!**	NO	YES
Nathan	Adams	Bea	11/9/2020	10:38 AM	4 E Adam St	AP	863-452-5879	Mr. Adams called to report that seven weeks ago his recycling cart was damaged by the driver, he called your office and was told they will send someone to fix it. As of today Monday, 11/9 nothing has been done he is tired of waiting.	Monday 11/9 at 10:43 am I talked with Katie (DID NOT SENT THIS BY EMAIL) she said she was sending Mr. Larry to replace the recyling cart. Tuesday, 11/10 at 4:39pm per Mr. Adams they delivered a recycling cart today 11/10, said **THANK YOU!**	NO	YES
Twylla	Fettis	WEB	11/9/2020	2:57 PM	109 Harvey Ave	LP	217-971-6380	Via Website: Missed Yard Waste Bulk Pickup, today Monday, 11/9 Just my house	Monday, 11/9 at 3:47 pm per Katie:Called resident explained to them that it can not be just in a pile it has to be tied and bundled or in an old trash can or in bags **NO PROPERLY BUNDLE YARD WASTE**	YES	NO
Jesse	Durrance	Bea	11/9/2020	11:25 AM	910 S Marion St	AP	850-260-5396	A frustrated Mr. Durrance called to report that his garbage can was partially emptied Friday 11/6, they left about ¾ of garbage inside the can. This is not the first time that this has happened two weeks ago they left 1 bag inside the can & last week 2 bags. He asked that his garbage be picked up today ASAP, he does not have room for this week's garbage. **On Friday, 11/13/20 at 11:19 per Mr. Jesse they left the cart half full of garbage**	SENT AN EMAIL TO KATIE Friday 11/13 at 4:31 pm per Katie this site will be picked up tomorrow Sat. 11/14 At 4:33 pm left him a message letting him know it will be picked up tomorrow Sat. 11/14	NO	NO
	Katie	Bea	11/10/2020	5:41 PM	SEBRING	SE	863-655-0005	Garbage has not yet been collected in several areas along Lake Josephine Drive, all Sebring Lakes Estates & all Hillside Lake Estates, Sebring	**INFORMATION**	N/A	N/A
	Katie	Bea	11/10/2020	5:41 PM	LAKE PLACID	LP	863-655-0005	Recycling has not yet been collected in several areas of Lake Placid: From Washington Blvd. NE South to Jersey Street NE & West from Placid View Drive to Placid Lakes Blvd. Old SR 8 & SR 70: from Worley Road to the West on SR 70, Park Land Drive and adjacents areas.	**INFORMATION**	N/A	N/A
Noah	Connell	WEB	11/10/2020	10:41 PM	931 Primrose Street	LP	863-441-1657	Via Website: Missed Recycling Pickup, Tuesday 11/10 Just my house No obstructions. Not sure why it was not emptied.	Wed. 11/11/ at 8:44 am per Katie: Called resident left a message for them to please call me back **the driver was there at 1:47 pm LATE SAT OUT**	NO	N/A
Chris Olcott	Olcott	WEB	11/11/2020	8:35 AM	2618 Gresham St,	SE	813-610-7200	Via Website: Missed Garbage Pickup, Tuesday 11/10 Just My House not sure if they missed the entire street. GARBAGE IS FULL, CANT WAIT ANOTHER WEEK. Please!!	Wed. 11/11/ at 8:42 am per Katie: Called resident let them know the truck will be there today. Friday. 11/13 at 9:25 am per resident it was picked up Wed. he said **THANK YOU!**	NO	YES
Jim Weslager	Weslager	WEB	11/11/2020	11:56 PM	ENTIRE ST his address 4500 Del Rio Ct	SE	863-451-5260	Via Website: Missed Garbage Pickup, Wed. 11/11 ENTIRE ST. The high winds have been knocking the trash receptacles over and spilling trash into the street.	Thursday 11/12 at 8:23 am per Katie:Called resident left a message letting them know the trash was picked up this morning AT 12:44 pm per resident it was today Thursday, 11/12 said they are doing great, **THANK YOU!**	NO	YES
Dana	Hills	WEB	11/12/2020	12:07 AM	ENTIRE ST her address 4401 Wood Ave	SE	863-332-3574	Via Website: Missed Recycling Pickup, ENTIRE ST. Wed. 11/11	Thursday 11/12 at 8:25 am per Katie: Called resident left a message letting them know the recycle was picked up this morning At 11:49 am per Dana it was picked up this morning said **THANK YOU!**	NO	YES
		FB	11/12/2020	6:11 AM	Harder Hall	SE	863-402-666	Just wanna let y'all know most of HarderHall didn't get their trash cans or yard waste picked up today. Not a good time for them to be slacking with this storm. Several cans have been blown over and causing a mess.	Thursday 11/12 at 8:39 am per Katie: we did not leave trash or yard waste on the ground yesterday in harder hall if the cans were blown over we don't get out and pick them up	NO	N/A
	PIO	Ndoor	11/12/2020	7:38 AM	Bridle Path	LP	863-402-6636	Also received some messages on Nextdoor that residents on Bridle Path in Sebring did not get their trash picked up yesterday.	Thursday 11/12 at 8:40 am per Katie: This was picked up this morning	NO	YES
Ursula	Conway	Bea	11/12/2020	11:19 AM	4236 Lakewood Rd.	SE	239-898-5518	Ms. Conway called to report that her recycling was not picked up yesterday Wed. 11/11 & it was not tagged either	SENT EMAIL TO KATIE Thursday 11/12 at 8:40 am per Mary **Driver was there at 9:46 am.** Went up and down both sides of the street. **LATE SAT OUT** AT 11:47 am left a message to call me back	YES	N/A
	Jennifer A	Bea	11/13/2020	3:55 PM	127 Sharon Ave.	SE	863-402-6641	Special Request: Per Code Enforcement office, please pick-up the 2 cubic yards of yard debris (black bags sitting by the mail boxes) from this site on their regular scheduled day Tuesday, 11/24	**REQUEST FROM JENNIFER, CODE ENF. OFFICER**	N/A	N/A
Catherine	Alspach	WEB	11/14/2020	9:27 AM	1527 Spring Hill Ct.	SE	757-409-1105	Via Website: Missed Yard Waste Pickup Wed. 11/11, Just my home	Monday, 11/16 at 11:00 am per Katie: Called resident asked them to please call me back the driver was **there at 1:28 pm on Wednesday**. At 12:56 pm per Bob: I stopped and spoke with Mrs Alspack and her yard waste was not bundled so I explained to her what she had to do and she said she would bundle it for next time. She was new to the area and really wasn't sure of what she had to do.	YES	N/A
Noah	Connell	WEB	11/14/2020	9:17 PM	931 Primrose Street	LP	863-441-1657	Via Website: Missed Recycling Pickup, Tuesday 11/10, Just my house 2nd request SEE ITEM 27	Monday, 11/16 at 11:04 am per Katie: Called resident left a message asking them to call me back the driver was there at 1:28 pm last Tuesday Monday, 11/16 And at 11:56 am Per Bob, I stopped and spoke w owner and showed him unrecyclable materials in his can to remove to pick up this week. Main Problem was I think cardboard was stuck in can and not letting most of can dump out because most of his materials were cardboard. Please make sure recycling containers are getting shaked to dump a couple times to make sure stuck materials come out. Make sure **CART HAD NON RECYCLING ITEMS picked up tomorrow, Tuesday, 11/17**	YES	NO

John	Hubbert	WEB	11/15/2020	7:55 AM	1509 Tamah Blvd	LP	863-840-2922	Via Website: Missed Yard Waste Bulk Pickup Tuesday, 11/10 My yard waste has been out there since September. Need to have this pickup or I will put in the road.	Monday, 11/16 at 11:06 am per Katie: Called spoke to resident**the driver was there he says it was tied up I am having someone go check on it for me.** Per Bob took pictures today and also on Sept. **the debris is unbundled.** Monday, 11/16 at 11:31 am I just talked with Mr. Hubbert again & he said the debris is bundled & that he will be dumping it on the Street, etc. etc.	YES	NO
Erielle	Rancourt	WEB	11/16/2020	10:28 AM	1703 Buck Street	LP	No number given	Via Website: Missed Recycling Pickup, Monday, 11/9 & today Monday 11/16 erielle.rancourt@outlook.com I know it is still early, but usually both trash and recycling are picked up by this time. As well, recycling was missed last week. I also do not know if it was just my house or the entire street.	Monday 11/16 at 11:07 am per Katie: Emailed resident waiting to hear back from them driver was there today and last week at 7:01 am- **At 5:19 pm Per Bob he passed by this house it was picked up both carts were up the house**	NO	YES
Paul	Church	Bea	11/16/2020	9:15AM	320 Eagle Ave	SE	863-402-6830	Mr. Church called to report that his recycling was not picked up Thursday, 11/12 & it was not tagged either	SENT EMAIL TO KATIE Tuesday, 11/17 at 12:53 pm per Mary Lou: Drive cam shows the driver was past there at 5:30 pm. Perhaps he brought it in too early. We won't be back until this Thursday. AT 3:01 pm per Paul he doesn't remember taken it back inside- he okay to be picked up this coming Thursday, 11/19	YES	NO
John	Marshall	Bea	11/16/2020	9:29 AM	ENTIRE E Pebble Creek Dr. (Highland Ridge) his address 3320 E Pebble Creek Dr.	AP	863-991-5125	A frustrated Mr. Marshall called to report that the garbage from his entire Street was not picked up Friday, 11/13, there are about 25 + homes with their blue cart sitting outside today. At 12:59 pm called back wanted to talk to Bob	SENT EMAIL TO KATIE Tuesday, 11/17 at 9:30 am per Mr. Marshall the garbage was picked up yesterday afternoon said **THANK YOU!**	NO	YES
Sandor	Vida	Bea	11/16/2020	10:21 AM	ENTIRE E Angler's Strm. (Highland Ridge) his address 3269 E Angler's Strm.	AP	561-632-6375	Mr. Vida called to report that the garbage from the entire Street was not picked up Friday, 11/13	Tuesday, 11/17 at 9:33 am per Mr. Vida it was picked up yesterday said **THANK YOU!**	NO	YES
Faith	James	Bea	11/16/2020	10:51AM	ENTIRE E Angler's Strm. (Highland Ridge) her address 3201 E Angler's Strm.	AP	863-471-0706	Ms. James called to report that the garabge from the entire Street was not picked up Friday, 11/13	DID NOT SEND THE EMAIL BECAUSE THEY ALREADY COMPLAINT ABOUT THIS SAME STREET Tuesday, 11/17 at 9:41 am per Ms James it was picked up yesterday said **THANK YOU!**	NO	YES
Ron	Harris	Bea	11/16/2020	11:51AM	5204 & 5216 Courtney Ln.	SE	772-800-9173 (772-475-7287 Jennifer)	Mr. Harris called to report his & his neighbor's garbage was not picked up Friday, 11/13 this is not the first time that this has happened. The driver is supposed to back up to his road to pick-up their garbage	SENT EMAIL TO KATIE Tuesday, 11/17 at 2:10 pm I called the resident and per Ms. Jennifer the garbage was picked up today said **THANK YOU!**	NO	YES
Carol	Baaskie	Bea	11/16/2020	12:05 PM	ENTIRE E Angler's Strm. (Highland Ridge) her address 3206 E Angler's Strm.	AP	863-402-1661	Ms. Basske called to report that the garbage from the entire Street was not picked up Friday, 11/13	DID NOT SEND THE EMAIL BECAUSE THEY ALREADY COMPLAINT ABOUT THIS SAME STREET Tuesday, 11/17 at11:25 am per Ms. Basske the garbage was picked up yesterday, said **THANK YOU!**	NO	YES
	Tiffany	Bea	11/16/2020	4:27 PM	147 Lake Francis Dr.	LP	863-464-0639	would you please make sure the bulk waste from 147 Lake Francis Dr. Lake Placid, is picked up tomorrow Tuesday, 11/17	**THIS IS A REQUEST**	N/A	N/A
	Jennifer D	Bea	11/16/2020	5:46 PM	156 Palmetto Dr.	SE	863-402-6641	please make sure the bulk waste driver picks everything up at 156 Palmetto Dr. Sebring, that is placed for large pick up? It is not over 2 cy, looks like an old entertainment center/furniture.	**THIS IS A REQUEST**	N/A	N/A
Lataurus	Lyons	WEB	11/16/2020	7:52 PM	3211 Dolphin Drive	SE	863-414-3270	Via Website: Missed Garbage Pickup, Just my house This is the second time this was done. He put missed Thursday, 11/12 but this stop is Wednesdays (missed 11/11)	Tuesday, 11/17 at 8:35 am per Katie: Called resident left a message letting them know the truck was there Wed. 11/11 at 7:00 am **LATE SAT OUT**	YES	N/A
Deloris	Hunt	Bea	11/17/2020	8:11AM	129 Sudbury Dr	LP	863-465-3302	A frustrated Mrs. Hunt called to report the 4 tires schedule to be picked up Saturday, 11/7 are still sitting outside 11/25/20 per Ms. Hunt the tires has not yet been picked up per Katie theywill be picked up Saturday 11/28- Monday 11/30 per Ms. Hunt as today the tires has not been picked up I sent another request to WC	SENT EMAIL TO KATIE On Tuesday, 11/17 at 8:29 am per Katie: These will be picked up on 11/28/2020 AT 9:55 am tried to call her but the call did not go through AT 11:27 am I tried again the line was busy. 11/30 at 2:39 pm called left VMM the tires will be picked up today Monday, 11/30	NO	NO
Amy	Jones	WEB	11/17/2020	6:14 AM	ENTIRE STREET her address: 549 N Lakeview Rd	LP	863-243-4991	Via Website: Missed Recycling Pickup, ENTIRE ST. Monday 11/16	Tuesday, 11/17 at 8:31 am per Katie: Called resident left a message letting them know the truck was there this morning and picked up On Wed. 11/25 at 8:41 am per resident it was picked up Tuesday she said **THANK YOU!**	NO	YES
Kyle	Pitts	WEB	11/18/2020	6:44 AM	ENTIRE ST. his address 1160 Jason st	LP	No phone number	Via Website: Missed Bulk Waste Pickup ENTIRE STREET Tuesday, 11/17 2nd time in a row this month they have missed bulk pick up !!!!kylelakeplacid@aol.com	Wed. 11/18 at 9;19 am per Katie: Emailed the resident let him know the truck was there this morning- Monday 11/23 I sent an email asked when it was picked up he said Yes. Picked up on Wed. 11/18	NO	YES
Samuel	Foster	WEB	11/18/2020	7:13 PM	ENTIRE ST. his address 4517 Lafayette Ave	SE	863-414-0347	Via Website: Missed Bulk Waste Pickup ENTIRE STREET Wed. 11/18 Lots of large items were missed today. Also last week the cans were not picked up until the following day.	On Thursday, 11/19 at 8:13 am per Katie: at Called resident left a message letting him know the driver was there this morning Thursday, 11/19. On Wed. 11/25 at 8:41 am per resident. Monday 11/30/20 at 11:41 am per resident it was picked up the next day he said **THANK YOU!**	NO	YES
	Comm. Tuck	GH	11/18/2020	6:21 PM	ENTIRE FOREST VIEW AVE	LP	863-402-6505	Gator: Got a call the garbage has not been picked up on Forrest View Blvd., Leisure Lakes, Lake Placid, this week. They really need it picked up because they have been having bear problems in that area.	Gator sent an email to Carmen - he took care of the issue	NO	YES
Cheryl	Velasquez	WEB	11/18/2020	7:35 PM	5307 Lake Haven Blvd	SE	863-214-1178	Via Website: Trash can was dropped to the ground so quickly that only two of the three bags of garbage fell into the garbage truck. Now, I have a bag of garbage that will sit in my trash can an additional week, stinking even more than it did for the previous week. I would like it to be picked up again. Please contact me to arrange this as I put my van back in to avoid the area bears dragging it sl over the neighborhood.	Driver left one bag of garbage inside the can	NO	NO
Arthur	Autry	WEB	11/20/2020	9:18 AM	ENTIRE ST his address 2735 N Avocado Rd	AP	850-815-1169	Via Website: Missed garbage pickup ENTIRE ST Thursday, 11/19 not sure why recycle was picked up Thursday but garbage was missed	Friday 11/20/20 at 10:44 am per Katie:Called resident let them know the truck was in the area and would get them picked up today Friday 11/20. On Wed. 11/25 at 8:47 am per resident it was picked up on Friday he said **THANK YOU!**	NO	YES

Vanessa	Hudson	WEB	11/20/2020	10:31 AM	ENTIRE ST her address 2521 N Arrowhead Rd	AP	863- 414-4206	Via Website: Missed garbage pickup ENTIRE ST Thursday, 11/20	Friday 11/20/20 at 10:43 am per Katie: Called resident left a message letting them know the truck is in the area today and will pick up On Wed. 11/25 at 9:21 am I tried to call no response On Wed. 11/25 at 11:01 am per resident it was picked up on Friday 11/20 she said **THANK YOU!**	NO	YES
Laura	Mann	WEB	11/20/2020	2:19 PM	4200 Gerona Ave	SE	863-382-4055	Via Website: Missed Recycling Pickup Friday 11/20 Just my house	Monday, 11/23 at 4:27 pm per Katie:Her day is thrusday not Friday and the driver was there at 2:07 pm **LATE SAT OUT**	YES	NO
Ben	Neitzel	BD	11/20/2020	7:01 PM	3407 Indiana Ave.	SE	Via email	Garbage was not picked up on Thursday, 11/20 sent complaint via email to Bob bneitzel90@gmail.com, per resident he placed the can outside Wed. night	SENT AN EMAIL TO KATIE -Monday, 11/23 at per Katie: Driver was there at 9:54 am On Tuesday 11/24 at 9:55 am per Bob spoke with Carmen and he will pick it up today or tomorrow morning Mr.Neitzel send me an email stating they picked up the garbage was the person tagged his can - there was no reason to tagged it. he said **THANK YOU!**	NO	YES
	Carmen	Bes	11/20/2020	6:08 PM	Sebring areas	SE	863-655-0005	Trying to get you updated. Looks like recycling in Highland Ridge, trash and Tanglewood and bulk in both areas will be down this evening. We will be back tomorrow morning to clean it up.	**INFORMATION ONLY**	N/A	N/A
Phyllis	Adams	WEB	11/21/2020	8:41 AM	ENTIRE ST Areas of Spring Lake	SE	No phone number	Via Website: Missed garbage pickup ENTIRE ST Thursday, 11/20 This is the 2nd week that garbage was not picked up in Spring Lake on Friday. Last week they did pick it up on Saturday Waiting to see if they pick it up today. No address, or phone number padams49@embarqmail.com	**NO address or phone number**	NO	YES
Bart	Culpepper	WEB	11/21/2020	8:54 PM	7809 Maya Ct	SE	863-2533-262	Via Website: Missed Recycling Pickup Friday 11/20 Just my house	Monday, 11/23 at 3:56 pm per Katie: I just checked it and sent it to carmen and travis as soon as I know what they are going to do I will call the resident and email you with the response AT 4:24 pm Travis went there no can outside and I called the resident and let him know **RESIDENT TOOK CAN BACK INSIDE**	NO	YES
		Bea	11/23/2020	11:17 AM	14721 Arbuckle Creek Rd will change to Jakota St. Sebring	SE	305-721-7619	Lida Nolas needs to know if her house garbage can be picked up on Jacota St?	Per Mary will have Travis to complete survey AT 1:07 pm per Carmen this road is a private narrow road he is not sending his trucks down that road. **ROAD INSPECTION**	N/A	N/A
Chad	Clouser	WEB	11/23/2020	8:05 PM	ENTIRE ST his address 225 Serenade Dr.	LP	No number given	Via Website: Missed garbage pickup ENTIRE ST Monday 11/23 chad@heartlanddesigns.biz	Tuesday 11/24 at 8:30 am per Katie:The truck was down yesterday the driver will be there today sent the resident an email. Wed. 11/25 at 9:29 am I sent an email asking if the garbage was p/u Tuesday AT 9:56 am per resident it was picked up he said **THANK YOU!**	NO	YES
Cheryl	Brantley	WEB	11/24/2020	10:18 PM	656 Western Blvd.	LP	863-441-0881	Via Website: Missed garbage pickup Tuesday, 11/24 Just my house. I'm not really sure if they missed anyone else on the street. I just went to bring my cans in after dark and they were still full	Wednesday, 11/25 at 8:16 am per Katie: Called resident let her know the truck was there this morning & picked up the garbage	NO	YES
Michael	Cioppa	Bea	11/25/2020	9:11 AM	301 Ekhoff Ln	LP	863-699-6477	A concerned Mr. Cioppa called to report that his garbage was not picked up Monday, 11/23 and he has been calling your office since yesterday with no results.	At 9:22 am per Katie: We are sending a truck out there to get it. Monday, 11/30 at 12:01 pm per Mr. Cioppa it was picked up the same day he called, he said **THANK YOU!**	NO	YES
Nancy	Dye	WEB	11/25/2020	10:06 PM	ENTIRE ST. his address 446 Lake Mirror Dr	LP	863-840-1896	Via Website: Missed garbage pickup ENTIRE ST Tuesday,11/24	At 10:11 am Called resident left a message letting them know we are trying to get a truck over there today. Monday, 11/30 at 12:03 pm I called the resident no answer LVMM to call me back	NO	YES
Ray	Sabay	Bea	11/25/2020	12:05 PM	4725 Whiting Dr	SE	316-253-1892	Ms. Sabay called to report that her garbage cart was damaged by the driver, the lid is broken. She called your office about two weeks ago & was told they will be calling her back, but no one did. Please replace the lid or the cart as soon as possible	Per Katie she will sent it again to Mr. Larry 12/4 at 3:49 pm tried to call no answer Friday, 12/14 at 11:57 am per resident the lid was replaced 3 days after she called said **THANK YOU!**	NO	YES
Danielle	Hoopingarner	Bea	11/25/2020	4:01 PM	6405 Apple Rd	SE	863-382-1125	Resident called stated her garbage has not been picked up & that she placed her two cans outside the night before	At 4:11 pm per Katie the truck was in front of her home at 8:00 am she verified twice - I called Ms. Danielle back & she is so adamant about placing the cartr outside the night before she said she has Bin and she will try to download and send it to Katie on Friday. **LATE SAT OUT**	YES	NO
Jerry	Melendy	WEB	11/28/2020	1:54 PM	679 Moon Ranch	SE	863-381-2319	Via Website: Missed garbage pickup Saturday 11/28 for Friday pickup. Just my house I have a bear proof container. I was missed before. I may a bad latch.	Monday 11/30 at 11:49 am per Mary Lou she will send someone to pick it up today At 11:51 am I tried to call Mr. Melendy the machine is full. At 2:28 pm per Mary Lou, This has been picked up today. 11/30 at 2:43 pm per Mr.Melendy he is not at home at the moment if i don't hear from him everything is well, he said **THANK YOU!**	NO	YES
Roy	Shores	ADM	11/29/2020	7:02 PM	3417 Desoto City Rd.	SE	863-414-6400	I have concern reference my garbage pick which has not happen this pass Friday 11/20/20. After calling the Sebring garbage folks I was assured This issue would be resolved Saturday. This has not occurred. Several times this pass year I've paid for a service for which I've been denied. I was hoping you could assist me. The citizens of this county shouldn't have to beg for a service that we pay for.! Thx you in advance.	Gator sent this email to Carmen Monday 411/30 at 9:53 am per Mary Lou: On 11/20 can was not picked because the electric company had Desoto city road blocked. Per drive cam truck was stopped in front of his house this Saturday at 8:52am and I called Mr. Shores confirmed his garbage was picked up Saturday, 11/28, he said **THANK YOU** for the follow-up	NO	YES
Robert	Lee	WEB	11/30/2020	7:07 AM	ENTIRE ST his address 2511 S Sumach Ave **(HE IS FRIDAYS) should had been picked up Saturday, 11/28**	AP	863-381-2646	Via Website: Missed garbage pickup ENTIRE Friday 11/27 for Thursday our recycled trash (green can) was picked up on friday, however the blue was not, our can is very full to over flowing, we would appreciate it if someone could pick it up , also checked with neighbor across from my house, his garbage was not picked at all a week ago, thanks	Monday 11/30At 3:15 pm per Mr. Lee his garbage can is overflowing with buzzards all over it I called WC talked with Katie she is supposed to get back to me At 4:52 pm per Mary Lou Smokie the driver will pickup the garbage tomorrow Tuesday, 12/1 called Mr. Lee to let him know 12/4 AT 3:45 pm per Mr. Lee they picked up the garbage Tuesday, 12/1 he said **THANK YOU!**	NO	YES

Michael	Ruge	Bea	11/30/2020	8:31 AM	220 Fire Island Ave NE	LP	863-465-4937	A frustrated Mr. Ruge called to report that his 4 tires have not yet been picked up. He called your office Wed. October 21 and was given a date to be picked up, but it wasn't. Then he called your office 3 more times with no response - he asked please pick them up as soon as possible.	SENT EMAIL TO KATIE per Katie these tires will be picked up tomorrow Tuesday 12/01 at 12:21 pm per Mr. Ruge they pikced up the tires yesterday Monday, 11/30 he said **THANK YOU!**	NO	NO
	Jennifer	Bea	11/30/2020	1:47 PM	203 Ibis Ave	SE	863-402-6505	Our Code Enforcement Office received this complaint Wed. 11/25, this site has bulk waste to be picked up. One of the neighbors stated these items have been sitting outside for over a month & the hauler has not yet picked up anything. Would you please make sure the bulk waste driver picked up the 2 cy Thursday,12/3?	**THIS IS A REQUEST Thursday, 12/3 WC picked up what is allowed today. Mr. Dale of 574-870-7743 called to report that they left all the bags it is a big pile**	N/A	N/A
Kimberly	Patterson	WEB	11/30/2020	8:24 PM	3036 Redwood Rd	LP	863-633-8314	Via Website: Missed garbage pickup Tuesday, 11/24 My garbage was not picked up Tuesday. This is the 3rd time this has happened in the last few months	12/4/20 at 11:41 am I called the resident LVMM to call me back SHE WAS MISSED TUESDAY 11/24 SHE CALLED UNTIL MONDAY 11/30 LATE REPORTING THE ISSUE MONDAY, 12/14 I treid to call again to no avail	NO	YES
	Darlene	WEB	11/30/2020	11:00 PM	ENTIRE ST her address 2878 W Stryker Rd	AP	863-257-4086	Via Website: Missed garbage pickup Friday, 11/27 for Thursday ENTIRE ST Multiple garbage trucks drive by on Stryker and still missed my trash, my trash is overflowing	Thursday, 12/4 AT 4:29 pm per Mary Lou: I just looked at drive cam on this one. Driver was there at 8:14 on the 27th. So not sure if they had it out. He was stopped right next door too so doesn't seem logical that he wouldn't have picked it up. **LATE SAT OUT** 12/4/20 at 11:45 am per resident her garbage was picked up yesterday Thursday, 12/3 she said **THANK YOU!- i** asked her please put the garbage outside before 7:00 am	YES	NO
				Below are Waste Connections Calls/Complaints for November 2020							
DEBBIE		KATIE	11/5/2020		109 FERN CT	LP	954-554-6496	BULK MISSED SENT TO TRAIVIS & CARMEN	TRAVIS PICKED UP 2 YARDS LEFT THE REST	NO	YES
		MARY	11/11/2020	12:17 PM	38165 SOUTH GEORGE	AP	605-731-6826	MISSED RECYCLE	SENT TO DRIVER WENT BACK IN MORNING AND PICKED UP.	NO	YES
		KATIE	11/12/2020		2133 COUNTRYHAVEN LANE	SEB	863-655-2076	MISSED YARD WASTE	SENT TO CARMEN/LARRY PICKED IT UP	NO	YES
PAUL		KATIE	11/12/2020	10:24 AM	34 FAWN RUN RD	LP	612-282-9570	MISSED MSW	LARRY PICKED IT UP.	NO	YES
WAYNE		VOICE M	11/16/2020		2707 WINDING WATERS	AP	863-257-1586	MISSED MSW	WAS PICKED UP NEXT DAY	NO	**YES,** Monday, 12/14 at 12:11 pm per resident it was picked up the next day said **THANK YOU!**
AUDREY		VOICE M	11/16/2020		ANGLERS STREAM	AP	610-334-8547	MISSED MSW	WAS PICKED UP NEXT DAY	NO	**YES**, Friday, 12/14 at 12:15 am per resident it was picked up the next day said THANK YOU!
PATSY		VOICE M	11/16/2020		2798 S BONNIEVILLE DR	AP	863-385-0118	MISSED MSW	IT WAS PICKED UP	NO	**Yes**, Monday, 12/14 at 12:19 pm I called the resident no response
		VOICE M	11/16/2020		E. PEBBLE CREEK DR	AP	863-451-5518	MISSED MSW	IT WAS PICKED UP NEXT DAY	NO	YES, Monday, 12/14 at 12:19 pm I called the resident no response
NORMA		VOICE M	11/19/2020		3826 CRAIG AVE	SEB	863-385-5788	MISSED RECYCLE	SENT TO TRAVIS AND IT WAS PICKED UP	NO	YES
								Total County calls/complaints	73 (62 calls/comp. & 11 info)		
								Waste Connection calls/complaints	9		
								Grand total calls/complaints	**82**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,059 X 0.10% 38 complaints. Resolved within 48 hrs.
James	Cagle	Bea	10/1/2020	2:01 PM	412 Pine Tree Ln	SE	863-304-8039	A frustrated Mr. Cagle called to report that his recycling was not picked up & was tagged this morning, he has placed a piece of board leaned against the can, the driver took about 10 minutes to get out of the truck to write the tag, he should have just moved or kicked the piece of board and picked up his recycling. This has been going on for about 5 weeks now. The garbage driver was so kind that he picked up the piece of board this morning after the recycling can was tagged. He is asking please pickup his recycling can – he is not able to move it due to health issues	At 3:15 pm per Mary Lou: It's been taken care of. Friday, 10/02 at 4:44 pm per resident it was picked up he said **THANK YOU!**	YES	YES
Vilma	Perez	Bea	10/5/2020	11:01 AM	Entire N Egret Rd Two addresses: 1823 & 1891 N Egret Rd	AP	863-808-6994	Ms. Perez (Spanish speaking only) called to report that the bulk waste truck does not come to her Street. Her neighbor at 1891 N Egret St (house faces N Martin Rd) has 2 mattresses and 1823 N Egret Rd has 2 fans to be picked up. These items have been sitting outside for about a month. (THURSDAYS) It was picked up 3 days later 10/8	SENT EMAIL TO KATIE Monday, 10/12 at 4:05 pm everything was picked except her next door neighbor because is unbundled- she said **THANK YOU!**	NO	NO
Cecilio	Acevedo	Bea	10/5/2020	4:35 PM	1204 Corvette Ave	SE	863-253-9055	Mr. Acevedo called to report that his yard waste was not picked up on Thursday, 9/17 or Thursday 10/01, it is bundled with a thin string (about 6 bundles) & it has been sitting outside since Wed. 9/16. It wasn't tagged either. He asked, please pick it up ASAP	SENT EMAIL TO KATIE Monday 10/12 at 4:25 pm per Ms. Acevedo the yard waste has not been picked up- I sent another email to WC - 10/23 at 12:50 pm he said it was picked up Thursday 10/15 the issue was it was not visible for the driver he said **THANK YOU!** (reported 10/05 it was picked up 10/15)	NO	NO
Richard	Jetton	Bea	10/6/2020	11:41 AM	1019 Peachtree Dr	LP	863-214-1146	Mr. Jetton called to report that his garbage was not picked up today Tuesday, 10/06 he is the only house on his side of the road. In the past he used to place both carts in front of his driveway, but he was missed every time. Then about a year and a half ago he has been placing his two carts in front of 1012 Peachtree Dr. (house across from his driveway) 6 feet away from his neighbor's carts on the grass area. This is the second time within a month he is has been missed. He said he was down the road mowing a yard when he saw the garbage truck passing by around 9:00 am then he got back to his can it is still full, and his neighbors were picked up.	SENT EMAIL TO KATIE At 3:09 pm per resident the garbage was picked up by a pickup he said **THANK YOU!**	NO	YES
	Sapp	Bea	10/6/2020	12:55 PM	Landfill closure	SE	863-402-7786	The Landfill will be closing until further notice due to lightning in the area. They didn't send a notice when it was reopened	**INFORMATION**	N/A	N/A
Chris	Cauffield	Bea	10/7/2020	2:11PM	1064 Dixie St	LP	863-441-1569	Mr. Cauffiled called to report that the bulk waste was not picked up yesterday Tuesday, 10/06 he said this is not the first time that this has happened	SENT TO KATIE Friday, 10/09/20 at 4:41 pm per Katie Yes this was picked up At 4:51 pm per Chris it was picked up the same day he called me Wed. 10/07 he said **THANK YOU!**	NO	YES
Don	Carter	Bea	10/7/2020	4:35 PM	2216 Croydon Rd	SE	863-413-6353	Mr. Carter of 2210 Croydon Rd called to report two issues, first, the garbage truck Again pulled down a cable wire from 2216 Croydon Rd and their blue can was dragged 10 feet away from their house with the wire. This is the second time that this has happened- he thinks that the driver is doing it with the claw. Secondly, the garbage truck is not placing the cans on the same spot where found.	SENT TO KATIE per Katie Carmen will survey this area ISSUE WITH THE CABLE LINES AND NOT PLACING THE CANS WHERE FOUND	NO	YES
	Sapp	Bea	10/8/2020	4:18 PM	Landfill closure	SE	863-402-7786	The Landfill will be closing until further notice due to lightning in the area. It opened back up at 4:50 PM	**INFORMATION**	N/A	N/A
	Harry	WEB	10/9/2020	8:05 AM	Entire Wren Ave his address 210 Wren Ave	SE	863-458-5558	Via Website: Missed Garbage Pickup Entire Wren Ave Thursday, 10/08	At 8:05 am per Katie this area will be picked up this morning Friday, 10/09 at 4:25 pm left a message to call me back Friday, 10/12 at 4:29 pm per resident it was picked up the next day Friday, 10/09 he said **THANK YOU!**	NO	YES
Carl	Horton	WEB	10/9/2020	4:06 PM	132 Moon Ranch Rd	SE	863-655-2526	Via Website: Missed Bulk Pickup today Friday 10/09 3small tanks were picked up (i assume by Waste Connections) but left 3 small boxes...2 flat and one small box (1'x2') with a few smaller boxes inside so they don't get blown around the neighborhood as they have in the past because they weren't picked up	10/09 at 4:17 pm per Kaite: Called resident explained the truck has not been there yet. Friday, 10/12 at 4:31 pm per resident it was picked up the next day Sat. 10/11 he said **THANK YOU!**	NO	YES
Tony	DuBose	WEB	10/9/2020	4:59 PM	27 Cove Road	LP	954-638-4045	Via Website: My blue trash can was collected. Please advise - My recycle trash can is here but my trash can is missing ?? Tuesday 10/06 just his home	At 5:52 pm I spoke with the resident gave him the ID cart number - his garbage cart was stolen	YES	N/A
Michael	Larsen	WEB	10/10/2020	12:34 PM	Sebring not address	SE	743-776-3212	Via Website: Missed Bulk Waste Pickup Friday, 10/09/20 Put washing machine out. Nobody took it away	Wed. 10/14 sent an email to Katie On Friday, 10/16 at 3:30 pm per Katie I can not get in contact with anyone to let them know I need an address so we can pick it up- **the phone number is not a working number**	N/A	N/A
	Terry	WEB	10/10/2020	6:59 PM	2308 Fairway Ln	SE	863-332-3574	Via Website: Missed tires pickup I spoke to Katie on Thursday, 10/08/2020 to schedule a special pick up for 2 tires at my parents home. Katie advised they would be picked up Saturday 10/10/2020 & said to have them out prior to 7am. and as of 6:30pm, Saturday 10/10/2020, the tires have not been picked up. . If they are not picked up on Monday, I will call Waste Connections corporate office to file a formal complaint.	Dana Hills called asked when they will be picked up per Katie said today Monday, 10/12 Wed. 10/14 at 1:35 pm per Dana Mr. Larry picked up the tires on Monday, 10/12 she said **THANK YOU!**	NO	YES

Camille	Pagnota	Broks	10/12/2020	2:32 PM	1561 Churchill St	LP	863-659-1221	Ms. Camille complained to comm. Brooks that her recycling was not picked up today Monday, 10/12- she stated her two cans were placed outside last night. She is demanding that her recycling be picked up today or she will be placing it in front of the Mayor's office	SENT EMAIL TO KATIE **LATE SAT OUT**	YES	NO
Gwenn	Johnson	Bea	10/14/2020	9:37 AM	423 Archer Ave NW	LP	860-395-7361	A frustrated Ms. Gwen called to report that her properly bundled yard waste was not picked up yesterday Tuesday, 10/13. The truck does not come to her house & she always has to call your office to be picked up. She is tired of this recurring issue.	SENT EMAIL TO KATIE Wed. at 1:32 pm I just talked with Ms. Gwen, said that is not her dog, she doesn't know where it came from. She said **thank you** for picking up the yard waste	NO	YES
Alicia	Stollar	WEB	10/16/2020	11:18 AM	5219 Lake Haven Blvd	SE	239-878-6493	Via Website: Missed Recycling pickup- The recycling was not picked up on 10/7/20 and then this week 10/14/20 not all the recycling was picked up. The boxes are loosely put in the bin…	I SENT EMAIL TO KATIE Friday at 3:07 pm per Katie: I have to look into this Today Wed. 10/21 is their pick-up day per Katie & it wouln't out because it stucked inside the can	YES	N/A
Stephen	Hewitt	Bea	10/16/2020	11:29 AM	3317 Village Rd	SE	219-226-8511	Stephen reported that his recycling was missed yesterday 10/14, and this has happened numerous times since June. He has plastic bottles, soda cans & cut out cereal boxes & the can wasn't tagged either.	SENT EMAIL TO KATIE At 2:25 pm per Katie: the truck was in front of his home at 7:04 am and I spoke to his wife she told me he didn't put them out till thursday morning- Per Stephen their son is dupposed to put the cans outside Wed. night. **LATE SAT OUT**	YES	N/A
Kathy	Prindle	WEB	10/19/2020	9:01 AM	4708 Silver Palm Drive	SE	863-385-1940	Via Website: Missed Garbage Pickup Friday, 10/16 My container is nearly full and needs to be picked up before the next scheduled pick-up. All the other containers on the street were emptied except mine.	Monday, 10/19 at 10:00 am per Katie: Called resident left a message for them to call me back the **driver was there at 11:19 am on Friday LATE SAT OU**	YES	N/A
Karl	Adler	WEB	10/19/2020	10:05 AM	Entire Elliot Rd his address 8505 Elliot Rd	SE	863-381-6824	Via Website: Missed Garbage Pickup Entire Elliot Rd Friday, 10/16	Monday, 10/19 at 10:28 am per Katie:The driver is going back by there today Wed. 10/21 at 11:37 am per resident they came back to pick-up the garbage Monday 10/19 he said **THANK YOU!**	NO	YES
Donald	Lee	WEB	10/19/2020	11:44 PM	212 W Lake Isis Ave	SE	863-368-0452	Via Website: Missed Buk Pickup on Monday, 10/12 Some tires, wood, metal	Wed. 10/21 at 11:54 am per Katie I have called them with no answer and I sent an email and I have not heard back from anyone, I just called again with no answer **CITY LIMITS OF AVON PARK**	N/A	N/A
Kaelyn	washington	WEB	10/19/2020	7:53 PM	Entire Tamah Blvd. her address: 1545 Tamah Blvd.	LP	863-243-9214/w 863	Missed garbage pickup yesterday Monday, 10/19 Entire Tamah Blvd. Lake Placid	Tuesday 11:38 am per Katie: Called resident left a message to let them know the driver was unable to complete his route yesterday but he will be there today On Wed. 10/21 at 12:01 pm left a message to call me back it was picked up said **THANK YOU!**	NO	YES
Davis	Rogers	Bea	10/19/2020	2:43 PM	E C Hill Grd & Hog Rd His address 4275 E C Hill Grd	AP	863-257-0458	Mr. Davis requested a survey to be completed at these two roads E C Hill Grd Rd & Hog Rd. he has been working hard to keep them better than Quail Rd. and your trucks go down to Quail Rd. Would you kindly inspect these roads and let us know if you can send the trucks to complete curbside service to all these residents. Code Enforcement has had numerous calls complaining about the mess at these two community sites it	**THIS IS A ROAD SURVEY REQUEST**	N/A	N/A
Chriss	Griffin		10/21/2020	4:20 PM	NO ADDRESS			Sent email to Bob: Driver is not emptying the can completely Half the time they don't even get everything out of them. I've had cases where there's been two bags of trash left in my can. This is an easy fix shake the can. It only takes an extra second to shake the can! Thank you for your prompt attention to this. Since you want to penalize me for not having my lid closed on the next week. This is a picture of my recycling bin that is already a quarter of the way full. Because you didn't dump it all the way. This is becoming a real problem.	NO ADDRESS, NAME OF PHONE NUMBER	NO	N/A
Alicia	Stollar	FB	10/22/2020	11:18 AM	5219 Lake Haven Blvd	SE	239-878-6493	Complained via Facebook: my recycling not being picked up. I have filled out the survey, but they are not emptying the can. This is the third week in a row.	Per Katie: Boxes are to big they are wedged in the can when the arm grabs them it puts pressure on the can and they wont come out. Need to break down or put out for bulk waste. And This can has been tagged in the past and I have spoke to this resident and told her to break down the boxes or put them out for bulk At 12:25 pm I spoke with the resident explained the reason the recycling is not pick-up and asked her to place all the boxes on bulk waste week- she was okay with it and will place it outside on Wed. 11/04- & I emailed her the bulk waste calendar too	YES	N/A
Gary	Smith	Bea	10/23/2020	9:45 AM	2360 N Avon Blvd	AP	614-832-5206	Mr. Smith called to report that his garbage was not picked up yesterday Thursday, 10/22 he said he placed his two cans outside Wednesday night & only the recycling was picked up	SENT AN EMAIL TO KATIE At 12:47 pm Mr. Smith called to say thank you & great job! & to Travis **thank you** for the outstanding customer service	NO	YES
Gordon	Montzer	Bea	10/23/2020	2:14 PM	2713 W Walden Rd	AP	863-414-4536	A frustrated Mr. Mintzer called demanding to talk to a manager or a commissioner – said his bulk waste was not picked yesterday & it was done on purpose because is election day and this will make the commissioner look bad. I gave him Gator's phone number.	I spoke with Mary Lou, the bulk waste truck went through his street around 3:00 pm yesterday- She is sending Travis to take care of At 3:45 pm per Mary Lou Travis picked up the bulk waste it was a small computer screen At 4:07 pm per Gator Mr. Minzer left a message but he has not been able to return the call	NO	YES
T L Jackson	T L Jackson	WEB	12/23/2020	9:26 PM	324 Glen Mar Cir	SE	772-559-9699	Via Website: Missed Buk Pickup Friday, 10/23/20 Just Just My House the collection company forgot and skipped me once again. The frequency of the missed collections by the county vendor is ridiculous and the county seems powerless to get any improvement. Hopefully the company will come by Saturday or Monday as they have sometimes done in the past.	Monday, 10/26 at 9:04 am per Katie: Called resident the bulk was picked up Saturday moning	NO	YES

Gary	Johnson	WEB	10/24/2020	9:10AM	Entire Myertle Beach Dr his address 4646 Myrtle Beach Dr	SE	863-381-6492	Via Website: Missed Buk Pickup Friday, 10/23/20 ENTIRE ST	Monday, 10/26 at 8:59 am per Katie: Called resident no answer left a message to call me, **the truck was in front of his home at 1:42 pm on Friday**, this is Thursday, 10/22 route was done on Friday, 10/23	YES	N/A
	Cindy	WEB	10/24/2020	4:47 PM	4601 US 98	SE	863-414-7510	Via Website: Missed Buk Pickup Friday, 10/23/20 ENTIRE ST Call Friday afternoon said axley rd and 98. Said truck was running late but would be pick up. Went by Saturday morning	Monday, 10/26 at 8:52 am per Katie:Called resident we will get this picked up-Yes this was also on the ground from Friday 10/28/20 at 3:41 pm per resident they picked up the bulk on Monday, 10/26 she said **THANK YOU!**	NO	YES
	Katie	Bea	10/27/2020	10:56 AM	127 Sharon Ave Sebring	SE	863-655-0005	this can looks like this every week the driver has spoken to her before about making sure the lid is closed so today he tagged it when she called me I explained to her that if we dump this trash will go all over the ground. She said she is calling the county so I wanted to give you a heads up. (can is overflowng with bags about 1 foot high with the open lid	**INFORMATION**	N/A	N/A
	M barrett	WEB	10/28/2020	5:25PM	ENTIRE Karlo St his address 1410 Karlo St	SE	863-414-5816	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Wed. 10/28 ENTIRE ST	Thursday 10/29 at 8:28 am per Katie: Called resident to let her know driver would be there today and she let me know he had already been there and said **THANK YOU!**	NO	YES
James	Cosgrave	WEB	10/29/2020	8:23 AM	ENTIRE Dozier Ave his address 907 Dozier Ave	SE	863-835-1781	Via Website: Missed Garbage Pickup, Wed. 10/28 ENTIRE ST	Thursday 10/29 at 8:27 am per Katie: Called resident explained to him the truck broke down yesterday and the driver will be there today Friday 10/30/20 at 3:40 pm per Mr. James the garbage was picked up yesterday Thursday, 10/29 he siad **THANK YOU!**	NO	YES
Sherri n	Bennett	Bea	10/29/2020	1:10 PM	220 S Huckleberry Lake Dr.	SE	863-402-6792	Per Ms. Sherri her garbage was not picked up yesterday Wednesday, 10/28, the resident across St was picked up	At 4:05 pm per Mary Lou the garbage will be picked up tomorrow Friday, 10/30 Per Ms. Sherri as of 5:00 pm they have not picked up her garbage I sent an email to Carmen 10/31/20 per Ms. Sherri the garbage was picked up today she said **THANK YOU!**	NO	YES
	Mary Lou	Bea	10/29/2020	5:09 PM	Several Streets on Avon Park	AP	863-655-0005	Karen, when possible, please post a notice on next door web. Garbage was left on the ground everything on North W Stryker Rd, South of W. County Line Rd, West of N. Bowden Rd, W. Nautilus Dr. & N. Homeric Rd. All in the Lake Olivia area on Avon Park (due to truck going down. We will be there in the morning.)	**INFORMATION**	N/A	N/A
Chanda godwin	Godwin	WEB	10/29/2020	9:22 PM	ENTIRE W Xavier Rd she lives at 3193 W Xavier Rd	AP	863-781-4236	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:12 am per Katie: Called resident left a message letting them know the truck would be there today- On Monday 11/02 at 9:45 am per resident it was picked up Friday she said **THANK YOU!**	NO	YES
Romona D.	Washington	WEB	10/29/2020	10:47 PM	ENTIRE N Saginaw Rd. her address 2063 N Saginaw Rd	AP	863-443-1766	Via Website: Missed Garbage & Recycling Pickup, Thursday, 10/29 ENTIRE ST. Here it happened throughout a lot of this area.	Friday, 10/30 at 9:11 am per Katie: Called resident let her know the truck would be there today. On Monday 11/02 at 9:37 am per resident it was picked up on Friday, she said **THANK YOU!**	NO	YES S
Jim	Armstrong	WEB	10/29/2020	11:43 PM	ENTIRE N Bennett Rd his address 2237 N Bennett Rd	AP	863-443-1003	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:07 am per Katie: Called resident left a message letting them know the truck would be there today. On Monday 11/02 at 9:39 am per resident it was picked up on Friday 10/31 he said **THANK YOU!**	NO	YES
Joni	White	WEB	10/30/2020	12:26 AM	ENTIRE Nautilus Dr his address 2709 Nautilus Dr	AP	863-257-4439	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:06 am per Katie: Called resident left a message letting them know the truck would be there today. On Monday 11/02 at 9:47 am left a message to call me back	NO	YES
Terry	Burkholder	WEB	10/30/2020	5:15 AM	ENTIRE N Mildren Rd. his addres 2990 N Mildred Rd.	AP	863-452-5172	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:05 am per Katie: Called resident left a message letting them know the truck would be there today On Monday 11/02 at 10:01 am per resident it was picked up Friday morning said **THANK YOU!**	NO	YES
Doug	Ogburn	WEB	10/30/2020	5:37 AM	ENTIRE W County Line Rd his address 3373 W County Line Rd.	AP	863-443-9242	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:04 am per Katie: Called spoke to resident let him know the truck would be there today. On Monday 11/02 at 10:39 am per resident it was picked up on Friday, 10/30 he said **THANK YOU!**	NO	YES
Kristy	Davis	WEB	10/30/2020	5:47AM	ENTIRE N Larramore Rd. Her address 2130 N Larramore Rd	AP	863-835-0386	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:04 am per Katie: Called resident left a message letting them know the truck would be there today. On Monday 11/02 at 12:08 pm per Ms. David the garbage was picked up Friday 10/31 she said **THANK YOU!**	NO	YES
Gabrielle	McAnally	WEB	10/30/2020	7:32 AM	ENTIRE W Worden Rd her address 3317 W Worden Rd	AP	No number given	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST email Gabriellemcanally@gmail.com	Friday, 10/30 at 9:01 am per Katie: I sent the resident an email letting her know the truck will be there today. On Monday 11/02 at 11:01 am per Gabrielle it was picked up on Friday 10/30, said **THANK YOU!**	NO	YES
Jennifer	Dammann	WEB	10/30/2020	7:43 AM	ENTIRE N Lancaster Rd	AP	863-402-6641	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 8:47 am I sent an email to Jennifer letting her know the garbage will be picked up this morning. On Monday 11/02 at 10:55 am per \Jennifer it was picked up Frida she said **THANK YOU!**	NO	YES
Billie	Munroe	WEB	10/30/2020	9:17 AM	ENTIRE N.Torrington Rd. his address: 1771 N.Torrington Rd	AP	863-452-0019	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 9:21 am per Katie: Called resident let her know the driver will be there today. On Monday 11/02 at 10:59 am per resident left a message to call me back At 3:23 pm per resident it was picked up Friday 10/30 said **THANK YOU!**	NO	YES
Cindy	High	Bea	10/30/2020	1:29 PM	ENTIRE N Altair Rd her address 2200 N Altair Rd	AP	863-402-6685	Ms. Cindy reported Missed Garbage Pickup, yesterday Thursday, 10/29 ENTIRE ST	Friday, 10/30 at 1:41 pm per Katie:This truck was broke down yesterday he will be there today Monday,**11/02/20 at 8:30 am per Cindy her garbage was not picked up Friday** or Saturday, the can has been sitting outside since Wed. night Tuesday, 11/03 at 4:07 pm per Cindy it was picked up yesterday Monday, 11/02 she said **THANK YOU!**	NO	YES
Brian	Roberts	WEB	10/30/2020	12:23 PM	ENTIRE W Avalon Rd. his address 2770 W Avalon Rd	AP	254-424-2675	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	On Monday 11/02 at 11:01 am per resident the garbage was picked up Friday 10/30 he said **THANK YOU!**	NO	YES

Vanessa	Blain	WEB	10/30/2020	1:26 PM	33031 Grand Prix Dr.	SE	863-368-2852	Complained that she has to call your office every week so her garbage and or recycling can be picked up. I spoke with Waste Connections, they said it was tagged due to the plastic bags in the recycling can. Also they send me a picture the can is overflowing with full plastic bags & open lid	Sent an email to Katie, she was tagged the recycling will be picked up when she removes the plastic bags from the can	YES	N/A
Mary Lou	Beeler	Bea	10/30/2020	4:45 PM	Several Streets in Sebring	SE	863-655-0005	Per attached map **garbage was left on the ground** on All the Streets South of Arbuckle Creek Road, All the Streets East of Martin King Blvd. to Hart Road, Desoto Road East to Snyder Road & Desoto Road South to Mike Kahn Road Sebring. All these Streets are going to be picked up tomorrow Saturday, 10/31/20.	**INFORMATION**	N/A	N/A
Mary Lou	Beeler	Bea	10/30/2020	4:45 PM	Several Streets in Lorida	LO	863-655-0005	Per attached map **garbage was left on the ground** (only the purple colored areas) on Bluff Hammock Road to Irish Drive, Van Horn Road, 3rd Street Road, Elaine Road & Pamela Road, All in Lorida. All these Streets will be picked up tomorrow Saturday, 10/31/20	**INFORMATION**	N/A	N/A
Joe	deBree	WEB	10/30/2020	5:49 PM	ENTIRE ST. his address 4635 Queen Palm Dr.	SE	863-381-9604	Via Website: Missed Garbage Pickup, Friday, 10/30 ENTIRE ST	On Monday 11/07 at 11:01 am per resident it was picked up on Saturday, 10/31 he said **THANK YOU!**	NO	YES
Jon	Pacheco	WEB	10/30/2020	10:24 PM	ENTIRE St. his address 3237 N Buckingham Rd.	AP	No number given	Via Website: Missed Garbage Pickup, Thursday, 10/29 ENTIRE ST	NO PHONE NUMBER GIVEN Per Katie this was taken care of	NO	YES
				Below are Waste Connections Calls/Complaints for October 2020							
		KATIE	10/2/2020		2466 S LAKE LETTA	AP	863-368-2899	YARD WASTE MISSED IN CANS THURSDAY 10/1	PUT ON SATURDAY LIST	NO	**YES**, Thursday, 11/12 at 10:29 am per resident it was picked up Saturday, 10/3 she said **THANK YOU!**
ROGER		KATIE	10/5/2020		1620 HERRING DR	LORI	863-214-7163	RECYCLE NOT PICKED UP/TRUCK WASA BLOCKING END OF STREET	STILL GOING BACK TO GET.	NO	**YES**, Thursday, 11/12 at 1:20 pm per resident it was picked up the next day he said THANK
TERRIE		KATIE	10/15/2020	9:35 AM	104 LAKE FRANCIS RD	LP	614-599-9002	RECYCLE AND MSW NOT PICKED UP	SENT TO CARMEN & TRAVIS THEY FOLLOWED UP WITH THE DRIVERS.	NO	**YES**, Thursday, 11/12 at 10:39 am per resident it was picked up the same day she called, said **THANK YOU!**
KATIE	DEPOLITO	KATIE	10/19/2020	9:49 AM	7018 CR 17 S	SEB	863-414-6165	MSW MISSED	TRUCK WAS THERE AT 5PM 10/19	NO	**YES**, Thursday, 11/12 at 11:27am per resident it was picked up same day, said **THANK YOU!**
	BARNHARDT	KATIE	10/20/2020		1524 EUCALYPTUS AVE	LP	863-214-8660	MISSED MSW	GOING BACK TODAY TO PICK UP.	NO	**YES**, Thursday, 11/12 at 10:53 am per resident it was picked up the next day - said **THANK YOU!**
JOSH		KATIE	10/23/2020	8:50 AM	205 HIGHLANDS RD SEB	SEB	941 626 0449	MISSED MSW	SENT TO TRAVIS BUT DRIVER WAS THERE ONWEDNESDAY AT 8:24 AM	NO	**YES**, Thursday, 11/12 at 12:03 per resident it was picked up the next day he said **THANK YOU!**
								Total County calls/complaints	51 (42 calls/comp. & 9 info)		
								Waste Connection calls/complaints	6		
								Grand total calls/complaints	**57**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	September/2020 Residential Units= 38,023 X 0.10%= 38 complaints. Resolved within 48 hrs.
Roger	Thompson	WEB	9/2/2020	2:01 PM	228 Sheppard Rd NW	LP	515-451-5770	Via Website: Missed Garbage Pickup , 9/01 just his house -My garbage was outside all day with my neighbors' but only mine was missed.??	Wed. 9/02 at 2:16 pm per Katie: Called resident back no answer no voicemail but the driver was there at 4:28 pm stopped right in front of his house	YES	NO
Guy	Constant	WEB	9/3/2020	2:01 PM	Entire E Canal Way NE his address 108 E Canal Way NE	LP	603-496-7443	Via Website: Missed Recycling Pickup Tuesday, 9/01 Entire St	At 3:47 pm per Katie: Sending a truck there tomorrow Friday, 9/04 morning Thursday, 9/03 at 5:15 pm per resident they picked up the recycling few minutes ago. He said **THANK YOU!**	NO	YES
Angie	Mccal	Bea	9/3/2020	2:13 PM	4016 Hedge Ave	SE	863-214-2261	Angie called to report her garbage was not picked up yesterday Wed. 9/02 - the can is full and it has been sitting outside since 5 am yesterday. She works for the County & know the rules	SENT EMAIL TO KATIE she sent us a video where her husband is taking the garbage out at 6:34 am but the video cut off it doesn't show him dragging the cans outisde On Tuesday, 9/08 at 3:33 pm Bob stopped at this site the garbage was NOT picked up - per Mary Lou the garbage truck was in front of this house on Wed. 9/02 at 8:32 am & the recycling truck at 1:52 pm (the reycling truck started this route at 6:57 am on Francis One and the recycling started at 7:13 am at 1715 Fairview Ln off of Hammock Rd	NO	N/A
Robert	Bennett	WEB	9/3/2020	5:20 PM	Entire St W Argonaut Rd his address 2118 W Argonaut Rd	AP	863 453-9110	Via Website: Missed Yard Waste Pickup Thursday, 9/03 Entire St Also, they were missed on Thursday, 7/23 & Thursday, 8/20	ON FRIDAY, 9/04 I SENT AN EMAIL TO KATIE AND AT 1:02 per Katie: They are in this area today. On Wed. 9/9 at 9:51 am per resident it was picked up on Friday, 9/04 she said **THANK YOU!**	NO	YES
Gator	Howerton	GH	9/4/2020	9:14 AM	9235 CR 635 and possible others along that road	SE	863-402-6505	Per Gator: I had a call ref no garbage pickup for 9235 CR 635 and possible others along that road as well this week. It is a Wednesday pickup area.	HE SENT AN EMAIL TO KATIE On Tuesday **9/08/20 at 3:33 pm per Bob he stopped at this site it was picked up**, and It is the only house on the west side of the road and is about ¼ mile north of SR 66. I sent an email to WC asked them to please do not forget this house tomorrow Wed. 9/09	NO	YES
Scott	Leconey	Bea	9/4/2020	11:13 AM	5700 Angelo Cir	SE	863-202-0595	Mr. Leconey called to report that his full recycling cart was not picked up yesterday Thursday, 9/03 & it was tagged too even though the can only has the permitted items (coke cans, plastic gallons, empty coke & Quaker oatmeal card board boxes).	SENT EMAIL TO KATIE On Wed 9/9 at 9:55 am I called the resident left a message to call me back 9/15/20 at 2:59 pm per resident they never came back until the following Thursday.	NO	NO
Steven	Valdivies	Bea	9/4/2020	4:09 PM	10404 US 27 S (home & business)	SE	863-781-1758	A concerned Mr. Valdivez called to report the garbage from his home & business as of right now 4:15 pm today Friday, 9/04 has not yet been picked. The two carts full of garbage have been sitting outside since last night 9/03	SENT EMAIL TO KATIE On Wed 9/9 at 9:58 am per resident it was picked up on Saturday, 9/05 he said **THANK YOU!**	NO	YES
Keith	Wacaster	Bea	9/4/2020	9:27 PM	8837 Sun N Lake Blvd	SE	863-381-7986	A frustrated Mr. Wacaster called to report that his recycling cart was tagged today Friday, 9/04/20, as a tax payer this is not acceptable they left & tagged his can full of recyclables because he has small pieces of cardboard inside of a plastic bag. He wants this complaint to go to the commissioners, he feels he is being punished for recycling and one plastic bag should not make a difference. I informed him that plastic bags are not recyclables	SENT EMAIL TO KATIE - RESIDENT WANTED TO VENT **HE HAD PLASTIC BAGS INSIDE THE CART**	YES	N/A
Eva	Becerra	Bea	9/8/2020	2:45 PM	254 Citrus Blvd	LP	863-699-2813	Ms. Becerra called to report that her full recycling cart (plastic bottles and card board boxes) has not been picked up for the past 4 weeks, missed Monday 9/07, the truck doesn't come down her street. She is the only house that is occupied the other two are vacant. She is willing to wait until next Monday, but please make sure the truck goes down to her house. **9/14/20 at 1:41 pm resident called the truck never came down her road this is the 5ft time without recycling pick-up**	SENT EMAIL TO KAITE **RESIDENT SAID SHE WILL WAIT UNTIL NEXT MONDAY** I ASKED KATIE TO MAKE SURE THIS STOP IS PICKED UP NEXT MONDAY 9/14 On Per Katie 9/15/20 at 2:50 pm as of right now no one has shown up to pickup her recycles -sent another email to Katie 9/16/20 at 5:51 pm per Ms. Eva they have not showed up yet	NO	N/A
Ed	Stanley	WEB	9/8/2020	6:44 PM	108 Truman Ave NE	LP	863-441-4523	Via Website: Missed Bulk Waste Pickup Tuesday, 9/08 just his house Bulk cardboard boxes mostly	Wed. 9/9 at 9:24 am per Katie: Called resident left a message letting them know the truck was there this morning Wed. 9/09 at 9:49 am per resident it was picked up this morning he said **THANK YOU!**	NO	YES
Anthony	Derogatis	WEB	9/9/2020	7:43 AM	3020 Morning Glory Drive	LP	954-870-3804	Via Website: Missed Yard Waste Pickup Tuesday, 9/01/20 Entire Street	9/10 I sent an email to Katie On Friday, 9/18 at 10:39 am per resident he lives in a Cul-de-Sac and **they never came back the week of the 1st (his & neighbor across the St)** but this week 9/15 they picked up everything	NO	NO
Doris	Barber	Bea	9/10/2020	9:55 AM	1389 & 1385 Whisper Lake Blvd sites are within Whisper Lake MHP at 1427 Whisper L B	SE	207-239-6928	Missed recycling pick-up yesterday, Wed. 9/09	AT 10:25 am per resident it was picked up today Thursday, 9/10 she said **THANK YOU!**	NO	YES
	Sapp	Bea	9/10/2020	12:55 PM	Landfill closure	SE	863-402-7786	The Landfill will be closing until further notice due to lightning in the area. At 3:58 PM the landfill was back opening	**INFORMATION**	N/A	N/A
Cindy	Maxon	FB	9/10/2020	5:58 PM	3705 Peugeot St.	SE	863-382-4209	Complained to comm. Elwell & on Facebook: Her trash has not been picked up in 2 weeks	Friday 9/11 at 10:12 am per Mary Lou Last Thursday, 9/03 the garbage truck stopped at her next door neighbor 3711 Peugeot St. at 11:23 am & the recycling in front of her house at 8:33 am & Yesterday Thursday, 9/10 the garbage truck stopped in front of her house at 2:38 pm & Recycling at 7:31 am Friday 9/11 at 11:07 am per Mr. Maxon the garbage was picked up after 6:30 pm last night he said **THANK YOU!**	NO	YES
	Sapp	Bea	9/11/2020	1:35 PM	Landfill closure	SE	863-402-7786	The Landfill will be closing until further notice due to lightning in the area. At XXXX PM the landfill was back opening	**INFORMATION**	N/A	N/A

Gail	Mcallister	WEB	9/12/2020	3:39 PM	Entire St her address 30507 FRANCIS ST	SE	603-203-6465	Via Website: Missed Bulk Waste Pickup Entire St Wed 9/09	9/14/20 at 5:07 pm sent an email to Katie on Friday, 9/18 at 10:45 am I sent the email again On Friday 9/25 at 2:25 pm I left a message to call me back **At 2:30 per resident it was picked up until Wed. 9/23 but**	NO	NO
	Lisa	WEB	9/14/2020	9:43 AM	623 Daffodil St	LP	863-243-4436	Via Website: Missed Yard Waste Pickup Monday 8/03	9/14 at 11:45 am per Katie: I called the resident with no answer AT 5:55 pm per Bob: Everything that she has there is tied up the way it should be or in a can so I think the driver is missing that area where there's like one house and probably just never picked it up. **Please make sure the yard waste driver picks it up this week for this area** On Friday 9/18 at 11:17 am per resident they picked up the YW this week said **THANK YOU!**	NO	YES
Cynthia	Stoker	Bea	9/14/2020	11:18 AM	Toni Cir about 5 houses	VN	863-840-2101	Mrs. Stokes who lives at 34 Toni Circle, Venus. Says their garbage truck just passed by around the circle and did not picked up the 5 blue carts full of garbage At 11:15 per Katie the driver for this route called in sick this area may get picked up late today or early tomorrow morning	At 11:07 am per Mary Lou the garbage truck has not been there yet - I called Ms. Stoker back to give her the upate she was not happy with the answer On Tuesday, 9/15 at 3:03 pm per Ms. Stoker they came to pickup the garbage yesterday afternoon (same day) she said **THANK YOU!**	NO	N/A
	Wacaster	Bea	9/14/2020	11:15 AM	ENTIRE Venus area (Garbage)	VN	863-655-0005	Per Katie the Garbage truck driver called in sick they don't have a driver to pickup Venus area potentially will be picked up this evening or first thing tomorrow morning	**INFORMATION**	N/A	N/A
	Melissa	Bea	9/14/2020	11:17 AM	Commercial cart -1500 Sebring Parway	SE	863-385-9403	Melissa of Stewart construction called to report their garbage was not picked up Friday, 9/11 she said the cart is full and it needs to be picked up ASAP	SENT EMAIL TO KAITE On Tuesday, 9/15 at 3:05 pm per Melissa they came to pickup the garbage yesterday afternoon (same day) she said **THANK YOU!**	NO	YES
Karen	Welden	WEB	9/14/2020	11:21 AM	1515 Cedarbrook St.	LP	863-243-7890	Via Website: Missed Yard Waste Pickup today Monday, 9/14	9/14 at 11:6 am per Katie: Called resident the yard waste truck has not been there yet today On Tuesday, 9/15 at 3:08 pm per resident it was picked up yesterday her regular scheduled day she said **THANK YOU!**	NO	N/A
Pat	Gutierrez	WEB	9/14/2020	12:40 PM	127 Lemon Rd NE	LP	954-257-0936	Via Website: Missed Yard Waste Pickup Wed. 9/09 Our palm fronts are still in front of our home. Thank	9/14 at 1:06 pm per Katie: Called resident **explained to her last week was bulk waste not yard waste told her it will be picked up this week as long as they are bundled and tied or placed in an old trash can**	NO	N/A
Eva	Becerra	Bea	9/15/2020	2:50 PM	254 Citrus Blvd	LP	863-699-2813	Ms. Becerra called to report that her full recycling cart (plastic bottles and card board boxes) has not been picked up for the past 5 weeks, she was missed on 9/14/20 at 1:41 pm resident called the truck never came down her road this is the 5ft time without recycling pick-up MONDAY PICKUP	SENT EMAIL TO KAITE 9/15/20 at 2:50 per resident pm as of right now no one has shown up to pickup her recycles -sent another email to Katie 9/16/20 at 5:51 pm per Ms. Eva they have not showed up yet Thursday, 9/17 at 10:23 am per Mary Lou this stop will be picked up on Saturday, 9/19 On Wed. 9/23 at 10:09 am per resident it was picked up until this Monday, 9/21	NO	NO
Scott	Leconey	Bea	9/17/2020	2:25 PM	5700 Angelo Cir	SE	863-202-0595	Mr. Leconey called to report that his garbage will not be picked up today, he called your office and was told a truck broke & the garbage will be picked up until tomorrow Friday, 9/18. He has extra bags of garbage that don't fit inside his can because it is full. .	SENT EMAIL TO KATIE Friday, 9/18 at 3:13 pm per resident the garbage was picked up this morning he said **THANK YOU!**	NO	YES
Timothy	Mechling	WEB	9/18/2020	9:28 AM	4316 Mandarin Road	SE	863-441-0814	Via Website: Missed Garbage Pickup, Wed.9/16 just his house	Friday, 9/18 at 9:28 am per Katie: Just spoke to this resident driver was there at 9:13 am on Wednesday she told me her husband probably didn't get it out on time **LATE SAT OUT**	YES	N/A
Kristopher	coffey	WEB	9/18/2020	9:40 AM	128 Lincoln Rd NW	LP	863-414-2637	Via Website: Missed Yard Waste Pickup on Wed. 9/16 just his home . Can I find out why my house always has issues with trash pickup and bulk and yard waste and recycling. It seems like once a month I have to move stuff back up to my house and either have a full can for a week or hold bulk or yard waste for two weeks. Please fix this issue its annoying and time consuming.	SENT EMAIL TO KATIE AT 10:23 am per Mary Lou: His garbage day is Tuesday. If he's putting it out on Wednesday, that is probably the issue. **The yard waste truck was by his house at 3:01 pm on Tuesday 9/15**. The 9th was also a Wednesday. He may think we still do every other Wednesday like we did several years ago. On Thursday, 9/24 at 9:27 am said the yard waste has been sitting outside since bulk waste week, & he is aware that he is Tuesday's pick-up-At 9:55 am per Mary Lou he will ask Carmen to verify this stop At 10:09 am per Katie: Carmen is going to have Larry pick it up. Friday 9/25 at 3:01 pm per resident it was picked up said **THANK YOU!**	NO	N/A
Wanda	Kopta	Bea	9/18/2020	5:55 PM	Entire N Palmetto Creek Rd (her address 52 N Palmetto Creek Rd)	AP	863-453-4217	Ms. Wanda called to report that as of 5:55 pm today 9/18, the garbage from the entire St. has not yet been picked up, she said there are about 5 houses on this road and the truck usually comes in the morning.	SENT EMAIL TO KATIE On Monday, 9/21 at 11:32 am per Bob: Was this picked up? at 11:37 am per Katie: Driver was there at 8:47 am on Saturday, 9/18 On Wed 9/23 at 9:57 am per resident it was picked up on Sat. 9/18 she said **THANK YOU!**	NO	YES
Maria & Tilford	Jackson	WEB	9/18/2020	7:16 PM	324 Glen Mar Cir	SE	772-559-9699	Via Website: Missed Yard Waste Pickup today Friday 9/18,, just my house. 7:10 PM, Friday, Sept18, my waste pick-up day and Waste Connections has skipped picking up my yard waste. After my complaint regarding their last miss a gentleman named "Bob" who said he was a solid waste supervisor visited my home and,	On Monday, 9/21 at 11:11 am per Bob: What is status on this house? I need this house and any other houses on street recycling picked up today if not already. I am certain this houses recycling is clean. This house and street has been missed several times over the last month. I have been to this house personally to explain why not picked up and correct materials. This is a good house to have on your side and us continually missed. We gave said to have on hot llist and again not picked up. Please make sure picked up today if not already and if he pulled his can in still need to stop and talk to to get. At 11:15 am per Katie: **The driver was there on Saturday 9/19 at 7:31 am picked up the yard waste** On Wed. 9/23 at 9:46 am I called the resident no answer	NO	YES
Terry	Bondurant	WEB	9/18/2020	11:54 PM	4221,Sebring	SE	281-974-9021	Via Website: Missed Garbage Pickup today Friday 9/18 SHE COMPLAINT TO NEXT DOOR (MEDIA) **SEE SAME ITEM BELOW # 32**	Monday, 9/21/20 at 11:13 am per Bob What s status on this house's garbage? At 11:17 am per Katie:No address and I called the resident with no answer I left a message AT 11:32 **am per Katie The driver was there at 11:20 am I called and spoke to her LATE SAT OUT**	YES	N/A

James S	Anderson	WEB	9/19/2020	2:27 PM	33436 Grand Prix Dr	SE	863-471-3342	Via Website: Missed Yard Waste Pickup two bundles onThursday 9/17, just his house	Monday, 9/21/20 at 10:57 am Bob sent Katie an email per Katie at 11:20 am The driver was there at 11:20 **LATE SAT OUT**	YES	N/A
	Karen PIO	FB	9/21/2020	8:50 AM	Tangledwood MHP: 4221 Smoke Signal Tanglewood	SE	863-402-6505	Ellen K.: They never picked up my garbage on Friday, 9/18 any chance of it getting picked up today- ALSO SHE SENT A GIZMO COMPLAINT **SAME ITEM ABOVE # 30**	Monday, 9/21 at 11:21 am Bob sent an email to Katie: Please call and find out status on garbage pick up. The address number looks like it might be the same house as the previous survey gizmo I sent about missed garbage that you said had no address and you called and left a message. Find out if they also sent on next door neighbor. AT 11:32 am per Katie **The driver was there at 11:20 am I called and spoke to her LATE SAT OUT**	YES	NO
Jessica	Vickers	WEB	9/21/2020	1:30 PM	514 Lake Josephine Shores Road	SE	863-835-0014	Via Website: Missed Bulk Waste Pickup Tuesday 9/08 I called and scheduled for my washer to be picked up.	On Thursday, 9/24 at 10:13 am I SENT AN EMAIL TO KATIE At 10:15 am per Katie: it has been picked up	NO	YES
	Deb	Bea	9/22/2020	4:07 PM	The recycling dumpster at the State Florida College 600 W. that sits across from the fire training tower on College Dr.	AP	863-784-7275	Deb called again about the full recycling dumpster that has been sitting on the college parking lot for several months now. She called on 8/03/20 and nothing has been done. She asked please remove this dumpster ASAP	**SENT EMAIL TO BOB INFORMATION**	N/A	N/A
Julie	Fain	Bea	8/22/2020	4:23 PM	824 Lake June Rd	LP	863-465-0504	This call was transferred from Administration. Ms. Fain called to report that her recycling was not picked up last week, called your office and was told someone will call you back, no one did. This week the driver only emptied half of the can. She said everything is loose inside the can & asked that her recyclables be picked up ASAP.	SENT EMAIL TO KATIE On Tuesday 9/22 at 5:07 pm per Mary Lou: Travis checked out the can. He had to pull the cardboard out of the can by hand. It was too packed to get it out just by dumping	YES	YES
	Katie	Bea	8/22/2020	3:59 PM	Entire Lake Placid except Tomoka Heights	LP	863-655-0005	Garbage was left on the ground today Tuesday, September 22, 2020 on some Streets of Lake Placid. Only Tomoka Heights was picked up, but the rest of Streets will be picked up first thing tomorrow morning.	**INFORMATION**	N/A	N/A
Charles	Dye	WEB	8/22/2020	8:09 PM	Entire Street his address 446 Lake Mirror Dr	LP	863-840-1896	Via Website: Missed Garbage Pickup today Tuesday, 9/22 Entire Street Looks like south side of Lake Mirror Dr. was not picked up today Tuesday 9/22	Wed 9/23 at 8:07 am per Katie: Called resident left a message explained truck broke down yesterday he will be back there today Wed. 9/23 to finish up On Thursday, 9/24 at 11:07 am I called no answer and the machine does not accept messages	NO	YES
Daniel	Watson	Bea	8/23/2020	3:01 PM	4324 Duffer Loop (Golf Hammocks)	SE	email	I have requested that I switch out my large garbage and recycling cans for smaller ones over a month ago and have called three time. I keep getting that they are very busy but never can tell me when they may come to switch them out. Would you please check on this for me? email to carolewatson0@icloud.com	On Wed. 9/23 at 4:27 pm I spoke with Katie over the phone she said Mr. Larry will complete the exchange either tomorrow or Friday, 9/25 On Friday at 1:58 pm Ms. Waxon sent me an email stating she received the carts today, she said **THANK YOU!**	NO	YES
Donald	Appelquist	WEB	9/24/2020	7:23 AM	Entire S Lake Letta Dr.	AP	863-446-6774	Via Website: Missed Garbage Pickup Entire Street yesterday Wed. 9/23	Thursday, 9/24 at 8:29 am per Katie: Called resident no answer the driver was broke down hopefully he will be there today still having truck issues On Friday 9/25 at 3:15 pm per resident it was picked up yesterday he said **THANK YOU!**	NO	YES
Luis	Sanchez Ocasio	Bea	9/24/2020	4:15 PM	Entire St 801 Porsche Ave	SE	407-252-1622	Mr. Ocasio called to report that as of right now after 4:00 pm today Thursday, 9/24 his garbage has not been picked up, said the truck usually comes in the morning. I informed him that the truck is running behind & probably the garbage will be picked up until tomorrow.	SENT EMAIL TO KATIE On Friday, 9/25 at 2:13 pm per resident the garbage was picked late yesterday, he said **THANK YOU!**	NO	YES
Jack	Lorenz	WEB	9/24/2020	12:58 PM	Entire St his address 3101 TIMBERLINE AVE	LP	813-417-2777	Via Website: Missed Yard Waste Pickup Tuesday, 9/22 (this is Bulk Waste week) Entire St. Third straight time they have not picked up from my house. Have it in garbage cans and there still full?	Thursday, 9/24 at 1:10 pm per Mary Lou I spoke with him he called me back. **This week is bulk week, next week is yard waste. I am going to do a map so we are sure the truck goes down his street next week**	YES	N/A
Juvonda	Jones	Bea	9/25/2020	9:31 AM	Entire Rachael Dr. her address 4333 Rachael Dr.	SE	812-445-7874	Ms. Jones called to report the recycling was not picked up yesterday Thursday, 9/24 from the entire Street. She said her cart is full & it needs to be picked up asap	SENT EMAIL TO KATIE Friday, 9/25 at 1:23 pm per Katie: Truck was there at 7:11 this morning At 2:12 pm left a message to call me back At 2:41 pm resident called me back said she put the can outside little bit after 7:00 am truck was there at 7:11 am **LATE SAT OUT**	YES	N/A
Kathy	Prindle	WEB	9/24/2020	4:33 PM	4708 Silver Palm Drive	SE	863-385-1940	Via Website: Missed Recycling Pickup just her house today Friday, 9/25 It was picked up but 1/3 was left in the container. It was loose, not packed in tight. This happened for about three weeks in a row a few months ago too. Please have them take their time when emptying so that all the contents flow out.	SENT AN EMAIL TO KATIE- DRIVER LEFT 1/3 OF RECYCABLES INSIDE THE CART	NO	YES
Kristy	Davis	WEB	9/26/2020	8:19 AM	Entire St. her address 2130 N Larramore Road	AP	863-835-0386	Via Website: Missed Recycling Pickup Thursday, 9/24 Entire Street - Why do they keep missing trash or recycle. Worst service ever since they went to 1 day pick up!	On Mond, 9/28 at 11;01 am per Katie: The driver was there at 11:21 am on Thursday. A frustrated Ms. Davis said the County has failed her & several residents within her community because once a week garbage/recycling pick-up hasn't worked for them, she is tired of the flies, maggots, etc. etc. She/they wants it picked up twice a week. If you don't pick-up her recyclables next week she will be bringing them to your office. **A delivery truck was blocking the recycling cart**	NO	N/A
Patricia	Smith	WEB	9/28/2020	4:33 PM	Entire St her address 311 Asto-Martin Drive	SE	863-273-4340	Via Website: Missed Garbage Pickup Thursday, 09/24 Entire ST Actually, it is about 5-6 houses - just on one side of the street - toward Thunderbird.	Monday 9/28 at 12:33 per Katie: Yes I have to send it to carmen and travis. Wed. 10/06/20 at 11:17 am left a message to call me back Thursday, 10/08 at 10:55 am per resident it was not picked up until his next scheduled day Thursday, 10/01	NO	NO
Sapp	Jensen	Bea	9/28/2020	3:34 PM	Landfill closure	SE	863-402-7786	At 3:34 pm Landfill will be closing until further notice due to lightning in the area. At 4:33 pm the landfill was back opening	**INFORMATION**	N/A	N/A

Tracy	Spicer	WEB	9/29/2020	5:12 PM	3215 Forrest View Ave	LP	863-464-0690	Via Website: Missed Yard Waste Pickup Tueday, 9/29 just his house Please have someone come out and collect. I put it out Monday evening so I know for sure it was out on time for Tuesday pick up.	Wed, 9/30 at 10:51 am I sent an email to Katie. On Friday, 10/02 per Katie this has been picked up. (It was picked up 3 days later)	NO	NO
David	Batty	Bea	9/30/2020	10:03 AM	1320 Talbott Cir	AP	Email	Mr. Batty called to report that his recycling has not been picked up for the past two weeks, it is full, and it needs to be picked up today. He has called your office in the past because the driver doesn't come to his home. The can has cardboard and plastic bottles. (email: myownpiper@yahoo.com)	SENT EMAIL TO KATIE AT 2:23 pm per Mary sent an email to Mr. Batty: Please find the attached pictures of your garbage and recycle cans. **These cans need to be 4 feet from each other and 4 feet from the fence.** We don't want to risk damage to your fence. If you can do that we will be able to pick up your cans. Let us know Let us know if you have questions	YES	N/A
	Gary	Bea	9/30/2020	11:29 AM	3206 Biris Ave	LP	941-380-1431	Mr. Gary called to report his garbage was not picked up yesterday Tuesday, 9/29 he said the can has been sitting outside since Monday night. Also, the houses on each side of his home are vacant. Requested his garbage be picked up ASAP	SENT EMAIL TO KATIE Thurday 10/01 at 5:57 pm sent another email to Carmen On 10/02 at 11:22 am per Katie This has been picked up. Thursday, 10/08 at 10:59 am per resident it was picked up until his next scheduled day Tuesday, 10/06	NO	NO
				Below are Waste Connections Calls/Complaints for September 2020							
MRS.	BRADY	MARY	9/4/20	9:57 AM	8737 CAPILLA ST	SEB	863-991-1926	NO RECYCLE PICKED UP ON THURSDAY 9/03	TRUCK WAS NOT FINISHED IN AREA WENT BACK TODAY AND WAS PICKED UP	NO	**YES**,Wed. 10/07 at 2:37 pm left a message to call me back
	ENGIVAR	MARY	9/4/20	10:26 AM	110 SPRING GARDEN RD	SEB	863-840-1369	NO RECYCLE PICKED UP ON THURSDAY 9/03	TRUCK WAS THERE AT 8:57 AM **(LATE SAT OUT)**	YES	N/A
DELIAH	DODD	MARY	9/4/20	1:16 PM	258 OLD DT RT 8	VEN	~~703-3066-7847~~	RECYCLING NOT BEING PICKED UP NO TAGS	PUT ON SATURDAY LIST	NO	**YES** 10/07 at 2:45 pm I called the number is incorrect #
CALVIN	DUDLEY	MARY	9/4/20	2:45 PM	6530 COLUMBUS BLVD	SEB	863-532-2620	RECYCLING NOT PICKED UP	PUT ON SATURDAY LIST	NO	NO, Wed. 10/07 at 3:13pm per resident it was never picked up - he is not satisfied with the service
JOHN	DICE	MARY	9/8/20	8:30 AM	1909 VARSITY TERRACE	LO	863-655-0196	YARD WASTE NOT PICKED UP ON 9/4	SENT TO CARMEN AND TRAVIS DRIVER WAS SENT BACK ON MONDAY TO PICK UP	NO	**YES** Wed. 10/07 at2:51 pm per resident it was picked up Monday 9/7, he said **THANK YOU!**
RENEE		KATIE	9/10/20		115 LINCOLN RD NW	LP	863-441-2803	MISSED RECYCLE	SENT TO TRAVIS		Wed. 10/07 at2:57 pm left a message to call me back
DANA		KATIE	9/14/20		1534 CAMILLIA CT	LP	815-245-2345	MISSED GARBAGE	DRIVER WAS THERE AT 9:52 AM **(LATE SAT OUT)**	YES	N/A
BARBARA	WILLIAMS	MARY	9/28/20		219 HEPPNER AVE	LP	863-464-1033	MISSED GARBGE ONE SIDE OF STREET	DRIVER WENT BACK 9/29 AND PICKED UP OTHER SIDE OF STEET	NO	**YES,** Wed. 10/07 at 3:01 pm per resident it was picked up the next day said **THANK YOU!**
								Total County calls/complaints	48		
								Waste Connection calls/complaints	8		
								Grand total calls/complaints	**56**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	August/2020 Residential Units= 38,015 X 0.10%= 38 complaints. Resolved within 48 hrs.
Luis	Alonso	WEB	8/3/2020	11:09 AM	ENTIRE St 404, 410, 500, & 520 Graham Dairy Rd Four houses with bulk waste	VN	863-840-2862	Via Website: Missed Bulk waste Pickup Entire Street Monday, 7/27/20 On Thursday, **8/06 at 3:05 pm Ms. Alonso called to report that no truck has shown up to pick-up the bulk waste on Tuesday, 8/04.**	8/07/20 12:43 pm per Katie: The bulk truck was there on that day what kind of items do they have out there At 2:00 pm called the resident left a message to call meback AT 3:23 pm spoke with the resident she said they are four houses with bulk waste (Flattened cardboard boxes and one house has a dog carrier) these items have been sitting outside since Sunday 7/26 I SENT ANOTHER EMAIL TO KATIE At 3:49 Carmen is sending a truck	NO	NO
Gary	Rice	WEB	8/3/2020	5:47 PM	488 Fairfield Ave	LP	.863-465-3474	Via Website: Missing Recycling Pickup As of today 8/3/20,I will "NO LONGER" recycle. They quit recycling when they feel like it & all goes to garbge.They change pick up items about like they change their underwear. Today they refused my cart because of a 39oz Maxwell House coffee can, a 32oz plastic shellfish tub (Same material as bleach bottle) & 1 recyclable Amazon mailing envelope. Contamination??????	SENT AN EMAIL TO KATIE RESIDENT DOESN'T LIKE THE RECYLING UPDATES **WILL NOT RECYCLE ANYMORE!**	NO	N/A
Randy	Schmidt	Bea	8/4/2020	2:11 PM	20 Basin ST	LO	863-314-9544	Mr. Schmidt called to report that the yard or bulk waste truck doesn't come to his street anymore, he has 5 cans with yard waste and 1 piece of cabinet that has been sitting outside for over a month now	SENT AN EMAIL TO KATIE On Thursday 8/06 I sent another email to WC On Monday, 8/24 at 10:47 am called the resident left a message to call me back AT 12:01 resident called me back he said they picked up everything Thursday 8/06 and **they are doing a great job!**	NO	YES
Coleen	Austin	Bea	8/4/2020	3:45 PM	4400 Briarcliff Ave	SE	863-221-5903	Ms. Austin called your office several times after her bulk waste was not picked up on Tuesday, 7/14, with noon Wed. 7/15 and was response and as of today Tuesday, 8/04 the bulk waste items are still sitting outside for over a month now. Please let me know when this site will be taken care of, so I can call her back with updated information	SENT AN EMAIL TO KATIE On 8/05/20 Bob stopped at this site and she has a lot loosed items that can be placed inside the blue cart -we will wait to see what the bulk truck picks up today on Friday 8/07 at 5:35 pm left a phone message letting her know that potentially her bulk waste will be picked up tomorrow Sat. 8/08 althoug more of the items are not bulk waste the hauler may picked up everything or only the bulk waste. On Tuesday, 8/11 at 7:45 pm per resident everything was picked up-	YES	N/A
Clayton	Crooks	WEB	8/4/2020	6:41 PM	4662 Sebring Lakes Blvd	SE	863-446-0609	Via Website: Missed Garbage Pickup Tuesday, 8/04 Just his house It was out the day before. They did pick up next door	On Thursday 8/06 at 9:57 am I SENT AN EMAIL TO KATIE On 8/06 at 10:50 am called the resident the garbage was picked up the next day she said **THANK YOU!**	NO	YES
Ernestine	Bell	WEB	8/5/2020	4:29 PM	3140 & 3145 Delafield Ave	LP	440-668-8349	Via Website: Missed Recycling pickup Tuesday 8/04 Understood that recycle could be late for pickup since they were checking for compliance and they would be flagged if the residents did not do it correctly. Wasn't sure if that was the problem or they are just behind in picking up. Thank you	SENT AN EMAIL TO KATIE Bob went to this site and everything she has is recyclables - there are two houses on the road the truck never showed up - **Ms. Bell stated she will wait until Tuesday 8/11**	NO	N/A
	Mary Lou	Bea	8/5/2020	12:23 PM	1600 N Lake Ave	AP	863-655-0005	Resident came outside when Tom tagged his can and threatened him.	**INFORMATION**	N/A	N/A
Gregory	Elliot	Bob	8/5/2020	2:45 PM	Missed several blocks on Cumquat Rd NW	LP	no phone number	Bob received this infor by email : Missed recycling cans pick-up 8/05 several blocks of Cumquat Road NW beginning with 105 and continuing westward	BOB SENT AN EMAIL TO WC PER KATIE THEY SENT A TRUCK BACK TODAY 8/05	NO	YES
		Bob			Lake Lotela Dr	AP		Just to make you aware. Resident at 1600 N Lake Ave. Avon Park came outside when Tom tagged his can and threatened him. Just in case the resident calls you.	**INFORMATION**	N/A	N/A
	Gloria	FB	8/6/2020	8:40 AM	4936 Barnum St	SE	863-402-6505	Per Facebook the recycling can was tagged it has a closed card boar box and a soda cardboard box - Bob will inspect this site today	SENT AN EMAIL TO KATIE PER Katie this was taken care of	NO	YES
David	Weinberg	Bea	8/6/2020	2:23 PM	1105 Peel St	AP	863-381-1506	A frustrated Mr. Weinberg called to report his recycling was tagged today 8/06/20 he said it has been 10 weeks without recycling picked up he asked if he can exchange the recycling can for a blue can - Bob spoke with Carmen and they will do it maybe tomorrow I called him to let him know & he was very happy.	SENT AN EMAIL TO KATIE **TAGGED CART**	YES	N/A
Calvin	Dudley	Bea	8/6/2020	3:03 PM	6035 Columbus Blvd (Sun N lakes of Sebring)	SE	863-532-2620	A frustrated Mr. Dudley called to report that he just moved here and cleaned up his back yard got a pile of debris that was tagged today, he said garbage is garbage the regulations are ridiculous he will go in front of the board on Tuesday, 8/18	SENT AN EMAIL TO KATIE **YARD WASTE IS UNBUNDLED**	YES	N/A
	Antonucci	Bea	8/6/2020	4:03 PM	2545 W Matte Rd	AP	305-301-4871	**Mr. Larry Antonucci** called to report that as of right now 4:05 pm his garbage & recycling has not been picked up, he is tired of this situation being missed several times and he will be writing a letter to Mr. Howerton	SENT AN EMAIL TO KATIE PER KATIE IT WAS PICKED UP THE SAME DAY	NO	YES
Mike	Haid	Bea	8/6/2020	5:29 PM	ENTIRE STREET 1322 S Canal Blvd	SE	863-202-0405	Via Website: Missed Garbage pickup Wed, 8/05/20. After 5:00 on 8/6 and still not picked up	SENT AN EMAIL TO KATIE on 8/06 at 9:02 am Per Katie this area will be picked up tomorrow Saturday 8/07 At 9:55 am I called the resident to let him know On 8/24 at 11:07 am called the resident left a message to call me back At 11:13 am **per resident it was picked up on Saturday, 8/08 but his regular day was Wed. 8/05 he said THANK YOU!**	NO	NO
	Gillilan	Bob	8/6/2020	5:50 PM	665 Lake Lotela Dr	AP		Missed garbage pick up (he is not putting the can outside before 7 am) Per Bob: I discussed the issue with Waste Connections and found that they are going past his house first thing in the morning. The garbage truck comes down Lake Lotela Dr. from Memorial Drive on the opposite site of the street from his house does the route and then passes his house on his side of the street about a half hour later	Bob resolved his issue **LATE SAT OUT**	YES	N/A

Mike	Hirsch	Bea	8/7/2020	12:27 PM	8550 Ranch Rd	SE	863-443-0338	Mr. Hirsch called to report that his two bear-resistant carts were yellow tagged today saying "Non-Collection Notice Must unlatch" and the garbage was not picked up. He pushed the button on the two carts & they opened up for him, he has had these carts since 1/2019. **Carmen, the driver took the time to place tags on these two carts & I thought they are supposed to empty the carts then tagged them. Also, the resident said that one cart is half full and the other is not overfilled.** Would you kindly please send somebody to pickup the garbage	SENT AN EMAIL TO KATIE At 5:31 I called the resident to let him know the garbage will be picked up tomorrow Sat. 8/08 he said THANK YOU! On Monday, 8/10 at 2:31pm per resident the garbage was picked up on Sat. 8/08 I let him know of the bear cart protocols he will make sure the latch inside the carts are clean he aid **THANK YOU!**	NO	YES
Harold	Long	Bea	8/7/2020	5:25 PM	3019 Sable Palm Dr	SE	863-658-1667	A frustrated Mr. Long called to report his recycling cart was not picked up today & it was tagged too, he said he is totally disabled, not able to take the non-recycling items out of the can. He was never notified of the new rules and has demanded to be picked up ASAP	SENT AN EMAIL TO KATIE **he has contaminated items inside his can**	YES	N/A
Kathleen	Juliano	WEB	8/7/2020	8:58 PM	Entire St 6006 Lake Front Dr	SE	863-273-6937	Via Website: Missed Recycling pickup Entire St Friday, 8/07 They didn't pick up last week either. Can was out night before both weeks	Monday, 8/10 at 10:22 am per Katie: Called resident back it was resolved on Saturday, 8/08	NO	YES
John	Hubbert	WEB	8/8/2020	11:23 AM	1509 Tamah Blvd.	LP	863-840-2922	Via Website: Missed Yard & Bulk Waste pickup on Wed. 7/15	8/10/20 Bob inspected this site see attached picture **everything is non-bundled** I spoke with resident he said it is bundled (it is not) I asked him to please bundle it so it will be picked up	YES	N/A
Virginia	Landers	WEB	8/8/2020	7:53 PM	1496 Wilde St	AP	863-443-3102	Via Website: Missed Recycling pickup Wed. 8/05, jut her house I make sure to only put cardboard and water bottles in it each week so that it is not get contaminated	8/10/20 at10:12 am per Katie: Called resident back with no answer and no voicemail sent to Travis At 4:35 pm per Bob all the items on this cart are recycables I sent an email to Katie. On 8/24 at 11:28 am called the resident she said the recycling was picked up on Monday, 8/10 she said **THANK YOU!**	NO	NO
Tilford	Jackson	WEB	8/9/2020	1:07 PM	ENTIRE 324 Glen Mar Cir	SE	772-559-9699	Via Website: Missed Recycling pickup Friday, 8/07 Entire St	On Monday 8/24 at 12:13 pm per Mary Lou per truck cam it was picked up at 12:41 pm Monday 8/10 On Tuesday, 9/08 Bob stopped at this stop and talked with Mr. Jackson he aleady know what we are recycling he said thank you to Bob.	NO	YES
	Triston	WEB	8/9/2020	1:25 PM	6901 Matanzas Dr.	SE	863-368-2891	Via Website: Missed Garbage pickup Thursday, 8/06, just her house - Just moved to area and didn't know when trash pick up was	Monday 8/10 at 9:5 am **Bob replied to this complaint sent them the pickup day and the recycling flyer** At 10:07 am per Katie: Called resident back with no answer left a message to call me back- **new in the area late sat out**	YES	N/A
Brenda	Espinoza	WEB	8/9/2020	2:16 PM	4125 Ramiro St	SE	863-253-0658	Via Website: Missed Recycling pickup Thursday, 8/06 just her house- unsure if they picked up other homes on the street	Bob inspected this site on Monday, 8/10 no carts on site, he was not able to inspect	NO	YES
Katelyn	Hitt	WEB	8/9/2020	3:14 PM	1015 Wightman Ave	SE	863-273-9528	Via Website: Missed Recycling pickup Friday, 8/07, just her house	Monday 8/10 at 9:43 am per Katie: Called resident no answer asked to call me back per Bob: I stopped at this residence on Monday, 8/10/20. **The recycling can was filled with garbage, plastic bags and contaminated materials**, however there was no tag on the recycling can. I spoke with Mrs. Hitt about the recycling can and provided educational information.	YES	N/A
Alysha	Sargent	WEB	8/9/2020	3:40 PM	1333 Duane Palmer Blvd	SE	863-446-1851	Via Website: Missed Garbage pickup Friday, 8/07 just her house	Wed. 8/12 sent an email to Katie Friday 8/14 at 3:02 pm per Katie:The driver has not been there yet today At 3:25 pm per Katie: This can was just dumped **the can was not out last week 8/07, and they have a lot of trash by the front door we are not picking up**	YES	YES
Elaine	Bailey	WEB	8/9/2020	4:47 PM	3136 Raleigh Ave	LP	863-464-1712	Via Website: Missed Garbage Pickup,Missed Recycling Pickup,Missed Yard Waste Pickup,Missed Bulk Pickup,Any services have not been picked up june 1, 2020-Its been well over a month ,the trash hasent been picked up if they moved the area I was not informed	8/10/20 Bob inspected this site this is the only house on the street the recycling and garbage was back inside need to add this house on the **HOT LIST**	NO	YES
Brittni	Couillard	WEB	8/9/2020	4:52 PM	3010 Placid View Dr	LP	727-534-0982	Via Website: Missed Recycling pickup Monday, 8/03 just my house	Bob inspected this site Monday, 8/10 found **contaminated items inside the can, it was not tagged** & talked with the resident gave him the flyer	YES	N/A
Roy	Brown	WEB	8/9/2020	4:53 PM	Entire St 705 Glen Mar Ct	SE	863-253-7726	Via Website: Missed Recycling pickup Friday 8/07 Entire St Everybody still has their recycle can out by the road.	Monday, 8/10/20 at 9:10 am per Katie: Called resident let them know I am trying to get someone there today On Wed. 8/12 I called the resident left a message to call me back On Monday 8/24 at 12:13 pm per Mary Lou per truck cam it was picked up at 12:36 pm Monday 8/10	NO	YES
	Francisco	WEB	8/9/2020	5:01 PM	Entire St 112 Dinner Lake Rd	LP	863-840-3900	Via Website: Missed Garbage pickup Friday 8/07 Entire St	MUST SENT AN EMAIL TO KATIE TUESDAY 8/11 On Wed. 8/12 I called the resident left a message for him to call me back At 4:42 pm resident called back stating the garbage was picked up yesterday Tuesday, 8/11 he said **THANK YOU!**	NO	YES
Kandiss	Kelly	WEB	8/9/2020	6:16 PM	3410 Howard Ave	SE	863-214-6977	Via Website: Missed Garbage pickup 8/08 just my house	Monday, 8/10/20 at 9:05 am per Katie: Called resident back let her know the trash truck was there at 8:36 am she told me she didn't have her can out at that time **LATE SAT OUT**	YES	N/A
Carmen	Rivera	WEB	8/9/2020	6:21 PM	7803 Zambrana St	SE	863 414-4048	Via Website: Missed Recycling pickup Thursday, 8/06 My house is the only house on the street	Monday 8/10 at 8:56 am per Katie: Called resident I explained to her what was and was not recyclable and she is gonna fix the problem she **had a lot of paper in her can.** Bob inspected this site talked with the resident, gave her the reycling flyer & she said they get picked up every other week -please place this site on the **HOT LIST**	YES	N/A
Telicia	Walker	WEB	8/9/2020	7:22 PM	Entire St 4915 Grampus Dr	SE	863-414-8123	Via Website: Missed Garbage & Recycling pickup Entire St (4 houses) Wed. 8/05 This has been happening several times	Monday, 8/10 Bob inspected this area and found all the four houses with their garbage still sitting outside. It appears that a few Streets were missed. At 5:00 pm per Katie This area was picked up today Monday 8/10 On Wed. 8/12 at 11:23 am per resident their garbage was picked up Monday she said **THANK YOU!**	NO	YES

Deividet	Luna	WEB	8/9/2020	8:20 PM	4206 Ramiro St	SE	863-253-9073	Via Website: Missed Recycling pickup Thursday, 8/06 just her house	8/10/20 at 8:34 am per Katie: Called resident back left a message letting them know the driver was there stopped in front of there house at 4:19 pm if they had any questions to please call me back Katie, Bob inspected this site yesterday Monday, 8/10/20, and saw some **contaminated items inside the cart** , but not tag was found. He talked with the resident and gave her the recycling flyer	YES	N/A
Spring	Love	WEB	8/9/2020	10:08 PM	1936 Scarlet Sage Ter	SE	863-605-8448	Via Website: Missed Recycling & Bulk Waste pickup Thursday, 8/06 just her house They missed my recycling trashcan. I have been following all the new recycling guidelines. Also, they have not been picking up a large TV that has been sitting out by the roadside for 2 or 3 weeks.	Bob inspected this site yesterday Monday, 8/10 **found contaminated items inside the recycling can**, it wasn't tagged. He gave the resident the flyer. There is a tv for bulk waste please add this site to the **HOTLIST**	YES	N/A
Steven	Valdivies	Bea	8/10/2020	8:15 AM	10404 US 27 S (home & business)	SE	863-781-1758	Mr. Valdivez called to report the garbage (home and business) was not picked up Friday, 8/07/20, the two full carts have been sitting outside since Thursday night.	SENT AN EMAIL TO KATIE On Wed. 8/12/20 per resident it was picked up Tuesday, 8/11 he said **THANK YOU!**	NO	YES
Dennis	Crenshaw	Bea	8/10/2020	9:45 AM	126 Roland St NW	LP	863-441-2784	A frustrated Mr. Crenshaw called to report his garbage was not picked up Tuesday, 8/4, he called your office twice the first time he was told it will be picked up on Wed. 8/05, it was not, & the second time it will be picked up on Saturday 8/08, as of today Monday, 8/10 his garbage is still sitting outside. He has extra garbage and demanded to be picked up today- He threatened to call the Commissioners & Randy	SENT AN EMAIL TO KATIE On Wed. 8/12 at 2:19 pm I called the resident left a message to call me back At 2:37 pm per resident they never came back on Monday so he waited until his regular scheduled day Tuesday he was picked up 8/12 he is to call me not the hauler when he is missed	NO	NO
Axel	Diaz	WEB	8/10/2020	10:38 AM	221 Tern Ave	SE	863-214-6575	Via Website: Missed Yard Waste pickup Friday, 8/07 It's cut brush and palmetto	Bob inspected this site earlier today, please see the attached picture everything is unbundle he has a water heater for pickup I sent the email to WC 8/11 per Katie: I made a map for this site too	YES	N/A
Cynthia	Stoker	GT/COM	8/10/2020	11:18 AM	34 Toni Cir	VN	863-840-2101	From Commissioner Tuck: Gator: Just got a call from Mrs. Stokes who lives at 34 Toni Circle, Venus. Says their garbage has not been picked up. This is the second week. She has called everyday. She said they have been rude to her and now will not answer. Can you please get them to pick it up.	SENT AN EMAIL TO KATIE At 1:23 pm per resident it was picked up I sent a map and asked to place this area on the **HOTLIST** resident said **THANK YOU!**	NO	YES
Lindey	Pratts	Bea	8/10/2020	6:05 PM	Entire St her address 635 Hill Rd	LP	863-441-7087	Via Website: Missed Garbage Yard Pickup Entire St Monday, 8/10	Tuesday 8/11 at 8:30 am per Katie: Tried to call resident back no answer and no voicemail the driver was right in front of this house at 7:32 am- At 8:33 am Katie spoke with the resdient - **LATE SAT OUT**	YES	N/A
Blake	Bittner	Bea	8/11/2020	8:11 AM	921 Waterway Ter	LP	954-298-8331	Mr. Bittner called to report his garbage was not picked up today he saw the truck picking up everyone before 8 am, but never came to his home his street is like a Cul-de-Sac. He needs his can full of garbage to be picked up as soon as possible, please?	SENT AN EMAIL TO KATIE Per Katie they were going to pickup Waterway Dr. today 8/11/20. On Monday, 8/24 per resident the garbage was picked up the same day he said **THANK YOU!**	NO	YES
Charles	Steele	Bea/Tuc	8/11/2020	12:35 PM	Community site on Quarter Rd his address 47 Placid Farms	VN	863-414-0977	A frustrated Mr. Steele complained that his and his neighbor's garbage (6 cans) has not been picked up for the past two weeks, these cans sit outside on Quarter Rd (about half a mile from his house) ALL the time. He called your office last week and was told the cans were not at the site. As of today, Tuesday, 8/11 he has made several calls to your office he was told a truck broke down, a different driver, & the cans are underneath of an oak tree. He said this is the same spot assigned to them several year ago. .	SENT AN EMAIL TO KATIE 8/12/20 Per Bob the garbage was picked up yesterday, and Bob talked with Mr. Steele this morning they agreed to move the placement of the cans about 150' down the road. Bob will send a request for this road to be graded to R&B. Also, we will send letters to the residents about 5 residents although Mr. Steele said he will be moving the cans to the spot that they agreed apon. I sent an email to comm. Tuck with the above informantion	NO	YES
Lisa	Nicklow	WEB	8/11/2020	12:56 PM	Entire St her address 325 Spring Lake Blvd.	SE	717-891-9219	Via Website: Missed Recycling pickup Friday 8/07 Entire St her address 325 Spring Lake Sebring	**Tuesday 8/11 at 3:40 pm per Katie: Truck is going back today** On Wed. 8/12 at 1:55 pm called the resident left a message to call me back	NO	YES
Kimberly	Patterson	WEB	8/11/2020	4:38 PM	3036 Redwood Rd.	LP	863-633-8314	Via Website: Missed Garbage pickup Tuesday, 8/11 just her house 8/12/20 at 8:23 am Ms. Kim called asking when it will be picked up	8/12 at 9:17 am per Katie: Called resident let her know we will be there today to pick this up- On Wed. 9/9/20 at 11:49 am per resident it was picked up today Wed. 8/12 she said **THANK YOU!**	NO	YES
	Comm Elwell	WEB	8/11/2020	5:27 PM	3145 Bluebell Rd	LP	863-402-6505	Via Website: Missed Garbage pickup Tuesday, 8/11 Per **Commissioner Elwell,** this is the 2nd weed missed -This is the only house on the block:	On Wed. 8/12 at 9:15 am per Katie This was sent over to travis it will be picked up today no way to reach the resident	NO	YES
	Pitts	WEB	8/12/2020	7:21 AM	Entire St his address 1160 Jason St	LP	863-243-8014	Via Website: Missed Garbage pickup Tuesday, 8/11 ENTIRE JASON ST **SAME AS ITEM 148 BELOW**	On Wed. 8/12 at 9:14 am per Katie This will be picked up today I have no way to call the resident On on Friday 9/11 at 11:05 am per Kyle Pitts it was picked up the next day said **THANK YOU!**	NO	YES
Dick	Bipes	WEB	8/12/2020	8:23 AM	Entire St his address 1115 Winter Green St	LP	218 839-3980	Via Website: Missed Garbage pickup Tuesday, 8/11 ENTIRE WINTER GREEN ST. ALSO WAS MISSED TUESDAY 8/18 SEE ITEM #94	On Wed. 8/12 at 9:16 am per Katie Called the resident explained to him we will be back there today On Monday, 8/24 at 2:37 pm I called the resident no answer	NO	YES
Gloria	ADM	Bea	8/12/2020	11:30 AM	813 Spruce Ave (places the carts on Main Street	LP	Facebook	Per Administration: 5 weeks without recycling cart not being picked up the can goes out on main Street	SENT AN EMAIL TO KATIE 813 Spruce Ave and 830 S Main Ave Lake Placid (see below two houses circled in purple) are the only houses that belong to the County, All the rest of the properties belong to the Town of Lake Placid. At 4:30 pm per Katie this main St. was picked up today	NO	NO
April	Hendricks	WEB	8/12/2020	11:37 AM	ENTIRE St. her address 3044 Waterway Dr.	LP	239-771-3707	Via Website: Missed Garbage pickup Tuesday, 8/11 ENTIRE Waterway Dr. Tea Rose and Waterway DR have not been picked up only recycles. The cans have been out curbside since Saturday	Wed. 8/12 at 11:57 am per Katie: The truck is going back there today On Monday, 8/24 per resident the garbage was picked up the same day he said **THANK YOU!**	NO	YES
Gerry	Sirrine	Bea	8/12/2020	12:03 PM	2127 Pasco Dr	SE	863-446-1555	Mr. Sirrine call to report that his recycling cart has not been picked up for the past two weeks. While on the phone with him he checked the cart to see if there was a tag on it he said no tag, and that everything inside the can is the permitted items.	SENT AN EMAIL TO KATIE On Friday, 8/28 at 9:15 am per resident the recycling was never picked until the next scheduled week	NO	NO
Donna	Barrett	Bea	8/12/2020	1;17 PM	ENTIRE St her address 1138 Sycamore St	LP	863-699-2685	Ms. Barrett called to report that the garbage from the Entire Sycamore St was not picked up yesterday, Tuesday, 8/11. She asked when it will be picked up?	SENT AN EMAIL TO KATIE At 3:15 pm per resident it was picked up today 8/12, she said **THANK YOU!**	NO	YES
Kathleen	Barber	WEB	8/12/2020	4:45 PM	1032 & 1060 Lake Carrie Dr	LP	863-445-0419	Via Website: Missed Garbage pickup Tuesday, 8/11	SENT AN EMAIL TO KATIE BOB INSPECTED THIS SITE TODAY 8/13 per Bob it was taken care of	NO	YES

Mike	Aubrey	WEB	8/12/2020	4:48 PM	1716 Iris Ave	SE	863-385-1050	Via Website: Missed Garbage pickup Tuesday, 8/11 Recycle was picked up, but not the garbage. Also, I have a small pile of yard debris that has not been picked up for over 3 weeks.	8/12/20 at 4:51 pm per resident They just came today Wednesday 12th Also, per Bob: I inspected this house this morning and the garbage has been picked up on Iris. Ave I also looked at the small pile of yard waste the customer is referring to. **I saw a very small pile to the east of the property that is not bundled just lying on the ground.**	NO	YES
Art	Acuna	WEB	8/12/2020	4:51 PM	3539 Placid View Drive	LP	305-710-7385	Via Website: Blue trash collection bin was crushed I had previously reported that my blue trash bin was crushed (presumably during the collection process). I received a phone call from a lady in your department who said that a work order for replacing the bin would be initiated. It's been about one month since she called	On Friday 8/14 at 8:51 am per Katie: I did not take this call but I made a map yesterday for Larry I will call him and see if I can get this delivered today per Katie it was delivered today 8/14	NO	YES
Treasa	Lee	WEB	8/12/2020	6:09 PM	Entire Grouper Rd her address 2929 Grouper Rd	SE	863-381-9217	Via Website: Missed Bulk Pickup Wed. 8/12 Entire St	8/13/20 at 10:11 am per Katie: Called resident let them know the truck will be there today. 8/17 at 10:30 am per resident everything was taken care of on Thursday 8/13 she said **THANK YOU!**	NO	YES
Tim	Gwaltney	WEB	8/12/2020	6:36 PM	Entire Ivory Dr he lives 5338 Ivory Dr	SE	863-443-4881	Via Website: Missed Recycling Pickup Entire St Wed. 7/29 Has not been picked up for 3 weeks. Did pick up one side of street but not the other side.	8/13/20 at 10:10 am per Katie: Called the resident let them know the truck will be back today. On Friday 8/28 at 9:21 am	NO	YES
Denise	Berry	WEB	8/12/2020	7:11 PM	428 Darter St NW	LP	863-840-1573	Via Website: Missed Bulk (I mattress) Pickup Wed. 8/12 just her house	On Thursday 8/13 per Bob this site was picked up today	NO	YES
Kelsey	Cole	WEB	8/13/2020	6:45 AM	5218 E Butler Rd	AP	863-368-0880	Via Website: Missed Bulk Pickup 7/03/20 just her house Put the stuff out there nice and neat and orderly so it's not just strewn around on July 2nd so it would be there when the trucks come, Friday, July 3rd. It is still out there right now	8/13/20 at 10:07 am per Katie: Called resident left a message to call me back the truck has to go back to this area today Bob will inspect this site maybe tomorrow Friday 8/14 per **Bob everything is garbage (wooden bed frame, 5 gal buckets, 2 garbage cans & paint**	YES	N/A
Vern	Hamilton	WEB	8/13/2020	9:42 AM	Entire St. her address 3006 Summertree Dr	SE	956-458-2002	Via Website: Missed Recycling Pickup Entire St	8/13/20 at 10:05 am per Katie: Called resident let her know the truck is running behind. On Tuesday, 8/25 at 10:00 am per resident everyting was picked up the next day she said **THANK YOU!**	NO	YES
Tabitha	McHargue	WEB	8/13/2020	10:15 AM	5709 Fig Rd	SE	No phone number	Via Website: Missed Bulk Pickup Wed. 8/12 just her house	8/13 at 5:25 pm per Bob nothing on this site probable it was picked up	NO	YES
Lisa	Guerin	FB	8/13/2020	3:37 PM	3907 Enchanted Oaks Ln Sebring (Country Club if Sebring)	SE	No phone number	Via Facebook: I live in the country club of sebring. Our garbage pickup is Wednesday. But our trash has not been picked up as of 2:38 Thursday afternoon. Please advise where I can call to have the recycle dumpster picked up	Bob inspected this site today and everything has been picked up. Also, he talked with Ms. Guerin and gave her the recycling flyer.	NO	YES
Tracy	Mingacci	Bea	8/13/2020	8:39 AM	Entire Selah Rd (her address 4148 Selah Rd)	SE	863-385-3315	Ms. Mingacci called to report that the garbage from the Entire Selah Rd was not picked up yesterday Wednesday, 8/12	SENT AN EMAIL TO KATIE at 9:09 am Per Katie: The truck will be there today Thursday, 8/13. On Tuesday 8/25 at 9:55 am per resident the garbage was picked up the next day 8/13 he sad **THANK YOU! also he received the bear cart**	NO	YES
Rosie	Earp	Bea	8/13/2020	9:31 AM	3517 Northern Blvd	LP	863-381-0833	Ms. Earp called to report that her recycling has not been picked up for the past 3 weeks, and it hasn't been tagged either. COMMISSIONER ELWELL IS INVOLVED	SENT AN EMAIL TO KATIE Bob inspected this site today 8/13/20, **95% was contaminated items**, he removed them, and the rest was small portion of recyclables. He moved the can closer to her home, it doesn't need to be picked up. Also, He educated Ms. Earp, and gave her the recycling flyer. back - Bob is going to this site this afternoon she asked or him to go inside the gate to talk to her	YES	N/A
Keith	Gambino	Bea	8/13/2020	9:45 AM	Entire Cherry Rd his address 5804 Cherry Rd	SE	516-698-7375	A frustrated Mr. Gambino called to report the bulk waste from the entire St. was not picked up yesterday Wednesday, 8/12 he called your office and was told we see what we can do. He said this has happened twice this month, and he is paying taxes and not receiving the service, asked for his money back. Also, he threatens to call the commissioners	SENT AN EMAIL TO KATIE 8/13/20 at 10:25 am per Katie: Driver is running behind and At 5:25 pm per Bob this was taken care of	NO	YES
Ed	Anderson	Bea	8/13/2020	11:30 AM	Entire Sebring Falls community his address 1564 St Thomas Ave	SE	419-366-1911	Mr. Anderson, President of the HOA called to report the entire Sebring Falls community recycling was not picked up yesterday, Wed. 8/12 he said he has a lot of angry residents knocking on his door today complaining about it. I explained to him that the truck is running behind their schedule and they should be picked up today	SENT AN EMAIL TO KATIE On Wed 8/26/20 at 5:09 pm it was picked the next day he said **THANK YOU!**	NO	YES
Chris	Cauffield	Bea	8/13/2020	12:17 PM	1064 Dixie St	LP	863-441-1569	Mr. Cauffiled called to report that the bulk waste was not picked up Tuesday, 8/11 he said this is not the first time that this has happened	SENT AN EMAIL TO KATIE at 12:34 pm per Katie: Sent to supervisor on duty On 9/10/20 at 8:47 am I called the resident I was not able to leave a message **On Thursday, 9/10 at 3:21 pm per Mary Lou it was picked up on Friday 8/14 at 7:51 am**	NO	YES
Shawn	Stamps	Bea	8/13/2020	3:43 PM	Entire Lakeside Rd (his address 705 Lakeside Rd)	SE	863-381-9893	Shawn Stamps called to repot the recycling from the ENTIRE Lakeside Rd was not picked up yesterday Wednesday, 8/12/20	SENT AN EMAIL TO KATIE at 3:53 pm per Katie: This truck is behind 8/28 at 10:59 am per Mr. Stamps it was picked up Thursday, 8/13 he said **THANK YOU!**	NO	YES
	Hauler	Bea	8/13/2020	5:02 PM	Left recycling and garbage on ground today	SE/AP/	863-655-0005	Recycling in Sun 'n Lake of Sebring, Avon Park Estates, and the south half of Avon Park Lakes was not able to be picked up today. Trucks will pickup in these areas tomorrow.	**INFORMATION ONLY**	N/A	N/A
Joann	Kramer	WEB	8/13/2020	5:16 PM	Entire St her address 2021 N Torrington Rd	AP	863-443-1857	Via Website: Missed Recycling Pickup Thursday 8/13 Entire St Our can was not tagged and it is not contaminated. It was not marked or tagged last week and it was picked up.	The route will pickup tomorrow Friday, 8/14 Travis is checking on this one as well Per Katie Called resident let them know **they have a pizza box in there can left a message to call back travis tagged it**	YES	N/A
Patricia	Bates	WEB	8/13/2020	6:22 PM	Entire St 1700 W Gingham Rd	AP	863-449-1937	Via Website: Missed Garbage Pickup Thursday 8/13 Entire St	Friday 8/14 at 8:48 am per Katie: Called resident let them know we will be there today	NO	YES
Kristen	Lowry	WEB	8/13/2020	8:00 PM	17214 Brinkerhoff Lane,Okeechobee	OK	863-801-7520	Via Website: Missed Yard Waste Pickup Tuesday 8/04 just her house They haven't picked it up in the past month!!!	Friday 8/14 at 8:46 am per Katie: Call resident she told me it was just in a pile I explained to her how it needs to be done and she was ok with that **NON-BUNDLED Y W**	YES	N/A
David	Anderson	WEB	8/14/2020	2:42 AM	604 S Hart Ave	AP	863-449-0667	Via Website: Missed Garbage Pickup Thursday 8/13 just his house	Friday 8/14 at 8:48 am per Katie: Called resident let them know we will be there today	NO	YES

Joe	Fabiano	WEB	8/14/2020	7:40 AM	Entire St. 2803 Duffer Rd	SE	863-253-3003	Via Website: Missed Recycling Pickup Wed. 8/12 Entire St - Today is Friday, 14 Aug, & the schedules Wednesday recycling hasn't bee picked up yet, any word on when it will so I can let the neighbors know on our Nextdoor website.	Friday 8/14 at 8:48 am per Katie: Called resident let them know we will be there today	NO	YES
Candice	Ciesla	WEB	8/14/2020	7:54 AM	Enrire St N Fondulac Rd her address 201 N Fondulac Rd	AP	No phone number	Via Website: Missed Garbage Pickup Thursday 8/13 Entire St	Friday 8/14 at 8:49 am per Katie:No contact info we will be there today	NO	YES
Krista	Ford	WEB	8/14/2020	8:10AM	2159 N Olivia Dr	AP	863-214-6267	Via Website: Missed Recycling Pickup Thursday 8/13 just her house	Friday 8/14 at 8:54 am per Katie: Travis is going to check this area this morning at 9:27 am per Katie: Called resident let them know **they have a pizza box in there can left a message to call back travis tagged it**	YES	N/A
James	Wolfhope	WEB	8/14/2020	10:25 AM	Entire St his address 1006 Sunset Ct	SE	863-273-0552	Via Website: Missed Garbage Pickup Wed. 8/12 Entire St	Wed. 8/19/20 at 9:07 am left a message to call me back On Thursday 9/10 at 9:13 am per resident it was picked up on Friday 8/14, he said **THANK YOU!**	NO	YES
Ana	Illarreta	WEB	8/14/2020	11:09 AM	7110 Daisy Pl	SE	305-438-8515	Via Website: Missed Recycling Pickup Wed 8/12 just her house	Wed 8/19/20 AT 10:50 am I called the resident left a message to call me back AT11:39 am per resident they have not picked up her recycling cart for the past three weeks - she said everything inside the cart is what is required. and it has not been tagged either On Friday 8/21 at 5:05 Bob inspected this site today Friday, 8/21 and **found contaminated items inside the cart,** he educated the resident & she will remove the non-recycling items to be ready for pickup next Wed. 8/26.	YES	N/A
Beverly	Thompson	WEB	8/14/2020	11:55 AM	4510 Thompson Ave	SE	,650- 218-9148	Via Website: Missed Bulk Waste Pickup Wed 8/12 just his house Two chain link fence posts.	Friday 8/14 at 12:00 pm per Katie: Called resident left a message asking her to call me **back fencing is Not Bulk Waste**	YES	N/A
Brian	Anderson	WEB	8/14/2020	12:19 PM	3708 Higson Ave	SE	269-235-4509	Via Website: Missed Recycling Pickup Friday 8/14 just his house- I have called twice and they told me they are working in the area I haven't seen them yet	Friday 8/14 at 1:15 pm per Katie: I called the resident very nice man I told him I put it on for Saturday and **I sent it to travis trying to get it taken care of today.**	NO	YES
Greg	Kohl	WEB	8/14/2020	2:40 PM	Entire St his address 5954 Matanzas Dr,	SE	863-451-5907	Via Website: Missed Recycling Pickup,Not collected at 2:38 p.m. It appears several streets have no been collected	Friday 8/14 at 3:05 pm per Katie: Called resident explained **the truck has not been there yet** today he is at the landfill - 8/17 at 11:04 am per resident it was picked up Sat. 8/15, said **THANK YOU!**	NO	YES
Phyllis	Klepser	Bea	8/14/2020	8:31 AM	Entire Golf Heaven Ter her her address 3819 Golf Heaven Ter	SE	863-446-5236	Ms. Klepser called to repot the recycling from the ENTIRE Golf Heaven Ter was not picked up Wednesday, 8/12/20. She stated that many residents took their cans back inside due to the community rules. I informed her that you were running behind	SENT AN EMAIL TO KATIE AT 9:08 am per Katie: This is an area we are picking up today Friday, 8/14/20	NO	YES
Minni	Miller	Bea	8/14/2020	10:45 AM	The Entire Cul-de-Sac her and the sister addresses: 115 & 117 Voss Ct Lorida	LO	215-501-6716	A frustrated Ms. Miller called to report that the entire Cul-de-Sac apartments garbage was not picked up today. He blue cart was tagged said they need to be placed 4 feet apart, the rest of the carts weren't tagged, and everyone's garbage was not picked up. She implored for the garbage be picked up ASAP and for a survey to see what needs to be done to resolve the issue.	SENT AN EMAIL TO KATIE 8/14/20 at 12:48 pm per Mary Lou: Just got word garbage has been picked up on this cul de sac. Still haven heard if there may be a better way to place cans. Will let you know. At 5:45 pm per resident the garbage was picked up Travis informed her that they can put the yard waste right in the center portion of the Cul-de-Sac and today she said **THANK YOU!**	NO	YES
Alysha	Sargent	Bea	8/14/2020	2:35 PM	1333 Duane Palmer Blvd	SE	863-446-1851	Missed Garbage pickup Friday, 8/07 & today Friday, 8/14, the can has been sitting outside since 8/07 in addition, she submitted a web complaint on Sunday 8/09 and didn't receive a response. She said due to the missed picked up now she must take this week's garbage to the landfill	SENT AN EMAIL TO KATIE Friday 8/14 at 3:02 pm per Katie:The driver has not been there yet today At 3:25 pm per Katie: **This can was just dumped the can was not out last week 8/07 and they have a lot of trash by the front door we are not picking up**	NO	YES
Nellie	Morales	WEB	8/14/2020	7:58 AM	Entire St her address 2610 N Hewlett Rd	AP	863-451-2923	Via Website: Missed Garbage Pickup Thursday 8/13 Entire St	8/17/20 at 4:13 pm per Katie: Driver was there on thrusday at 1:39 pm **LATE SAT OUT**	YES	N/A
	Wolf	WEB	8/14/2020	8:04 PM	Entire Subdivision his address 3206 Par Rd	SE	863-414-3663	Via Website: Recycling Pickup Wednesday 8/12 Entire Golf Hammock subdivision	8/17/20 at 4:17 pm per Katie: Yes this was picked up on Saturday, 8/15	NO	NO
Della	Figur	WEB	8/15/2020	9:16 AM	Entire St her address 3109 Pamela Dr	LO	772-529-2683	Via Website: Missed Bulk Pickup Thursday 8/13/20 Just his house	8/17/20 at 4:16 pm per Katie: Yes this was picked up on Saturday, 8/15	NO	YES
Jim	Welker	WEB	8/15/2020	9:38 PM	3326 Aurelia Ave	LP	863-273-8251	Via Website: Missed Garbage & Recycling Pickup Wed. 8/11 Just his house (THIS IS THE ONLY HOUSE ON THIS ROAD)	On Monday 8/17 at 4:20 pm I made a map for this house for tomorrow Tuesday 8/18	NO	YES
Debbie	Schoonover	WEB	8/15/2020	9:50 PM	8009 Pine Glen Rd	SE	863-381-9620	Via Website: Missed Recycling Pickup Friday 8/14 I'm not sure if it was just mine or more on my street. I left it out on Saturday in case they were behind. But it was not picked up Saturday either. I'm very careful to only put acceptable recyclables in the container	Monday 8/17 at 4:25 pm I have a driver over in this area now I asked him to check this address At 4:38 pm per Katie: **Driver was there no can outside just now**. On Friday, 8/21 at 5:50 pm per Bob both carts were picked up today	NO	YES
Brittany	Jahna	WEB	8/17/2020	10:54 AM	63 W Lake Trout Drive	SE	863-873-3548	Via Website: Missed Garbage Pickup Friday, 8/14. This is the second time within the last month that our trash has been missed. On Thursday 8/20 at 2:00 pm Ms. Jahna called asking when her garbage will be picked up, her blue can is full and she has this week's garbage bagged inside her garage. She didn't receive a call from anyone after she submitted the below complaint. Also she was told by the driver to put her cans across on her neighbor's driveway but the neighbor move the cans really close toguether- I sent another email to Katie	Thursday 8/20 sent an email to Katie. AT 2:10 pm per Katie:Driver was there last Friday at 2:43 pm SHE WAS NOT PICKED UP LAST WEEK- On Friday 8/21/20 at 4:35 pm per Bob this stop was picked up today this day is her regular day	NO	NO
Jodie	Stoker	Bea	8/18/2020	12:27 PM	34 Toni Cir	VN	863-840-2101	A frustrated Mrs. Stokes called to report that Again her and her 5 neighbor's garbage was not picked up yesterday Monday, 8/17, called your office & was told I will give the information to the supervisor. Would you please send someone to pick-up the garbage ASAP? Administration and the Commissioners are already aware of this issue. 6 FAMILIES ON THIS LOCATION	SENT AN EMAIL TO KATIE AT 2:51 This has been picked up today At 3:01 per resident it was picked up she said **THANK YOU!**	NO	YES
Benn	Alley	Bea	8/18/2020	4:35 PM	Dark Hammock legacy Ranch 330 Clark Rd	LP	863-231-4905	Mr. Ben call to report that his 4 full recycling carts has not been picked up today, and as of 4:15 pm not truck has shown up yet.	SENT AN EMAIL TO KATIE per Katie truck is not there yet he will call me back if is not picked up. 8/21/20at 4:55 pm per Katie I will add it to tomorrow Sat. 8/22. •On 8/24 at 11:45 am called the resident left a message to call me back. At 2:45 pm per resident **he put the cans back inside will I have them out tomorrow**	NO	YES

Kristopher	Coffey	WEB	8/18/2020	6:32 PM	128 LINCOLN RD NW	LP	863-414-2637	Via Website: Missed Garbage Pickup Tuesday 8/18 just his housel have no room for new trash in my cans for this week this is the third time this has happened in 2 months. Its really frustrating	8/19/20 at 8:34 am per Katie: Called resident explained the driver was coming back today to finish his route. On 8/24 at 11:47 am called the resident he said the garbage was picked up the next day.	NO	YES
Kimberly	Patterson	WEB	8/18/2020	6:39 PM	Entire St her address 3036 Redwood Rd	LP	863-633-8314	Via Website: Missed Garbage Pickup Tuesday 8/18 ENTIRE ST This is the second week in a row	8/19/20 at 8:35 am per Katie: Called resident left a message explained the driver will be back today to finish his route it was picked up today Wed. 8/19 On Wed. 9/9/20 at 11:49 am per resident it was picked up today Wed. 8/19 she said **THANK YOU!**	NO	YES
Richard	Bipes	WEB	8/19/2020	7:45 AM	Entire St his address 1115 Winter Green St	LP	863 465-0237	Via Website: Missed Garbage PickupVia Website Tuesday 8/18 ENTIRE ST ALSO WAS MISSED TUESDAY 8/11 SEE ITEM #47	8/19/20 at 8:43 am per Katie:Called resident back explained the driver will be there today to finish his route. 8/24 at 2:41 pm I called the resident left a message to call me back	NO	YES
Douglas	Leiland	Bea	8/19/2020	11:09 AM	2454 San Jose Ave	AP	863-257-6482	Mr. Leiland called to report that the garbage truck knocked over his blue can and left without picking up the garbage	I taked with Katie said the garbage truck has not been there yet - resident supposed to call me back around 5 pm if the garbage was not picked up. 8/26/20 at 5:01 pm per resident it was picked up the same day he said **THANK YOU!**	NO	YES
	Katie of WC	Bea	8/19/2020	1:43 PM	3115 King Dr	SE	863-655-0005	Recycle driver did not pick this up driver spoke to the man and told him drywall and insulation and Styrofoam is not recyleable he was mad cause driver would not wait for him to download the can.	**INFORMATION**	N/A	N/A
Jose	Molina	WEB	8/19/2020	4:23 PM	4724 Shad Dr	SE	No phone number	Via Website: Missed Yard Waste Pickup Wed 8/19/20 It happens every time I put yard waste at the curb. No pick up. Usually ends in the regular garbage bin. Unsatisfied	**On Thursday, 9/10 at 3:25 pm per Mary Lou it was picked up on Thursday 8/20 at 7:16 am**	NO	YES
James	Hansen	WEB	8/20/2020	7:42 AM	604 Memorial Dr	SE	561-317-2716	Via Website: Missed Recycling Pickup Thursday 8/19/20 just his house Will leave out until picked up	On Thursday 8/19 at 2:10 pm per Katie: **Driver was there at 8:33 am stopped in front of her house On Friday**, 8/21 I sent it to Bob he is in the field At 4:25 Katie, Bob inspected this site today and found only cardboard inside the cart, the resident is okay to be picked up until next week. I sent an email to Katie asking her to make sure this stop is picked up until next Wed. 8/26	NO	N/A
James	Landers	Bea	8/20/2020	10:43 AM	Entire neighborhood Glacier Ave, E Claradge Ave, etc.his address 3001 Glacier Ave	AP	863-257-1046	Mr. Landers called to report that his Entire neighborhood's garbage (Glacier Ave, E Claradge Ave, etc.) was not picked up yesterday Thursday, 8/19	SENT EMAIL TO KATIE 8/21 at 11:07 am Per katie The driver is going back today Friday 8/21 at 11:00 am called the resident he will go to check if it was Not picked up he will let me know	NO	YES
Shannon	Zahn	WEB	8/20/2020	10:58 AM	4623 Duffer Loop	SE	863-202-6322	Via Website: Missed Recycling Pickup Wed 8/19/20 Only cardboard in container. Should have been picked up.	Friday 8/21 at 4:35 pm per Bob will inspect this site today At 5:53 pm per Bob the reycling was picked up today	NO	YES
Vickey	Linsinbigler	Bea	8/20/2020	4:32 PM	3603 Kearly Ave	SE	863-402-4230	Vickey reported that her recycling was not picked up on Wed. 8/19, her cart full of recyclables is still sitting outside	SENT EMAIL TO KATIE UNTIL FRIDAY 8/20 9:25 am AT 9:31 am I put this on Saturday 8/22 list On Monday, 8/24 at 2:25 pm callled Vickey left a message to call me back 8/24 per Vickey: her husband put the can back inside and they put the can out Sat but late she will leave for next week pickup	NO	YES
Lisa	McNew	Bea	8/20/2020	4:41 PM	5616 Lakewood Rd	SE	863-446-2094 or 402-6529	Lisa called to report her garbage was not picked up on Wed. 8/19	Friday, 8/21 per Katie at 10:23 am Mr, Larry will try to pickup today the latest will be tomorrow Sat. 8/22 I called lisa and she was fine with it. At 4:07 pm per Lisa everything was picked up she said **THANK YOU!**	NO	YES
Robert	Bennett	WEB	8/20/2020	5:49 PM	Entire Street his address 2118 W Argonaut Rd	AP	863 453-9110	Via Website: Missed Yard Waste Pickup Entire St Thursday, 8/20	Friday, 8/21 at 9:04 am Called resident back left a voicemail letting them know the driver will be back there today On Monday, 8/31 at 4:29 pm I called the resident left a message to call me back At 4:33 pm resident called me back said it was picked up the next day she said **THANK YOU!**	NO	YES
Greg	Kohl	WEB	8/20/2020	8:45 PM	Entire Street his address 5954 Matanzas Dr	SE	863-451-5954	Via Website: Missed Recycling Pickup Thursday 8/20 Entire St Recycling appears to have been missed on Matanzas Dr and the surrounding streets.	Friday, 8/21 at 9:02 am Called resident to no avail the driver is back in this area today At 4:35 pm per Bob this area was picked up today 8/21/20	NO	YES
Dana	Hills	WEB	8/21/2020	12:05 AM	Entire community her address 4401 Wood Ave	SE	863-332-3574	Via Website: Missed Recycling Pickup Wed. 8/19 Our entire neighborhood of Hammock Highlands and Golf Hammock have not had recycle cans picked up	Friday, 8/21 at 8:45 am per Katie: Called resident the truck is going there today At 1:53 pm per Dana everything was picked up today she said **THANK YOU!**	NO	YES
Brett	Basnett	Bea	8/21/2020	4:35 PM	Entire Wild Turkey Pt his address 117 Wild Turkey Pt	LO	904-501-3241	Mr. Basnett called to report that as of 4:35 pm today Friday 8/21, the recycling has not been picked up from the Entire St	I spoke with Katie she said this area eir rewill be picked up Saturday, 8/22 On Monday 8/24 at 9:03 am called the resident he stated the recycling was picked up Saturday 8/22 & he said **THANK YOU!**	NO	YES
Bob	Diefendorf	Bea	8/21/2020	5:53 PM	121 & 137 Morris Dr.next to Shady Oaks MHP at 815 Elliot Rd	SE	863-402-6877	Per Bob due to the tree branches being very low the trucks didn't picked up garbage and or recycling from 121 & 137 Morris Dr Sebring	**INFORMATION** WE WILL BE SENDING A LETTER TO EACH PROPERTY OWNER ASKING THEM TO CUT DOWN THE HANGING DOWN TREES 8/26/20 I SPOKE WITH ONE OF THE SHADY OAKS MHP OWNERS MR. PAYNE SOMEONE FROM THE PARK IS TO GET BACK TO ME	N/A	N/A
Kathie	Juliano	WEB	8/21/2020	10:13 PM	Entire St her address 6006 Lake Front Dr	SE	863-273-6937	Via Website: Missed Recycling Pickup Friday, 8/21/20 Entire St This is now the 4th week in a row- but it was picked up on Sat. 8/22	8/25/20 at 5:23 pm I SENT EMAIL TO KATIE On Monday, 8/31 at 3:37 pm per resident it was picked up in her regular scheduled day Friday 8/28 she said **THANK YOU!**	NO	YES
Sabrina	Keckler	WEB	8/23/2020	9:46 AM	Entire St her address 735 Star Fruit Ave	LP	863-633-8365	Via Website: Missed Garbage & Recycling Pickup Tuesday 8/18 ENTIRE ST	SENT EMAIL TO KATIE On Wed. 8/26 I sent another email to Katie On Monday, 8/31 at 3:43 pm **per resident they never came back to pickup there are 4 houses that were affected that** week it was picked up until Tuesday, 8/25	NO	NO
	Resident	Bea	8/23/2020	2:16 PM	207 & 210 Mimosa Ct (Spring Lake)	SE	863-655-2230	The Property Owners Association's manager called to report that the bulk waste between 207 & 210 Mimosa Ct has been sitting outside for the past two weeks Missed Friday 8/14	SENT EMAIL TO KATIE & MUST LET ALISHA KNOW IT SEEMS AN ILLEGAL DUMP- On Wed. 9/09/20 at 11:41 am per Dori she didn't find any violation for this site so, it has been taking care of she said **THANK YOU!**	YES	YES

Joseph	Debree	WEB	8/25/2020	8:26 AM	Commercial cart service Florida Forestry 8036 CR 17 S	SE	863-655-6407 cell phone 863-447-1129	Via Website: Missed Garbage Pickup Friday 8/14 just the office	Monday, 8/31 at 5:57 am per Mr. Debree it was not picked up this week or last week (8/14) either	NO	NO
Curtis	Deyoung	Bea	8/25/2020	12:05 PM	1628 Chatsworth St	LP	863-465-7670	Mr. Deyoung called to report that his bulk waste was not picked up yesterday Monday, 8/24. Per Gator Bea, at this point, there is no Irma pickup. We would have to send this to Road and Bridge to pick up most likely. I'll fwd to them and ask them to look into it and let us know.	SENT EMAIL TO KATIE At 12:56 pm per Katie: **Driver was there at 9:29 am** what kind of items does he have? He has a 5 feet plastic tree On Monday, 8/31 at 11:31 am per Mr. Deyoung he said everything has been picked up, & said thank you very much for the prompt response	NO	YES
Patricia	Allen	Bea	8/25/2020	4:45 PM	3425 Placid View Dr	LP	863-464-0360	Ms. Allen called to report that her neighbor's recycling cart was not emptied today, and it was not tagged either. **While on the phone I asked her to check inside the cart and found pizza boxes,** she removed them. Please make sure this stop is picked up next Tuesday.	SENT EMAIL TO KATIE ASKED HER TO MAKE SURE DRIVER COLLECTS THIS SITE NEXT WEEK	YES	N/A
Barbara	Murphy	WEB	8/25/2020	7:15 PM	1137 HERON ST	LP	401-742-1514	Via Website: Missed Garbage Pickup Tuesday, 8/25 the only house on the road. trash was out Monday night	Wed. 8/26 at 8:45 am per Katie: Called resident the truck was there this morning and picked up	NO	YES
Danielle	Carr	WEB	8/26/2020	9:42 AM	3139 Locust Ave	LP	863-599-9830	Via Website: Missed Garbage Pickup Tuesday, 8/25 just her house	Wed. 8/26 at 8:53 am per Katie: Called resident left a message the driver was there this morning	NO	YES
Reva	Santana	Bea	8/26/2020	8:51 AM	817 Western Blvd.	LP	305-336-9542	Ms. Santana called to report that her recycling was not picked up yesterday Tuesday, 8/25, and it was not tagged either	SENT EMAIL TO KATIE On Monday, 8/31 at 11:15 am I called no answer and no voice mail set up On Thursday, 9/10 called again no anwer and no voice mail setup On Thursday, 9/10 at 3:29 pm per Mary Lou it no truck showed up to pickup this week	NO	NO
Linda	Cardinal	WEB	8/26/2020	9:54 AM	824 Alpine Ter	SE	954-557-0450	Via Website: Missed Recycling Pickup Friday, 8/21/20 just her house (this is the only house on the block)	On Monday, 8/31 per resident she said it was her fault last week because the can were put close to each other but it was picked up Friday, 8/28 she said **THANK YOU!**	YES	YES
Ed	Anderson	Bea	8/26/2020	5:13 PM	Entire Sebring Falls community his address 1564 St Thomas Ave	SE	419-366-1911	Mr. Anderson, President of the HOA called again to report the entire Sebring Falls community as of 5:11 pm today Wed. 8/26 the recycling has not been picked up yet. he said if it is not picked up today he will have a lot of angry residents knocking on his door complaining about it	SENT EMAIL TO KATIE On Thursday 8/27 at 3:55 pm per resident they picked up late yesterday he said **THANK YOU!** picked up the same regular scheduled day	NO	N/A
Lisa	McNew	Bea	8/27/2020	8:00 AM	5616 Lakewood Rd	SE	863-446-2094 or 402-6529	Lisa sent an email (read below) reporting again that her garbage was not picked up yesterday Wed. 8/26, this is the 2nd time this month that this has happened	SENT EMAIL TO KATIE At 3:19 pm per Mary this site has been picked up. Lisa said **THANK YOU!**	NO	YES
Elaine	Rivera	Bea	8/27/2020	9:49 AM	100 Oxbow Dr	SE	863-448-7255	Ms. Rivera called to report her recycling can was not picked up last Friday, 8/21, & it was not tagged either. S**he called your office everyday and each time has been told we will look into it**. As of today Thursday, 8/27 her can full of recyclables (water bottles & cardboard) has not been picked up	SENT EMAIL TO KATIE Monday, 8/31 at 10:33 am called the resident left a message to call me back At 10:43 per resident it was picked up until Friday, 8/28, they never went to pickup on the week of the 21 st.	NO	NO
	Ms. Howard	Bea	8/28/2020	10:01 AM	3155 W Ansonia Rd (+ one of her neighbors)	AP	863-873-3358	Ms. Howard called to report that the garbage & recycling was not picked up yesterday 8/27, she said both trucks did not come down her road.	SENT EMAIL TO KATIE 8/28/20 at 3:01 pm per Katie this area will be picked up Sat(8/29) At 3:15 pm I called the resident to let her know On Monday, 8/31 at 10:55 am left a message to call me back At 12:55 pm resident called me back said it was picked up on Sat. 8/29 he said **THANK YOU!**	NO	YES
Gregory	Denes	WEB	8/28/2020	9:27 AM	36 Catfish Lane	LP	561-762-0602	Via Website: Missed Garbage Pickup Tuesday, 8/25 just his house	8/28/20 at 3:01 pm per Katie this site will be picked up Sat. (8/29 8/28) at 3:31 pm left a message on Monday, 8/31 at 10:51 am per resident he is not home but he will ask the housekeeper and left me know if it was picked up he is Not going to call me	NO	YES
Vickey	Linsinbigler	Bea	8/28/2020	10:35 AM	Entire Kearly Ave her address 3603 Kearly Ave	SE	863-402-4230	Vickey reported the recycling on her entire Street was not picked up Again this week Wed. 8/26. A couple people still have their cans out, but a few have their lawns serviced on Thursday's/Friday's, so they have already pulled their cans back inside	SENT EMAIL TO KATIE 8/28/20 at 3:01 pm per Katie this area will be picked up Sat. 8/29 At 3:29 pm I sent an email to Vickey Monday 8/31/20 at 10:29 am per Vickey it was picked up on Sat. 8/29 she said **THANK YOU!**	NO	YES
Shawn	Stamps	Bea	8/28/2020	10:59 AM	Entire Lakeside Rd (his address 705 Lakeside Rd)	SE	863-381-9893	Mr. Stamps called to report the recycling on the entire Street was not picked up again this week Wed. 8/26. He didn't call yesterday Thursday, 8/27 because he thought it was going to be picked up the same as last week (Thursday), it was not.	SENT EMAIL TO KATIE 8/28/20 at 3:01 pm per Katie this area will be picked up Sat. 8/29 At 3:19 called the resident to let him know On Monday, 8/31 at 10:49 am left a message to call me back On Tuesday 9/02 at 2:41 pm per resident it was picked up Sat. 8/29 he said **THANK YOU!**	NO	YES
Maria	Tillford	WEB	8/28/2020	7:57 PM	Entire St her address 324 Glen Mar Cir	SE	772-559-9699	Via Website: Missed Recycling Pickup Friday 8/28 the Entire St As usual Waste Connections has not picked up the recycling can. They may pick it up tomorrow, Saturday, wait until next Monday afternoon or just skip the pickup period.. Each week differs and both Waste Connection and the county government seem unwilling or unable to do anything about it. I intend to file a complaint form every collection day by 7 PM if I haven't had a pick-up. Based on past performance it probably won't get anything improved but it will establish a record of ineptitude for both the county and the waste company.	9/02 at 8:37 am sent email to Katie At 8:40 am per Katie: **This was picked up yesterday Tuesday, 9/01** At 11:22 am per Bob This actual house and street were also missed on Friday, 8/7/20 and now was missed again last Friday, 8/29/20 and	NO	YES
Alan	Verdier	WEB	8/28/2020	8:13 PM	Entire St his address 210 Andretti Ave SAME ITEM AS ITEM 132	SE	937-623-6865	Via Website: Missed Garbage Pickup Friday 8/28 Entire St	9/02 at 8:44 am sent email to Katie At 8:56 am per Katie: This was picked up on Saturday, 8/29	NO	YES
Mark	Breed	WEB	8/29/2020	8:09 AM	Entire St his address 310 Newman Rd	SE	863-655-1964	Via Website: Missed Garbage Pickup Friday 8/28 Entire St	9/02 at 9:02 am sent email to Katie At 9:06 am per Katie: This was picked up on Saturday, 8/29	NO	YES
Angela	Spencer	WEB	8/29/2020	8:41 AM	6844 San Bruno Dr	SE	863-381-7061	Via Website: Missed Bulk Waste Picku Thursday 8/27 jus her house	9/01/20 at 4:43 pm resident called asking when her bulk waste (one box spring & a desk) will be picked up I sent another email to Katie on Thursday, 9/10 at 9:09 am I called the resident left a message to call me back On Thursday, 9/10 at 3:33 pm per Mary Lou no truck showed up to pickup this week	NO	NO
Walter	Brown	WEB	8/29/2020	9:16 AM	Entire St his address 8716 Monserrat Rd	SE	863-840-8006	Via Website: Missed Garbage Pickup Friday 8/28 Entire St	9/02 at 9:26 am sent email to Katie At 9:38 am per resident this area was picked up on Saturday, 8/29 she said **THANK YOU!**	NO	YES
Casey	Culpepper	WEB	8/29/2020	10:07 AM	7809 Maya Court	SE	863-253-3276	Via Website: Missed Garbage Pickup Friday 8/28 just her house	9/02 at 9:34 am sent email to Katie At 9:42 am per Katie: This was picked up on Saturday, 8/29	NO	YES

George	Young	WEB	8/29/2020	10:13 AM	Entire St his address 517 Floral Dr	SE	863-273-8890	Via Website: Missed Garbage Pickup Friday 8/28 Entire St From the looks of it after driving around Spring Lake, no ones garbage was picked up on Friday 8/28/20. We are all wondering why it wasn't done since we have to pay for this service in our tax bills. We also hope that this was not caused by anyone being sick or injured in any way. Thank You.	9/02 at 9:36 am sent email to Katie At 9:42 am per Katie: This was picked up on Saturday, 8/29	NO	YES
Sylvia	Iyall	WEB	8/29/2020	11:05 AM	Entire St her address 231 Andretti Ave SAME AS ITEM 126	SE	863-381-8836	Via Website: Missed Garbage Pickup Friday 8/28 Entire St	On Wed. 9/02 at 8:56 am per Katie: This was picked up on Saturday, 8/29	NO	YES
Angela	Tucker	WEB	8/29/2020	11:15 AM	3839 Edgewater Dr	SE	863-273-6862	Via Website: Missed Recycling Pickup Thursday, 8/27 just her house	9/02 at 11:36 am sent email to Katie At 11:39 am per Katie: **THE DRIVER WAS THERE ON Thrusday at 7:02 am** On Tuesday 9/08/20 at 3:33 pm per Bob he stopped at this site the recycling was picked up	NO	YES
William	Martin	WEB	8/29/2020	12:55 PM	Enrtire St his address 3839 Edgewater Dr	SE	517-614-3670	Via Website: Missed Recycling Pickup Thursday, 8/27 Entire St	9/02 at 11:39 am sent email to Katie AT 11:51 am per Katie: **Driver was there at 11:47 am right in front of there house on Thursday, 8/27**	YES	NO
Marvin	Clark	WEB	8/29/2020	6:55 PM	312 Arrowhead Drive	SE	863-446-1009	Via Website: Missed Yard Waste pickup Thursday 6/17 just his house we put yard waste out on Thursday before before the scheduled Friday yard waste pick up day, we left town to go on vacation and it was not picked up . we received a violation letter from the hoa , if you are going to pick up yard waste then it should be picked up on the scheduled date , did not appreciate getting this violation letter when we did not deserve it	9/02 at 11:45 am sent email to Katie At 11:53 am per Katie **Driver was there on Friday 8/21 at 8:18 am**	NO	YES
Karen	Roberts	WEB	8/31/2020	8:08 PM	4308 Mercedes St	SE	586-344-2432	Via Website: Missed Recycling Pickup Thursday, 8/27 just her house	9/02 at 11:50 am sent email to Katie At 12:00 pm per Katie: **Driver was there on Thursday 8/27 at 3:39 pm** On Tuesday 9/08/20 at 3:33 pm per Bob he stopped at this site it was picked up,	YES	N/A
Carl	Horton	WEB	8/31/2020	9:11 PM	132 Moon Ranch Rd	SE	863-655-2526	Via Website: Missed Bulk Pickup Friday 8/28 just his house This happens almost EVERY time...either missed bulk....missed garbage or missed recycling...extremely frustrating	Wed. 9/02 at 11:54 am sent email to Katie At 12:00 pm **Mr. Larry picked this up on Monday 9/01/20**	NO	YES
Joseph	Debree	Bea	8/31/2020	9:15 AM	Commercial cart service Florida Forestry 8036 CR 17 S	SE	863-655-6407 cell phone 863-447-1129	Missed Garbage pickup for the past three weeks 8/14, 8/21 & 8/28 They haven't picked up our trash in the past three weeks. Call them the first time no return call or pick up. Called second time they called back and said they would notify there supervisor and get it picked up never picked up. Can't get ahold of any body to report last weeks third non pick up. Also he submitted a web complaint at 8:54 AM	SENT EMAIL TO KATIE Tuesday, 9/01 at 10:22 per Joe the garbage was picked up - Katie is sending a map to the drivers they must go inside the driveway to pick-up the cans	NO	YES
Laurie	Priester	Bea	8/31/2020	11:01 AM	Entire Ranchette Dr her address 924 Ranchette Dr	LO	863-214-4339	Ms. Laurie called to report the garbage on her entire Street was not picked up Friday,	SENT EMAIL TO KATIE On Wed. 9/02 11:59 am sent another email to Kaite On Wed. 9/02 At 12:00 pm per Katie: **Truck is going there today to pick this up** 8/28 **9/03 at 11:39 am Ms. Laurie called stating that no one** showed up to pick-up the garbage yesterday, tomorrow is her regular scheduled day and she hopes the truck will show up tomorrow Friday, 9/04	NO	NO
	Anonymous	Bea	8/31/2020	2:09 PM	Entire Sprink Lake Village VI (Longbow Dr, Redwood Dr, Oxbow Dr., Sherman Ter. Etc	SE	anonymous	A frustrated resident called to report that the garbage from the entire Spring Lake village VI is not being picked up on their regular scheduled day, she lives in a Cul-de-Sac and 2 of her neighbors put their cans close to her property. She said this is a health hazard because she has to smell their stinky garbage from Thursday evening through Saturday. She suggested that you should give priority to the garbage pickup not the recycling. I tried to explain to her why you are running behind schedule, but she didn't want to hear excuses, etc. etc.	SENT EMAIL TO KATIE The resident doesn't want to be picked up on Saturdays even though the reason is out of the hauler's control	NO	YES
				Below are Waste Connections Calls/Complaints August 2020							
FRANK		KATIE	8/3/2020		2815 MAINSAIL	AP	813 -449 -7402	MISSED BULK	SENT TO CARMEN IT WAS PICKED UP	NO	YES
PAM		KATIE	8/4/2020		1053 DURRANCE RD	LP	863-441-1453	MISSED MSW (TUESDAY 8/04 PICKUP) ENTIRE STREET	SENT TO CARMEN IT WAS PICKED UP	NO	NO, On Friday, 9/11 at 11:39 am per resident it was never picked up this week
KENNETH	GRIMM	MARY	8/7/2020		5001 GRENADA BLVD	SEB	863-273-2516	RECYC MISSED	PUT ON SATURDAY LIST FOR PICK UP **(IT WAS PICKED UP SATURDAY 8/08 4 DAYS LATER)**	NO	NO
NERI		KATIE	8/10/2020		2709 W SEVILLE DR	AP	863-257-3360	MSW MISSED (THURSDAY 8/06 PICKUP)	SENT TO TRAVIS IT WAS PICKED UP	NO	**YES**, on Friday 9/11 at 10:49 per resident it was picked up the same day she called she said **THANK YOU!**
RICK		KATIE	8/11/2020		1223 PERSIMMON ST	LP		MISSED MSW	SENT TO TRAVIS IT WAS PICKED UP	NO	YES
LISA	QUINLIN	MARY	8/11/2020		609 LYNN DR	LP	863-835-1867	BEAR CAN NOT OPENING	SENT TO BEA CAN WAS REPLACED	NO	N/A
	PITTS	MARY	8/12/2020		1160 JASON ST	LP	863-243-8014	MSW MISSED **SAME AS ITEM #46 ABOVE**	TRAVIS SENT DRIVER BACK TO PICK UP	NO	YES, on Friday 9/11 at 11:05 am per Kyle Pitts it was picked up the next day said **THANK YOU!**
MARIE		MARY	8/12/2020		1213 VESPER SPARROW	LP	863-332-5439	MSW MISSED TUESDAY 8/11	SENT TO TRAVIS TRUCK WENT BACK	NO	YES, On Friday, 9/11 at 12:55 PM PER resident they got picked up until Thursday 8/13 she said the hauler should send an automatic message letting everyone know
RANDALL	GILLER	MARY	8/12/2020	11:55	339 MINNIE RANCH ROAD	SEB	863-381-3992	MISSED BULK MATTRESS	MADE MAP SO DRIVER WOULD GET ON FRIDAY	NO	YES
ESTEL	GAMEZ	MARY	8/12/2020	13:06	1086 LAKE CARRIE DR	LP	863-699-1869	NO GARBAGE	SENT TO TRAVIS. SAID HE WAS SENDING TRUCK OUT AFTER TODAY'S ROUTE	NO	YES, On Friday, 9/11 at 11:21 am called the resident the phone is not in service
JOHN	STUDDARD	MARY	8/13/2020		1435 EAST CLARADGE	AP	863-214-1880	GARBAGE MISSED BUT DRIVER WAS THERE AT 7:47	PUT ON STURDAY LIST ANYWAY	YES	YES

A	GALL	MARY	8/13/2020	9:14	5829 GRANADA	SEB	786-641-2462	SAID RECYCLE NOT PICKED UP FOR 3 WEEKS	TRAVIS CHECKED IT AND GARBAGE WAS IN IT. HE GAVE THEM LITERATURE.	YES	N/A
Richard		MARY	8/14/2020	4:56 PM	4281 N COURSE	AP		MISSED GARBAGE	PUT ON SATURDAY MISSED LIST	NO	YES
MRS.	LORD	MARY	8/13/2020		4200 WOOD DR	SEB	863-385-3660	SAID GARBAGE WAS MISSED BUT TRUCK WAS THERE AT 10:40 AM	SENT TO MR. LARRY FOR PICK UP WASN"T PICKED UP.	YES	N/A
GREG	OLTEX	MARY	8/19/2020	1:28 PM	605 S SUN N LAKE BLVD	LP	863-840-3853	RECYCLE MISSED	SENT TO CARMEN TRUCK WAS SENT BACK	NO	YES
DOUG		KATIE	8/19/2020	8:35 AM	8036 CR 17 S	SEB	863-447-1129	MISSED MSW	PUT ON SATURDAY LIST FOR PICK UP **(IT WAS PICKED UP SATURDAY 8/08 3 DAYS LATER)**	NO	NO
MRS.BANKS		KATIE	8/20/2020	9:45 AM	2133 COUNTRY HAVEN LN	SEB	863-655-2076	YARD WASTE MISSED	SENT TO CARMEN On Wed. 9/16/20 at 4:43 pm I tried to call no answer	NO	YES,
GWENN		KATIE	8/21/2020	1:21 PM	423 ARCHER AVE	LP	860-395-7361	YARD WASTE MISSED	PUT ON SATURDAY LIST FOR PICK Up	NO	YES, On Wed. 9/16/20 at 4:53 pm per resident it was picked up on Sat. 8/29
MICHELLE		KATIE	8/24/2020	7:30 AM	2225 CROYDON RD	SEB	863-214-3140	MSW MISSED (ENTIRE ST WAS MISSED)	SENT TO CARMEN WAS RESOLVED	NO	NO, Same below comments
		KATIE	8/24/2020	7:35 AM	2210 CROYDON RD	SEB	863-413-6353	MSW MISSED (ENTIRE ST. WAS MISSED)	SENT TO CARMEN WAS RESOLVED	NO	NO, On Friday 9/11 at 11:29 am per resident they missed the entire St. & never came back to pickup the garbage. They got picked up until the following week
ELI		KATIE	8/25/2020	3:42 PM	906 CANAL WAY	SEB	863-381-0909	MSW MISSED	SENT TO CARMEN WAS RESOLVED	NO	YES, On Wed. 9/16/20 at 4:39 pm per resident it was picked up the next day after he called he said **THANK YOU!**
STEFAN		KATIE	8/25/2020	9:12 AM	9 WINDY POINT RD	LP	813-767-8608	MISSED BULK	SENT TO CARMEN WAS RESOLVED	NO	YES
FRED		KATIE	8/26/2020	10:24 AM	22 LAKE STERNS DR	SEB	863-243-1180	BOTH CANS MISSED	BOTH TRUCKS WERE THERE	YES	N/A
EMMA		KATIE	8/26/2020	8:32 AM	104 WILDCAT ST NW	LP	863-465-5948	RECYCLE MISSED	SENT TO CARMEN WAS RESOLVED	NO	YES, On Wed. 9/16/20 at 4:46 pm Ileft a message to call me back At 4:55 pm per resident it was picked up on Saturday, 8/29/20 said **THANK YOU!**
MR.	WALKER	MARY	8/27/2020	12:15 PM	3326 AURELIA AVE	LP		GARBAGE MISSED	LARRY PICKED UP	NO	YES
								Total County calls/complaints	139		
								Waste Connection calls/complaints	25		
								Grand total calls/complaints	**164**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	July/2020 Residential Units= 37,998 X 0.10%= 38 complaints. Resolved within 48 hrs.
Neal	Roberts	WEB	7/1/2020	12:47 AM	ENTIRE ST his address 128 Park Land Dr	LP	215-554-4240	Via Website: Missed Bulk pickup Tuesday, 6/30, please send crew for bulk pickup. Trash is blowing and making a mess on the street.	SENT AN EMAIL TO WC On Thursday, 7/09 per Faith: I gave you the update on July 2nd stating **it was picked up on July 1st at 7:55 am**	NO	YES
Ted	Huguenie	Bea	7/1/2020	8:11 AM	Entire Arcola Dr (he lives at 515 Arcola Dr.)	SE	863-273-1015	Mr. Huguenie, called to report the garbage & the recycling from his entire Street was not pick up yesterday Tuesday, 6/30 he said he saw a garbage truck passed by three times went down the loop turned around and didn't pick up anything, and everyone's cans are still sitting outside this morning.	SENT EMAIL TO KATIE. Wednesday 7/01 at 8:50 am per Faith: **Recycling was there yesterday at 5:15 pm and the blue cans have already been picked up this morning at 7:26 am**. Per resident as of 9:04 am his garbage is still full sitting outside- it was not picked up **I SENT ANOTHER EMAIL TO WC Thursday 7/02** called him again no garbage pickup yet	NO	YES
Mark	Burrus	Bea	7/1/2020	8:27 AM	440 Skipper Rd	SE	863-781-4529	A frustrated Mr. Burrus complained that his garbage was not pick up yesterday Tuesday, 6/30 he said this is the fourth time he has to call for garbage service and he is tired of it. Please pick up his garbage ASAP.	SENT EMAIL TO KATIE Per Faith at 8:54 am This address has been on the hot list It has not ben picked up because he doesn't put it out to the road we have pictures give me just a moment to download and send. Driver took a picture the cans are not on the road- At 11:45 am per Mark the garbage was picked up he said **THANK YOU!**	NO	YES
Amy	Mcintyre	Bea	7/1/2020	10:45 AM	704 Atkins Rd	SE	863-273-3003	Ms. Amy called to report that her regular garbage full of maggots and the recycling cart was not picked up yesterday Tuesday, 6/30- she said she understands about the recycling because it was tagged, but her garbage needs to be picked up ASAP	SENT EMAIL TO KATIE per Faith the **truck was on this area Wednesday, 7/01 at 7:59 am On Thursday,** On 7/02 at 4:39 pm I called the phone number given and they said is the wrong number	NO	YES
Fred	Doubleday	WEB	7/1/2020	11:05 AM	Entire St. his address 4270 Skipper Rd	SE	863-446-0448	Via Website: Missed garbage pickup ENTIRE Skipper Rd yesterday Tuesday, 6/30/20	Thursday 7/02 at 2:42 pm per resident their garbage was picked up yesterday . 7/01 she said **THANK YOU!**	NO	YES
	Ms. Price	Bea	7/1/2020	11:10 AM	6513 Hanckock Rd	SE	863-214-3677	Ms. Price called pleading for her garbage to be picked up either today or tomorrow she said it was not picked up today because it has been knocked down. She said she called your office with not results. She sent a web complaint too.	SENT EMAIL TO KATIE Per Faith: I already responded to this I tried to help her and see if we had a truck in the area we didn't so she cussed me out both carts were on the ground driver sent in a picture- Per Faith: **And the driver picking up the trash hasn't been there yet just recycling I told her that also**	YES	N/A
Chris	Mckenzie	Bea	7/1/2020	12:27 PM	1151 Lake Lotela Dr.	AP	850-591-3028	Ms. Mckenzie called pleading for her garbage/recycling be picked up either today or tomorrow she said she has been at the hospital and was not aware of the new recycling rules, in addition, they didn't pick up both cans last week.	SENT EMAIL TO KATIE Per Faith: **The driver was there this morning at 7:05 am and last week they were there at 7:42 am LATE SAT OUT**	YES	N/A
Sandra	Eller	Bea	7/2/2020	8:10 AM	Part of Strafford Oaks Dr (her address 7051 Strafford Oaks Dr)	SE	615-756-7979	Ms. Eller called to report her and several of her neighbor's garbage was not picked up yesterday Wednesday, 7/01 she said she put her carts outside Tuesday night.	SENT AN EMAIL TO KATIE Per Faith: The driver was there this morning at 8:09 am- Per Ms. Eller they picked up the garbage this morning around 10:00 am she said **THANK YOU!**	NO	YES
Tabitha	McHargue	WEB	7/2/2020	8:16 AM	5709 Fig Rd	SE	863-381-8612	Via Website: Missed Bulk pickup yesterday Wedneday, 7/01 just her house	Thursday 7/02 at 8:30 am the bulk waste has been picked up she said **THANK YOU!**	NO	YES
Bob	Milke	Bea	7/2/2020	10:35 AM	2078 US 27 N	LP	863-465-1919	Mr. Milke called to report his garbage was not picked up on Tuesday, 6/30 he said he didn't call earlier because he didn't know where to call. He said it must be a new driver because his can is still sitting on the same spot as always.	SENT EMAIL TO KATIE Per Faith at 4:50 pm I do not have an update on that one yet AT 7:43 pm per Carmen: I will get with Nick in the morning to get an update. 7/07/20 at2:26 pm per resident the garbage was picked up the next day after he called he said **THANK YOU!**	NO	YES
Jane	Kelly	Bea	7/2/2020	12:03 PM	Entire W Metuchen Rd. her address 2906 W Metuchen Rd.	AP	863-452-0849	A frustrated Ms. Kelly called to report that everybody on her street recycling cart was not picked up today Thursday, 7/02 & **they were tagged too** – she said no one knows that the recycling pickup has been restored and or the new rules. She has a lot of children and needs her cart empty as soon as possible.	SENT EMAIL TO KATIE **EVERYONE WAS TAGGED DUE TO HAVING NON RECYCLING ITEMS INSIDE THE CART**	YES	N/A
Barbara	Stewart	Bea	7/2/2020	1:58 PM	Entire Lake Byrd Blvd. (72 Lake Byrd Blvd.)	AP	863-835-0958	Mrs. Stewart called to report the garbage from her entire Street has not been picked up today Thursday, 7/02 she said the driver usually comes early in the morning- I explained that they are running behind due to landfill closure at 2:00 pm yesterday.	SENT EMAIL TO KATIE At 2:21 pm per Faith the truck was there at 2:04 pm- commissioner will call me back when she get back home- per Commissioner it was picked up she said **THANK YOU!**	NO	YES
	Gloria FB	Bea	7/2/2020		178 Sheppard Trail.	SE	no number given	Via FB Missed garbage pickup at 178 Sheppard Trl Sebring they put the cans on Palmetto Ave (this belongs to Sebring City limits)	SENT EMAIL TO KATIE Per Faith: **Driver was there yesterday at 12:46 pm There original day is Tuesday recycle truck was on scheduled day trash truck was there yesterday and stopped at that corner where they place there trash at 12:56 pm LATE SAT OUT**	YES	N/A
Eric	Harrison	WEB	7/2/2020	10:44 PM	Entire St. W Jernigan Rd his address 2705 W Jernigan Rd	AP	863-212-0505	Via Website: Missed garbage pickup ENTIRE Jernigan Rd Today Thursday, 7/02/20	On Friday, 7/03 at 8:39 am per Faith: The driver is in this area this morning picking up, called resident with no answer to let him know. On Tuesday, 7/07 at 3:03 pm per resident the garbage was picked up on Friday, 7/03 he said **THANK YOU!**	NO	YES
Peggy	Yarbrough	WEB	7/2/2020	10:44 PM	2630 W Seville Rd	AP	863-443-1856	Via Website: Missed garbage pickup Today Thursday, 7/02/20	ON Friday 7/03 at 8:41 am per Faith: Good morning called resident to let him know they will be there today to get trash picked up. On Tuesday, 7/07 at 3:09 pm called resident LVMM to call me back	NO	YES
Stephanie	Carter	WEB	7/2/2020	10:47 PM	Entire St. N Pickett Rd her address 2620 N Pickett Rd	AP	863-381-8181	Via Website: Missed garbage pickup ENTIRE N Pickett Rd Today Thursday, 7/02/20	ON Friday 7/03 at 8:43 am per Faith: Good morning called resident with no answer left her a voicemail letting her know the truck will be there today. On Tuesday, 7/07 at 3:11 pm called resident LVMM to call me back	NO	YES
	Kimberly	WEB	7/2/2020	10:50 PM	Entire St. N Torrington Rd her address 2202 N Torrington Rd	AP	No number given	Via Website: Missed garbage pickup ENTIRE N Torrington Rd Today Thursday, 7/02/20	On Friday, 7/03 8:44 am per Faith: Good morning the truck will be there today, resident didn't leave phone number or email to contact with status update.	NO	YES
Kerri	Fitch	WEB	7/2/2020	10:52 PM	Entire Lancaster Rd her address 2829 N. Lancaster R	AP	863-214-5631	Via Website: Missed Recycling pickup ENTIRE N Lancaster Rd today Thursday, 7/02/20	On Friday, 7/03/20 at 8:48 am per Faith: Tried to reach resident with no answer to get more information the recycle driver was there and stopped on her scheduled day at 7:20 On Tuesday, 7/07 at 3:15 pm per resident the garbage was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES
Krista	Ford	WEB	7/2/2020	10:53 PM	Entire N Olivia Dr her address 2159 N Olivia Dr	AP	863-873-5900	Via Website: Missed garbage pickup ENTIRE N Olivia Dr Today Thursday, 7/02/20	On Friday, 7/03/20 at 8:54 am per Faith: This area will be picked up today I called resident to let her know. On Tuesday, 7/07 at 3:19 pm per resident the garbage was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES

Megan	Sanchez	WEB	7/2/2020	10:54 PM	Entire N Torrington her address 1927 N Torrington Rd	AP	863-245-3145	Via Website: Missed garbage pickup ENTIRE N Torrington Rd Today Thursday, 7/02/20 SEE ITEM #37 SAME ST	On Friday, 7/03/20 at 8:51 am per Faith: The driver has already been there and picked this stop this morning called resident with no answer to verify hers was. **On Tuesday, 7/07 at 3:23 pm I called the resident LVMM to call me back. 7/08 at 8:15 am per resident of 1970 N Torrington stated the garbage was picked up Friday 7/03 in the morning she said THANK YOU!**	NO	YES
LilyAnn	Bermudez	WEB	7/2/2020	11:00 PM	Entire Sapphire Rd her address 1814 N Sapphire Rd	AP	863-214-9547	Via Website: Missed Recycling pickup ENTIRE Sapphire Rd today Thursday, 7/02/20	On Friday, 7/03/20 at 8:58 am per Faith: **The driver was there picking up recycle yesterday he has big cardboard boxes inside and jammed spoke with resident to let him know.** 7/07 AT 3;27 pm tried to call no answer	YES	N/A
Gabrielle	Mcanally	WEB	7/2/2020	10:54 PM	Entire W Worden Dr. her address: 3317 W Worden	AP	863-446-2527	Via Website: Missed garbage pickup ENTIRE W Worden Dr Today Thursday, 7/02/20	On Friday, 7/03/20 at 8:51 am per Faith: This will be picked up today. 7/07 AT 3:29 pm per resident the garbage was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES
Tracy	Worden	WEB	7/2/2020	11:12 PM	Entire N King Rd her address: 2601 N King Rd	AP	863-257-0177	Via Website: Missed garbage pickup ENTIRE N King Rd Today Thursday, 7/02/20	On Friday, 7/03/20 at 9:01 am per Faith: Good morning driver is in this area today 7/07 AT 3:33 per resident it was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES
Lindsey	Castillo	WEB	7/2/2020	11:18 PM	Entire N Fondulac Rd her address: 306 N Fondulac rd	AP	863-368-9694	Via Website: Missed Recycling pickup ENTIRE N Fondulac Rd Today Thursday, 7/02/20	On Friday, 7/03/20 at 9:16 am per Faith: Good morning **recycle driver was there on scheduled day at 3:07 pm** entire street was not missed. **LATE SAT OUT**	YES	N/A
David	Sass	WEB	7/2/2020	11:22 PM	Entire W Marion Rd his address: 2653 W Marion Rd	AP	863-441-0967	Via Website: Missed garbage pickup ENTIRE W Marion Rd Today Thursday, 7/02/20	On Friday,7/03/20 at 9:18 am per Faith: Good morning driver is in this area today called resident with no answer to let him know. On Tuesday, 7/07 at 4:43 pm per resident it was picked up Friday, 7/03 she said **THANK YOU!**	NO	YES
Neil	Gray	WEB	7/2/2020	11:28 PM	Entire N Avon Blvd his address: 2450 N Avon Blvd SEE ITEM #43	AP	863-214-2703	Via Website: Missed garbage pickup ENTIRE N Avon BlvdToday Thursday, 7/02/20 SEE ITEM #43	On Friday,7/03/20 at 9:18 am per Faith: Driver is in this area today picking up. On Tuesday, 7/07 at 3:45pm I called the resident LVMM to call me back -On Wed. 7/08 at 9:18 am per resident (ITEM #43) the entire St. was picked up & they did a wonderful job he said **THANK YOU!**	NO	YES
Chrisopher	Davies	WEB	7/2/2020	11:57 PM	Entire S Cole Ave his address: 23 S Cole Ave	AP	863-873-0767	Via Website: Missed garbage pickup Entire S Cole AveToday Thursday, 7/02/20	On Friday,7/03/20 at 9:19 am per Faith: Driver is in this area this morning On Tuesday, 7/07 at 3:49 per resident it was picked up on Friday, 7/03 he said **THANK YOU!**	NO	YES
Josette	Gordon	WEB	7/3/2020	12:09 AM	Entire N Berkley Rd his address: 1939 Berkley Rd	AP	863-443-2429	Via Website: Missed garbage pickup ENTIRE N Berkley Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:19 am per Faith: Driver is picking up today On Tuesday, 7/07 at 3:51 per resident it was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES
Jessica	Johnson	WEB	7/3/2020	12:23 AM	Entire N Highlands Blvd her address: 2499 N Highlands Blvd	AP	863-449-0410	Via Website: Missed garbage pickup ENTIRE N Highlands Blvd. yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:20 am per Faith: Driver will pick up this area today. 7/07 at 3:55 pm per resident it was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES
Deanna	Perez	WEB	7/3/2020	1:17 AM	Entire N Turbot Rd her address: 2055 N Turbot Rd	AP	863-443-2309	Via Website: Missed Garbage & Recycling pickup ENTIRE N Turbot Rd yesterday Thursday, 7/02/20 SEE ITEM 34	On Friday,7/03/20 at 9:21 am per Faith: Good morning trash driver will be there today but the recycle driver was there yesterday on scheduled day and will not be going back for that cart. 7/08 at 8:11 am per resident from 2035 Turbo Rd sated the garbage was picked up Friday 7/03 in the morning she said **THANK YOU!**	NO	YES
Selina	Garay	WEB	7/3/2020	1:41 AM	Entire W Nautilus Rd her address: 2486 W Nautilus Rd	AP	863-399-3328	Via Website: Missed garbage pickup ENTIRE W Nautilus Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:23 am per Faith: The driver is in this area today called resident with no answer left a voicemail letting her know. On Tuesday, 7/07 at 4:01 pm I called the resident LVMM to call me back	NO	YES
John	Martin	WEB	7/3/2020	2:37 AM	Entire N Garland Rd 2703 N Garland Rd	AP	863-287-0629	Via Website: Missed Recycling pickup ENTIRE N Garland Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:27 am per Faith: **Spoke with resident and it had been emptied** his wife didn't check it before sent this in driver was there on scheduled day at 7:17 pm	NO	YES
India	Craske	WEB	7/3/2020	6:28 AM	Entire N Turbot Rd her address: 2035 N Turbot Rd	AP	863-381-3471	Via Website: Missed Garbage pickup ENTIRE N Turbot Rd yesterday Thursday, 7/02/20 SEE ITEM 31	On Friday,7/03/20 at 9:28 am per Faith: Good morning trash driver will be there today SEE ITEM 31 Wed. 7/08 at 8:11 am per resident garbage was picked up Friday 7/03 in the morning she said **THANK YOU!**	NO	YES
Tammy	Sauls	WEB	7/3/2020	6:46 AM	Entire N Cochrane Rd her address: 2397 N Cochrane Rd	AP	863-257-5342	Via Website: Missed Garbage pickup ENTIRE N Cochrane Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:31 am per Faith: This area will be picked up today. On Tuesday, 7/07 at 4:23 pm I called the resident LVMM to call me back	NO	YES
Tanya	Davis	WEB	7/3/2020	9:27 AM	Entire W Furness Rd her address: 2740 W Furness Rd	AP	863-443-9374	Via Website: Missed Garbage (& only her recycling) pickup ENTIRE W Furness Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:45 am per Faith: Called resident with no answer. Trash truck will be there today for blue can. On Tuesday, 7/07 at 4:31 pm per resident it was picked up on Friday, 7/03 he said **THANK YOU!**	NO	YES
Addy	Lugo	WEB	7/3/2020	6:52 AM	Entire N Torrington Rd her address: 1970 N Torrington Rd	AP	863-445-0616	Via Website: Missed Garbage pickup ENTIRE N Torrington Rd yesterday Thursday, 7/02/20 SEE ITEM #21 SAME ST	On Friday,7/03/20 at 9:32 am per Faith: Driver will be there picking up today 7/08 at 8:15 am per resident garbage was picked up Friday 7/03 in the morning she said **THANK YOU!**	NO	YES
Brian	Spencer	WEB	7/3/2020	8:09 AM	Entire N Verrier Rd his address: 2257 N Verrier Rd	AP	863-873-4609	Via Website: Missed Garbage pickup ENTIRE N Verrier Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:33 am per Faith: Driver is picking up this area today On Wed, 7/08 at 8:21 am I called the resident LVMM to call me back	NO	YES
Gage	Massey	WEB	7/3/2020	8:20 AM	Entire N Esplanada Rd his address 2299 N Esplanade Rd	AP	863-443-1060	Via Website: Missed Garbage, Recycling , & Yard Waste pickup ENTIRE N Esplanade Rd yesterday Thursday, 7/02/20 **THIS IS NOT YARD WASTE WEEK**	On Friday,7/03/20 at 9:37 am per Faith: Spoke with resident let him know the trash truck will be there today, he has trash in his recycle and he will get that fixed, I let him know yard waste is next week and let him know he needs to bundle and tie it and he said he will do that also. On Wed. 7/08 at 8:27 am I called the resident the mailbox was full i was not able to leave a message	NO	YES
Kristy	Davis	WEB	7/3/2020	8:23 AM	Entire N Larramore Rd her address: 2130 N Larramore Rd	AP	863-835-0386	Via Website: Missed Garbage pickup ENTIRE N Larramore Rd yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:39 am per Faith: Tried to call resident with no answer to let her know they will be there today D**O NOT CALL THIS RESIDENT** - Per Faith this area was picked up Friday 7/03	NO	YES
Rhonda	Mitchell	WEB	7/3/2020	9:32 AM	2955 W Gordon Rd	AP	863-368-0253	Via Website: Missed Garbage pickup only her house yesterday Thursday, 7/02/20	On Friday,7/03/20 at 9:46 am per Faith: Called resident with no answer to let her the truck is in that area today picking up. On Wed. 7/08 at 8:33 am I called the resident left LVMM to call me back	NO	YES
Kevin	Murphy	WEB	7/3/2020	9:55 AM	Entire W Barben Rd his address: 2376 W Barben Rd	AP	863-443-1852	Via Website: Missed Garbage pickup ENTIRE W Barben Rd yesterday Thursday, 7/02/20 on 7/07 per Faith: Yes ma'am it was picked up on Friday 7/03	7/06/20 Sent an email to Faith On 7/07/20 per Faith: Yes ma'am it was picked up on Friday 7/03. On Wed. 7/08 at 8:37 am I called the resident left LVMM to call me back AT 10:30 am resident called me back said the garbage was picked up he said **THANK YOU!**	NO	YES

Gary	Smith	WEB	7/3/2020	10:27 AM	Entire N Avon Blvd his address: 2360 N Avon Blvd SEE ITEM #27	AP	614-832-5206	Via Website: Missed Garbage pickup ENTIRE N Avon Blvd yesterday Thursday, 7/02/20 SEE ITEM #27	On Friday,7/03/20 per Faith: Driver is in this area today picking up. On Wed. 7/08 at 9:18 am per resident the entire St. was picked up & they did a wonderful job he said **THANK YOU!**	NO	YES
Stacey	Chmura	WEB	7/3/2020	10:52 AM	Entire W Seville Dr her address: 2623 W Seville Dr	AP	863-273-1428	Via Website: Missed Garbage & Recycling pickup ENTIRE W Seville Dr yesterday Thursday, 7/02/20	7/06/20 Sent an email to Faith Yes trash was picked up on Friday 7/03 On Wed. 7/08 at 9:27 am I called the resident left LVMM to call me back At 10:29 am resident called me back said the garbage was picked up but not her recycling her can is full she said **THANK YOU!**	NO	YES
Meredith	Howard	WEB	7/3/2020	12:42 PM	Entire Avon Park	AP	813-217-1518	Via Website: Missed Garbage pickup ENTIRE Avon Park Yesterday Thursday, 7/02/20	On Wed. 7/08 at 9:31 am per resident she has put the garbage back inside but she said she is fine her day is today Wednesdays she said **THANK YOU!**	NO	YES
Kim	Bennett	WEB	7/3/2020	1:03 PM	Entire W Xavier Rd her address: 3182 W Xavier Rd	AP	863-443-1043	Via Website: Missed Garbage pickup ENTIRE W Xavier Rd esterday Thursday, 7/02/20	7/06/20 Sent an email to Faith. On Wed. 7/08 at 1:33 pm per resident the garbage was picked up on Friday, 7/03 she said **THANK YOU!**	NO	YES
John & Virginia	Minardi	WEB	7/4/2020	2:47 AM	6360 E. Arbuckle Rd.,Avon Park	AP	863-784-4059	Via Website: Missed Bulk Waste pickup Since 6/06...The most recent date we were given was July 3. TV is still waiting at the curb by our house. My husband is almost 79. I will be 77 in a few days. What kind of cruel system do you have? Please show some consideration and do something about our TV, which has been by the street for more than a month. Virginia Minardi.	Monday 7/06 at 8:12 am per Faith: I have given this to Carmen so we can get this taken care of-per Bob this had not taken this long to p/u per Faith: They were only calling in asking dates for bulk pick up never reported a missed pick up. On Wed. 7/08 at 2:45 pm per Faith: Yes ma'am it was on Monday, 7/06 at 9:30 am. Wed. 7/08 at 2:53 pm called the resident LVMM to call me back On Thursday 7/09 at 9:23 am per Mrs. Minard the TV was picked up and she said **THANK YOU!**	NO	NO
Mandy	Baker	WEB	7/4/2020	7:14 AM	Entire Lake Lotela Dr her address: 905 Lake Lotela Dr	AP	813-391-9893	Via Website: Missed Garbage pickup ENTIRE Lake Lotela Dr Thursday, 7/02/20	7/06/20 8:15 am per Faith: The driver was there up and down both sides of road for trash on scheduled day at 7:22 am **LATE SAT OUT**	YES	N/A
		WEB	7/4/2020	7:14 AM	Leah Youngblood ,917 fielder blvd	AP	863-233-0458	Via Website: Missed Bulk waste **this address is in Sebring City limits**	7/6/20 at 8:18 am per Faith: Good morning this address is the city of sebring will call resident and let them know-**INFORMATION**	N/A	N/A
Peggy	Youngblood	WEB	7/6/2020	2:37 PM	1050 S Marion Rd	AP	863-273-0901	Via Website: Missed Bulk Waste pickup Friday 7/03/20 Truck drove by with items from the adjoining street but did not pick up mine	7/06/20 at 2:43 pm per Faith: I spoke with her on the phone she has an appliance out for pick up I explained to her all appliances have to be called in for special pick up she thanked me for letting her know. **I put her on our appliance pick up list.**	NO	N/A
	Vilberg	YS	7/2/2020	8:27 PM	2001 W Argonaut Rd.	AP	863-257-1779	Mr. Vilberg sent an email to Yashira stating his garbage was not picked up Thursday, 7/02, per Faith it was not picked up on Thursday due to Landfill closures -truck was there on Friday 7/03 at 8:13 am.	SENT EMAIL TO KATIE On Monday 7/06 per resident the garbage was picked up Friday, 7/03 he said **THANK YOU!**	NO	YES
Larry	Antonucci	Bea	7/3/2020	8:01 AM	2545 W Matte Rd	AP	305-301-4871	Mr.Antonucci, called Friday, 7/03 left a phone message stating his garbage was not picked up Thursday, 7/02	SENT EMAIL TO KATIE On Monday 7/06 perFaith: It was picked up on Friday at 9:23 am Monday 7/06 at 12:42per resident his garbage was picked up Friday - he said he doesn't want to go trough this ordeal anymore - he will be writing a letter to the County Administrator.	NO	YES
Myrna	Spencer	Bea	7/6/2020	8:35 AM	1363 Farm Rd	SE	863-385-1928	Myrna (a coworker) called earlier today, but we have been playing phone tag all morning, she called to report that the garbage truck just passed by her mother's house, it didn't stop to pick up the garbage. However, her garbage was picked up	SENT EMAIL TO KATIE 7/07/20 at11:33 am per Faith: I have asked Larry to pick this up for her On Tuesday, 7/07 per Faith: This site has been picked up At 2:59 pm I tried to call the resident not response	NO	YES
Michelle	Ruf	BOB	7/6/2020	5:26 PM	17407 Broadland Ln Okeechobee	OK	via email	We live in Kissimmee River Estates in our garbage was not picked up yesterday Monday, 7/06he did half the road but not our house or my neighbors just	SENT EMAIL TO KATIE On Tuesday, 7/07 per resident she said the garbage was picked up today 7/07, she said **THANK YOU!**	NO	YES
Victoria	Medley	WEB	7/6/2020	7:06 PM	Entire Wildflower St her address: 1158 Wildflower St	LP	863-441-0327	Via Website: Ms. Medley, Missed Bulk waste pickup entire Wildflower St on Thursday 7/02-I've Called Twice Last Week (Thursday, And Friday), I Spoke To Katie, And Still No Pick Up	SENT EMAIL TO KATIE 7/07 at 10:51 am per Katie: I have sent this to nick and carmen twice. Tuesday, 7/07 at 2:43pm lVMM to call me back- 7/07/20 at 4:43 pm per resident she is fed up with this issue per Faith: This was picked up this morning Larry sent me pictures of cans of stuff in it and black bags of items and another pile of stuff I called her to let her know that cans of items and extra trash isn't considered bulk waste she said it wasn't hers. **IT WAS NOT BULK WASTE ITEMS**	YES	N/A
Patrick	Miller	WEB	7/7/2020	8:01 AM	100 Daisy Ln	LP	931 721 7627	Via Website: Missed Recycling pickup yesterday Monday, 7/06	7/07/20 at 8:01 am per Faith: Good morning just spoke with Mr. Miller it was his recycle cart that was missed and they have already picked it up this morning he stated. Per resident the recycling was picked up today Tuesday 7/07 he said **THANK YOU!**	NO	YES
Linda	Wheeler	Bea	7/7/2020	8:21 AM	Entire Wheeler Rd (her address 2114 Wheeler Rd)	LO	863-357-2475	Ms. Linda called to report Missed Garbage & Recycling pickup on her Entire St. yesterday's Monday, 7/6/20	SENT EMAIL TO KATIE Per Faith: Good morning **the recycling truck was there yesterday on her scheduled day at 3:21 pm the trash truck was there this morning at 8:36 am** - At 9:29 am called resident back left LVMM to call me back **LATE SAT OUT**	YES	N/A
Terry	Smalley	WEB	7/7/2020	9:18 AM	Reporting 4164 Bianca St	SE	863-253-1098	A concerned resident about Recycling cans used as regular trash cans this has been going on since well before the Covid issue.	I SENT AN EMAIL TO CARMEN ASKED HIM TO PLEASE PICKED UP THESE TWO CANS THEN **TAGGED THEM AND LEAVE THE REYCLING FLYER**	YES	N/A
Eugenia	Moorhead	Bea	7/7/2020	2:19 PM	233 Joppa Ave	LP	863-699-0870	Ms. Moorhead called to report that her regular garbage was not picked up yesterday Monday, 7/06	SENT EMAIL TO KATIE 7/10/20 I SENT ANOTHER EMAIL On Friday 7/10 at 4:57 pm per Faith It was picked up on Tuesday at 4:46 pm Also, I called the resident LVMM to call me back	NO	YES
	Tesch	Bob	7/8/2020	11:45 AM	2170 US 27 S Lake placid	LP	863-414-2899	Ms. Tesch called your office 3 times to report her garbage was not picked up Monday, 7/06 she spoke with Katie and as of today Wednesday, 7/08 at 12:25 pm her garbage is still sitting outside - she called a commissioner too and Bob called me -	SENT EMAIL TO KATIE At 12:21 pm per Katie she is sending Mr. Larry to pickup this stop. At 1:49 pm per Katie Mr. Larry just picked up this stop today 7/08/20 AT 1:51 pm I called the resident no response	NO	YES
Agnes	Nelson	Bea	7/8/2020	3:37 PM	Entire Valerie Blvd her address 3302 Valerie Blvd	SE	863-385-2045	Ms. Nelson, called to report the entire Valerie Blvd. garbage has not been picked up today Wednesday, 7/08, the truck usually comes before noon. I explained to her that you are runnig behind due to Landfill closures.	SENT EMAIL TO KATIE At 3:58 pm per Faith: they have been in that area just not on that road yet driver is just now leaving Landfill and heading back that way 7/10 at 4:49 pm I tried to call the number is a fax #	NO	YES

Alice	Malanga	WEB	7/8/2020	11:57 PM	124 Club Rd. NW	LP	863-446-2863	Via Website: Missed Yard Waste pickup today Wednesday, 7/06	On Thursday, 7/09 at 1:23 pm per Faith: Resident called back and **her branches aren't bundled and tied** I explained how she could get them picked up she said she will have them done by next yard waste pick up	YES	N/A
Lisa	Branca	Bea	7/9/2020	1:51 PM	4009 NE Lake Sebring Dr	SE	863-253-9084	Lisa Branca (a coworker) called to report that her recycling can was not picked up yesterday, Wednesday, 7/08, and it was not tagged either.	SENT EMAIL TO KATIE At 3:55 pm per Faith: They are in the area next to it this was on same route as that one at 4:49 pm per Faith: This has been picked up	NO	YES
	Faith	Bea	7/9/2020	1:22 PM	4733 Star Ave Sebring	SE	863-655-0005	Nick wanted me to give you heads up that he watched 4733 Star Ave Sebring bring there recycle cart out after the driver went by the location.	**INFORMATION ONLY**	N/A	N/A
Kristy	Davis	WEB	7/9/2020	6:27 PM	Entire St her address 2130 N Larramore Rd	AP	863-835-0386	Via Website: Missed recycling & Yard Waste Pickup Entier St.today Thursday, 7/09	Friday 9:03 am per Faith The recycle has already been picked up this morning and yard waste will be also. 7/10 at 4:29 I spoke with the resident she is not home yet but if it has not been piccked up she will call me Monday - she said **THANK YOU!**	NO	YES
	Dammann	WEB	7/9/2020	6:31 PM	Entire St he address 2845 N Lancaster Rd	AP	407-756-3679	Via Website: Missed recycling Pickup Entire St. today Thursday, 7/09	Friday 8:59 am per Faith The truck is in this area now picking up recycling On Friday 7/10 at 4:29 pm I LVMM to call me back At 4:47 pm per Tom it was picked up today he said **THANK YOU!**	NO	YES
Stacey	Chmura	WEB	7/9/2020	7:50 PM	Entire St. her address 2623 W Seville Dr	AP	863-273-1428	Via Website: Missed recycling Pickup Entire St. today Thursday, 7/09 This is the 2nd week recycling has been missed.	Friday 9:03 am per Faith The driver was already on this road this morning at 7:28 am On Friday 7/10 at 4:27 pm per resident it was picked up today she said **THANK YOU!**	NO	YES
Sarah	Bennett	WEB	7/9/2020	8:23 PM	Entire St her address 2118 W Argonaut Rd	AP	863 453-9110	Via Website: Missed recycling Pickup Entire St. today Thursday, 7/09	Friday 9:05 am per Faith This street has already been picked up this morning. On Friday 7/10 at 4:25 pm I LVMM to call me back At 4:35 pm resident called me back said it was picked up today she said **THANK YOU!**	NO	YES
William	McElwee	WEB	7/9/2020	9:07 PM	Entire St his address 1900 N Highlands Blvd.	AP	863-452-1020	Via Website: Missed recycling Pickup Entire St. today Thursday, 7/09	Friday 9:06 am per Faith This road has already been picked up this morning. 7/10/20 **at 4:21 pm per resident it was picked up this morning she said THANK YOU!**	NO	YES
Dawn and Travis	Crosson	WEB	7/9/2020	9:23 PM	2549 N Priester Rd	AP	863-443-4890	Via Website: Missed recycling Pickup just their house today Thursday, 7/09 (the only house on the side of the Street)	Friday 9:07 am per Faith They are in this area now picking up recycling 7/10/20 at 4:19 pm per resident it was picked up she said **THANK YOU!**	NO	YES
	Confidential	Bea	7/10/2020	11:15 AM	4200 Barbarossa Avenue	SE	954-818-1341	A frustrated resident complained about your office Not answering the phones, she called the residential line and was on hold for 10 minutes then she called back selected the commercial line and was on hold for another 10 minutes, she said this is unacceptable from a big company that works for the entire County. Also, her recycling was not picked up she is demanding that her recycling be picked up ASAP, she put it outside the night before at the same time as the blue can and the yard waste	SENT EMAIL TO KATIE per Nick sent pitures the can is full of filters with wires in it and jammed cardboard boxes At 1:01 pm Nick dumped the cart for her and even talked with her and gave her a recycling Flier AT 4:16 pm per resident the recycling can was emptied by Nick she said **THANK YOU!**	NO	YES
Ronald	W Zachary	WEB	7/10/2020	9:45 AM	Entire St. his address: 2423 N. Brunswick Rd.	AP	No phone number given	Via Website: Missed Recycling pickup Entire St. yesterday Thursday, 7/09	Monday, 7/15/20 at 1:02 pm per Faith: I don't have that one for some reason or I cant find it but driver was there on **Friday at 11:13 am** per Faith it was picked up	NO	YES
Amy	Shepard	WEB	7/10/2020	8:55 PM	2530 N Arrowhead Rd	AP	615-339-3663		Monday, 7/13/20 at 12:35 per Faith This street was picked up on Friday I will call resident and ask if her can is empty or if she is tagged. Tuesday, 7/14 per Faith: the driver was there on Friday, 7/10 and picked up both sides of the road I had called resident and she never called me back **LATE SAT OUT**	YES	N/A
Anthony	Bateman	WEB	7/11/2020	2:53 PM	Entire St his address 2500 N Orangewood St	AP	863-368-9928	Via Website: Missed recycling Pickup Entire St. on Thursday, 7/09 Can was out Wednesday noon to Friday noon picked up blue can but not recycle	Monday 7/13 at 11:41 am per Faith this area was NOT picked up will give it to Carmen or Nick I have sent this to Carmen and Nick **At 1:07 pm per Faith: Mr Larry went and checked this area out there is not one single can out on this street including this address. Drive cam shows driver was there on Thursday night picking up. tried to call resident by number listed with no answer.**	NO	YES
John	Arnesen	WEB	7/11/2020	10:17 PM	Entire St. his address 122 Lime Rd. NE	LP	615-339-3663	Via Website: Missed Yard Waste Entire St. Tuesday, 7/07	Monday 7/13 at 11:45 am per Faith: I have sent this to Nick and Carmen 7/17 sent another email On Friday 7/17 at 2:02 pm per Faith: Yes this was picked up yesterday Thursday 7/16 At 2:13 pm per resident no one has been picked up At 2:47 pm per Faith will add him for tomorrow Sat. 7/18 On **7/21/20 at 4:05 pm per resident the yard waste was picked up until today Tuesday, 7/21**	NO	NO
Saundra	Bass	Bea	7/14/2020	12:45 PM	807 Lake Betty Dr	LP	863-441-0109	Ms. Bass called to report that her recycling was not picked up yesterday Monday, 7/13 everything inside is cardboard only	SENT EMAIL TO KATIE Per Katie Travis is going to the site - I asked please pick it up. On Wed. 7/15 at 7:49 am per Katie: This was picked up the cardboard was stuck inside and she had batteries in the bottom of the can she needs to take out- 7/15 at 9:33 am I talked with Ms. Bass informed her that there are batteries at the bottom of the can and the cardboard was stuck - but it was picked up by Travis - she said **THANK YOU!**	YES	YES
Dava	Mazur	WEB	7/14/2020	2:03 PM	410 Southy Christy Jo Dr.	AP	720-240-6511	Via Website: Missed Yard Waste Friday, 7/10 Only her house	SENT EMAIL TO KATIE At 2:13 pm per Faith: **The driver was there on Friday morning her scheduled day right at 7 am for yard waste even stopped and picked up her neighbor down street at 608 S Christy Jo Dr LATE SAT OUT**	YES	N/A
Janice	Sanders	Bea	7/14/2020	3:09 PM	3632 Bethune Rd	SE	863-253-3670	Ms. Anderson called to report her bulk waste (2 mattresses) has been sitting outside for the past three weeks since Thursday, July 2, 2020. She said she has called your office every week and each time she has been told it will be picked up on a certain day, or I will give the information to my supervisor.	SENT EMAIL TO KATIE Friday, 7/17 sent another email. On Tuesday, 7/21/20 at 4:01 pm per resident it was picked up on Saturday, 7/18 she said **THANK YOU!**	NO	NO
Arturo	Acuna	WEB	7/14/2020	2:57 PM	3539 Placid View Dr	LP	305-710-7385	Via Website: Blue trash collection bin was crushed today Tueday, 7/14, just his house	Wed. 7/15 at 8:39 am per Faith: I will call and will get can replaced At 8:57 am per Faith: **I spoke with him and put in a work order for replacement can**	NO	YES

	Pitts	WEB	7/14/2020	8:14 PM	Entire St his address 1160 Jason St. (Route 3 see below information item from Carmen)	LP	863-699-1574	Via Website: Entire Jason St. Missed Garbage Pickup,Missed Bulk Pickup Tuesday, 7/14	Wed. 7/15 at 9:08 am per Faith: The trash has already been picked up the bulk truck is running behind in this area called resident no answer On Thursday, 7/16 per Faith: This is an area they are still working on to get picked up (bulk has not been picked up) On Tuesday 7/21 at 12:28 pm per Mr. Pitts they picked up the garbage on Thursday, 7/16 he said **THANK YOU!**	NO	YES
Carmen	Southern	Bea	7/15/2020	7:15 AM	Route 2 & 3	LP & SE	863-655-0005	Friday, 7/20 at 7:15 am per Carmen Routes 2 & 3 bulk waste running behind it will be picked up between today and Saturday 7/18	**INFORMATION ONLY**	N/A	N/A
Douglas	Lemka	WEB	7/15/2020	8:58 AM	Entire St his address 1409 Wilson Dr. this is Route 2	SE	706-992-8635	Via Website: Entire St. Missed Bulk Pickup Tuesday, 7/14	7/15/20 at 9:42 am per Faith:They are behind in this area and will get it picked up asap. On Tuesday, 7/21 I called the resident no answer	NO	YES
Steve	Stolman	WEB	7/15/2020	9:35 AM	Entire St his 946 Peachtree Dr. this is Route 3 (Lake June)	LP	208-514-5013	Via Website: Entire St. Missed Bulk Pickup Tuesday, 7/14	7/15/20 at 9:42 am per Faith: They are behind in this area and will get it picked up asap. On Tuesday, 7/21 at 3:47 pm per resident it was picked up on Thursday, 7/16 he said **THANK YOU!**	NO	YES
Jason	Waddell	Bea	7/15/2020	4:13 PM	1371 Talbott Cir	AP	319-750-4707	A frustrated Mr. Waddell complained that his recycling cart has not been picked up for the past three weeks and until today they tagged it and left the new recycling flyer, he said this is not acceptable, he should have been tagged three weeks ago. He is taking all the non-recycling items out of the can and expects to be picked up ASAP. In addition, his bulk waste has not been picked up either.	SENT EMAIL TO KATIE At 4:44 pm per Faith: He has been tagged for can being full of Styrofoam so he chased down the supervisor today in the pick up truck and he went and talked to him and gave him the recycling paper. **Nothing he has in can is recyclable.**	YES	N/A
	Lanfill	Bea	7/15/2020	11:30 AM	Arbuckle Creek Rd	SE	863-402-6505	THE LANDFILL WAS SHUT DOWN FROM 11 AM TILL 4:32 PM TODAY WEDNEDAY 7/15	**INFORMATION ONLY**	N/A	N/A
L	Tigner	WEB	7/15/2020	11:25 PM	1302 Schlosser Rd	SE	863-991-3592	Via Website: Entire St. Schlosser Missed Missed Bulk Pickup Wednesday, 7/15	7/16/20 per Faith: This is an area they are running behind in, called resident with no answer to let them know to leave it out. On Tuesday 7/21/ at 3:45 pm per resident it was picked up the next day Thursday, 7/16 she said **THANK YOU!**	NO	YES
	Pitts	WEB	7/16/2020	7:58 AM	Entire St his address 1160 Jason St.	LP	863-699-1574	Via Website: Entire St. Missed Bulk Pickup Tuesday, 7/14	Thursday 7/16 at 8:46 am per Faith: This is an area they are still working on to get picked up On Tuesday 7/21 at 12:28 pm per Mr. Pitts they picked up the bulk waste on Thursday, 7/16 he said **THANK YOU!**	NO	YES
Larry	Folger	WEB	7/16/2020	8:33 AM	Entire St. his address 201 Longwood Rd	SE	863-465-7353	Via Website: Entire St. Missed Yard Waste on Friday, 7/10	Thursday 7/16 at 9:30 am per Faith: this has been picked up At 1:07 pm per resident the yard waste was picked up today Thursday, 7/16 he said **THANK YOU!**	NO	YES
Mike	Rogers	WEB	7/16/2020	9:31 AM	Entire St his address 1104 Sunset Dr	SE	574-370-3137	Via Website: Entire St. Missed Bulk Pickup yesterday, Wednesday 7/15	Thursday, 7/16 at 9:48 am per Faith: this is an area they are behind in On Tuesday, 7/21 at 12:23 pm per resident it was picked up on Saturday 7/18 he said he alway**s had issued** with the bulk waste not being picked up - said **THANK YOU** for calling	NO	NO
Ray	Napper	Bea	7/16/2020	8:11 AM	Entire Huckleberry his address 323 S Huckleberry Dr	SE	863-382-0636	Mr. Napper called to report garbage was not picked up on the entire Huckleberry yesterday, Wednesday, 7/15/20	SENT EMAIL TO KATIE At 8:57 am per Faith: Thank you for letting us know they are in this area now picking up Friday, 7/17 at 8:29 am per resident it was picked up yesterday 7/16 morning he said **THANK YOU!**	NO	YES
Natalie	Edelstein	Bea	7/16/2020	11:23 AM	1900 SR 17 S	AP	no number given	Ms. Natalie, called to report the bulk waste was not picked up yesterday, 7/15. I informed her that it will be picked up between today and Saturday. Find her email	SENT EMAIL TO KATIE On Friday, 7/17/20 at 8:04 pm per resident Bulk was picked up today, she said **THANK YOU!**	NO	YES
	Armstrong	WEB	7/16/2020	8:48 PM	Entire St. his address 2237 N Bennett Rd	AP	no number given	Via Website: Entire St. Missed Garbage Pickup Thursday, 7/15, It appears the green cans got picked up but not blue! So inconsistent!	**On Friday, 7/17 per Faith: The driver is in this area now picking up**	NO	YES
Fred	Juliano	WEB	7/17/2020	9:30 AM	3305 Romeo St	SE	863-385-7566	Via Website: Entire St. Missed Garbage Pickup yesterday, Thursday 7/16 just his home	At 11:41 am I sent an email to Faith AT 2:45 pm Ok I will add her on Saturday, 7/18 list because its hard to tell where she puts her cans with the way her drive way is set up and this area is a split route one who does Romeo is not same one who does corvette On Tuesday 7/21 at 12:15 pm per resident it was picked up on Saturday, 7/18 she said **THANK YOU!**	NO	YES
David	Weinberg	Bea	7/17/2020	10:15 AM	1105 Peel St	AP	863-381-1506	A frustrated Mr. Weinberg called to report his garbage was not picked up yesterday, 7/16 (he put it outside the night before), and around 6:00 pm they picked up the other side of the Street.	SENT EMAIL TO KATIE At 10:30 am per Faith: Driver was there yesterday done both sides of the road 2:28 pm and again at 2:50 pm **Faith he talked to this resident and found out that it was his recyclign that was not picked up she offered him to pickup on Sat 7/18 he said NO**	YES	N/A
Jay	Rios	Bea	7/17/2020	1:45 PM	116 Galapagos Ave N E	LP	863-202-3548	Mr. Rios called to report his recycling was not picked up Tuesday, 7/14 and it wasn't tagged either. He called your office this morning and was told it will be picked up today, but as of 2:00 pm, no one has shown up yet.	SENT EMAIL TO KATIE At 2:30 pm per Faith: I did add him onto the Saturday list. At 2:37 pm I called the resident left a message letting him know the recycles will be picked up Saturday 7/18 On Tuesday, 7/21/20 per resident at 12:10 pm he said they picked up the recycling on Sat. he said **THANK YOU!**	NO	YES
George	Ichimura	WEB	7/18/2020	9:37 AM	Entire St his address 50 W Lake Trout Dr	AP	813-549-9211	Via Website: Entire St. Missed Garbage & Bulk Pickup Friday, 7/17/20 Missed bulk trash 2 weeks ago	On Monday 7/20 at 9:31 am per Katie: Sent this one to nick and carmen to have picked up. On Friday, 7/24 at 4:59 pm I called the resident no respone	NO	YES
Carolyn	Abell	WEB	7/18/2020	11:12 AM	3336 Maine Ave	SE	863-840-3526	Via Website: Entire St. Missed Yard Waste Pickup Thursday 7/16 only her house	On Monday 7/20 at 9:08 am per Katie: **Called left a message with the resident that this week is yard waste**	YES	N/A
James	Huff	WEB	7/19/2020	12:28 PM	Entire St his address 28 Tall Oaks Trail	LP	607-329-1669	Via Website: Entire St. Missed Bulk Pickup Tuesday 7/14 I called your office late afternoon on 7/14 to ask about bulk pickup because you didn't pick up on our street that day. I was told that the equipment was broken down and it would be picked up on the 15th, but that didn't happen. My bulk and my neighbor's is still sitting at the end of our driveways. Will you pick it up this week? Or should we wait another 2 weeks?	On Monday 7/20 at 9:30 am per Katie: Sent this one to nick and carmen to have it picked up I tried to call no response	NO	NO
Krystal	Ramsey	WEB	7/19/2020	6:07 PM	2343 Croydon Rd	SE	863-214-7556	Via Website: Missed Bulk Pickup yesterday, Wednesday 7/15 just her house Bulk picked up everyone's stuff but left ours. All are bagged and less than 50 lbs and put out the night before.	On Monday 7/20 at 9:09 am per Katie **Called resident left a message that bulk waste is not bags She has trash bags out**	YES	N/A
Thomas	Finochio	WEB	7/20/2020	2:43 AM	2739 Whistle Stop (Tanglewood Community)	SE	863-471-3081	Via Website: Entire St. Missed Bulk Pickup yesterday, Wednesday 7/15	On Monday 7/20 at 9:08 am per Katie: **Yes I explained to him the truck was there**	YES	N/A

Nancy	Aldmon	Bea	7/20/2020	9:31 AM	Racoon Ln her address 315 Racoon Ln lorida	LO	772-380-3721	Ms. Aldmon called to report her, and neighbor's bulk waste was not picked up on Friday, 7/17. She doesn't know if anyone else has items to be picked up.	On 7/21/20 at 12:51 pm per resident they picked up everything yesterday Monday, 7/20 she said **THANK YOU!**	NO	YES
Tiffany	Price	Bea	7/20/2020	10:15 AM	6024 & 6018 Red Beach Ln	SE	863-381-9891	Ms. Price called to report that her, and the neighbor's garbage was not picked up Friday, 7/17, she said she called your office Friday, and today too and was told I will give the information to my supervisor.	SENT EMAIL TO KATIE Wed. 7/22 sent another email to Katie 7/23/20 Bob went to the site and the cans are still full On Thursday 7/23 5:27 pm per Bob: **The garbage cans for these two addresses were not picked up last week** so please make sure they're picked up tomorrow. They are on the left hand side as you drive down red Beach ln.	NO	NO
	Amos	Bea	7/20/2020	2:39 PM	Entire Garfield Ave NE his address 331 Garfield Ave NE	LP	Private	Mr. Amos called to report missed recycling pick up on the Entire St last Tuesday, 7/14. Please make sure this area is picked up tomorrow Tuesday, 7/21/20	SENT EMAIL TO KATIE - per resident no calls	NO	YES
Bruce	Van-Jaarsveld	BOB	7/21/2020	8:59 AM	430 Nichele Blvd	LP	863-402-6505	Garbage was not picked up yesterday Monday, 7/20 and also he purchased a 65 gallons cart hg e was told they didn't have 95 gallons	BOB SENT AN EMAIL TO CARMEN On Wed. 7/22 at 9:35 am per Bob this stop was picked up and the blue can was delivered to Bruce	NO	YES
Frederick	Keimel Jr	WEB	7/21/2020	10:25 AM	Entire St his address 198 Autumn Ave	LP	863-465-7930	Via Website: Entire St. Missed Yard Waste Pickup Friday, 7/17/20 Missed bulk trash 2 weeks ago	7/21/20 at 10:29 am per Katie: Will call resident the truck will be there today On Wed. 7/22 at 3:45 pm per resident it was picked up the next day she said **THANK YOU!**	NO	YES
David	Stahl	Bea	7/21/2020	11:03 AM	Entire Mandolin Dr. & Dixie Ave. he lives 119 Mandolin Dr.	LP	305-778-4212	Mr. Stahl called to report the Yard Waste was not picked up yesterday Monday, 7/20 from the entire Mandolin Dr. & Dixie Ave HE ALSO SENT A WEB COMPLAINT	SENT EMAIL TO KATIE AT 11:21 am per Katie: We have a truck that is running a little behind it will be picked up Thursday, 7/23 at 4:19 pm per resident the yard waste was picked up yesterday Wed. 7/22 she said **THANK YOU!**	NO	YES
Patrick	Essex	WEB	7/21/2020	2:11 PM	Entire McKinley St his address 542 McKinley ST NE	LP	863-441-0179	Via Website: Entire St. Missed Recycling Pickup last Tuesday, 7/14/20 it was never picked up last week. Tuesday, 7/21, It's 2pm today July 21 & the recycling has not been picked up again.	On Wed. 7/22/20 at 3:53 pm per resident his recycling has Not been picked up for two weeks now I sent another email to WC at 3:53 pm I SENT ANOTHER EMAIL TO KATIE Friday **7/24 at 2:11 pm Mr.Essex called again asking when his recycling will be picked up the can has been sitting outside since Monday, 7/13 night I SENT ANOTHER EMAILTO KATIE** Monday, **7/27 at 12:30 pm per Bob the recycling was never picked up I sent another email to Katie asking to make sure this stop is picked up tomorrow Tuesday, 7/28 & to be added to the HOTLIST**	NO	NO
Teresa	Haboush	Bea	7/21/2020	4:27 PM	Several neighbors her address 542 S Sun N Lake Blvd.	LP	804-955-6088	Ms. Haboush called to report the recycling was not picked up yesterday 7/20, she noticed that several neighbors were missed too & her cart was not tagged eitherr	SENT EMAIL TO KATIE On Friday, 7/24 at 11:07 am per resident no one has shown up to empty the reycling carts At 2:00 pm per Bob he inspected this site talked to the resident and she will have the cart ready for next week's pick up- Also, Bob asked that 104 Happiness Ave be tagged (this house is behind Ms, Haboush' house	YES	N/A
James	Easton	Bea	7/22/2020	9:45 AM	717 Riviera Dr.	LP	612-290-3065	A frustrated Mr. Easton called to report his opinion about our County recycling system, he is devoted to recycling and doesn't agree with our small selection of recyclables, he said the newspaper among other items should be recycled, etc, etc, etc.	**OPINION ABOUT OUR REYCLING SYSTEM-INFORMATION**	N/A	N/A
Larry	Eddinger	Bob	7/22/2020	3:46 PM	3285 E Anglers Stream	AP	No phone number given	My wife called WC on July 8th requested to exchange his recycling cart for a 35 gallond he was told it would take approximately 7 to 10 days for the exchange. We should leave the present receptacle in the front of the home. After 10 days the request was not fulfilled by your people, 15 days since they made the request Per resident as Monday 7/27 no exchange now it has been 19 days email: laeddinger@gmail.com]	Per Bob 7/23 I spoke with Waste Connections and they should have your 65 gallon recycling container at 3285 E. Anglers Stream in Highlands Ridge changed our for a 35 gallon recycling container tomorrow, Friday 7/24. Per resident the exchange was completed on tuesday 7/28 he said **THANK YOU! CAN EXCHANGE TOOK 19 DAYS**	NO	NO
	Thompson	WEB	7/22/2020	8:01 PM	4510 Thompson Ave	SE	650-218-9148	Via Website: Missed Yard Waste Pickup Wednesday, 7/22/20 Just My House	Thursday, 7/23 at 8:53 am per Katie: Truck is in the area today picking up called resident let her know. On Friday, 7/24 per resident the yard waste was picked up yesterday 7/23 she said **THANK YOU!**	NO	YES
Jerica	Stanaback	WEB	7/23/2020	8:42 AM	Entire Lakewood Rd. her address 5512 Lakewood Rd	SE	863-214-0342	Via Website: Missed Garbage Pickup Entire St. yesterday Wednesday, 7/22	At 9:03 am per Katie: Both trucks were there in the afternoon where is she putting her cans. One truck was 2:30 pm and the other was like 4:20. **7/23/20 at 3:43 pm Bob stopped at this site and found only the reycling cart full of non-recycables items but NOT tag**	YES	N/A
William	Stauffiger	Bea	7/23/2020	9:25 AM	Entire Cairo Dr. his address 5240 Cairo Dr.	SE	863-471-3029	Mr. Stauffiger called to report the yard waste from the entire Street was not picked up yesterday Wednesday, 7/22 he is asking please pick it up today.	SENT EMAIL TO KATIE At 9:45 am per Katie: The driver is in this area today picking up On Friday, 7/24 at 10:27 am call the resident LVMM to call me back At 10:35 resident called back the yard waste was picked up yesterday Thursday, 7/23 they said **THANK YOU!**	NO	YES
Diane	Dotson	WEB	7/23/2020	10:41 AM	Entire St her address 513 Barcelona Dr	SE	863-385-7961	Via Website: Missed Yard Waste Pickup Entire St. yesterday Wednesday, 7/22 last week it was a delay in large items now this week it's yard waste. It's FL you have to expect rain this time of year.	SENT EMAIL TO KATIE At 11:15 am per Katie: The truck is running behind called the resident and left a voicemail. On 7/30/20 at 11:41 am I tried to call no answer	NO	YES
	Rhonda	Bea	7/23/2020	10:41 AM	LANDFILL	SE	863-402-6505	7/23/20 at 10:54 am Landfill closed until further notice OPENED BACK UP AT 1:35 PM	**INFORMATION ONLY**	N/A	N/A
	Katie	Bea	7/23/2020	10:57 AM	2932 N Millden Rd	AP	863-655-0005	7/23/20 per Katie: 2932 N Millden Rd tree branches very low need to be cut or next week we will not be able to go down the road	**INFORMATION ONLY** Per Gator: It's a county maintenance issue Bea. I fwd it to road and bridge supervisor for the area. At 3:47 Bob will inspect this site he think the tree is Not on the County R/W	N/A	N/A
James	Bellotte	WEB	7/23/2020	1:26 PM	1610 Falcon Ave	SE	863-253-7359	Via Website: Missed Garbage Pickup yesterday Wednesday, 7/22 Missed Garbage Pickup,This is the second week in a row thre was no pick up	At 1:35 pm per Katie: Spoke to resident let him know the truck will be there **On Friday at 3:49 pm called the resident LVMM to call me back**	NO	YES
Diobel	Benitez	WEB	7/23/2020	4:29 PM	4 US 27	VN	954-829-3338	Via Website: Missed Bulk Waste Pickup Monday, 7/20/20	At 4:32 pm per Katie: **Called resident explained that bulk waste is this coming Monday**	NO	N/A
Robert	Bennett	WEB	7/23/2020	8:41 PM	Entire St 2118 W Argonaut Rd	AP	863-453-9110	Via Website: Missed Yard Waste Pickup Entire St. Thursday 7/23 not sure if entire street, but probably so	Friday, 7/24 at 11:25 am per Katie: Called the resident no answer explained to them the truck is running behind On 7/30/20 at 11:47 LVMM to call be bak At 1:10 pm per resident the yard waste was picked up last week she said **THANK YOU!**	NO	YES

Susan	La Farge	WEB	7/23/2020	9:29 PM	Entire St her address 4410 Jaguar Dr	SE	863-273-8669	Via Website: M**issed Yard Waste Pickup** Entire St. Thursday 7/23 This is the second is as many yard waste pickup dates that has been missed. I have even noticed that yard waste Pickup on Thunderbird road has also been seemingly ignored. This seems to becoming a regular occurrence... We need something to change	Friday, 7/24 at 11:28 am per Katie: Driver was there this morning On Friday at 3:44 pm per resident it was picked up this morning she said **THANK YOU!**	NO	YES
	Bob	Bea	7/24/2020	10:17AM	Sun-N-Lake Sebring & yesterday's Thursday, 7/23/20 routes in Avon Park	SE & AP	863-402-6505	Per Bob Just so you know Waste Connections is behind on yard waste if we get any calls. I guess a truck broke down and they have yard waste in Sun-N-Lake Sebring to get as well as some from yesterday's (Thursday, 7/23/20) routes in Avon Park.	**INFORMATION**	N/A	N/A
Inger	Samuelsson	WEB	7/24/2020	11:07 AM	1830 (& his neighbor) Arbuckle Creek Rd	SE	863-385-4491	Via Website: Missed Yard Waste Pickup his and his neighbor on Wednesday, 7/22 The second house opposite mine had yard waste out Tuesday night. It is still there. Mine is 3 cans and some bundles	7/24/20 at 11:10 am per Katie: Called resident explained that truck would be there today. On Monday, 7/27 at 3:13 pm per resident it was picked up Friday , 7/24 she said **THANK YOU!**	NO	YES
	Rhonda	Bea	7/24/2020	3:39 PM	LANDFILL	SE	863-402-6505	7/24/20 at 3:39 pm Landfill closed until further notice	**INFORMATION ONLY**	N/A	N/A
		Bea	7/24/2020	4:25PM	2808 Monza Dr	SE	no number given	THE LANDFILL WAS SHUT DOWN FROM 11 AM TILL 4:32 PM TODAY WEDNEDAY 7/15	**LATE SAT OUT** I DIDN'T SENT AN EMAIL MARY LOU BUT SHE PUT IT ON SATURDAY LIST TO BE PICKED UP	YES	N/A
		Bea			Orange Villa MHP	SE	no number giver	A resident called to report as of 4:45 pm the MHP garabage has not been picked up today	I TALKED WITH MARY LOU SHE SAID IF THEY DON'T GET PICKED UP TODAY THEY WILL TOMORROW	NO	YES
Liz	Milan	WEB	7/24/2020	8:06 PM	5211 CR 17 S	SE	931-994-2160	Via Website: Missed Garbage Pickup Friday, 7/24 Both cans were on the roadside, straight and spaced apart. The truck picked up the recycling and dumped it. But the truck was not completely stopped when attempting to pick up the trash can and made it turn so that the arms were not able to grab the can. The truck drove away without emptying the trash can. Will we be able to get it picked up? It is full. Thank you.	I sent an email to Katie Tuesday 7/28 resident sent another complaint I sent another email to Katie. At 9:54 am per Katie: I have sent this to carmen to have it picked up **On Thursday 7/30 at 11:53 am I called the resident left a VMM to call me back** On Monday 8/03 I called again no answer I sent an email to WC asked to add this house to the HOT LIST and sent a map for the driver this is the only house on the road	NO	NO
Rita	Kress	WEB	7/24/2020	9:54 PM	2137 W Citrus Rd	AP	863-212-8975	Via Website: Missed Garbage Pickup Thursday, 7/23 just her house	Monday, 7/27 at 11:53 am per Katie:Truck was stopped in front of this house on Thrusday at 5:17 pm called resident to let them know **LATE SAT OUT**	YES	N/A
Coleen	Austin	WEB	7/25/2020	2:37 PM	4400 Briarcliff Ave	SE	863-221-5903	Via Website: Missed Bulk Waste Pickup Tuesday 7/14. I called on Tuesday the 14th and was told the bulk waste pickup was 1-2 days behind. **It was never picked up so I want to be sure it is picked up this week!**	WANTS TO MAKE SURE SHE IS PICKED UP TOMORROW 7/28 On Wed. 7/29 at 3:29 pm I called the resident LVMM to call me back **SHE WAS MISSED THE WEEK JULY 14 On Tuesday, 8/04 per Ms Austin the bulk waste has not been picked up it has been sitting outside for 4 weeks now SEE A COMPLAINT UNDER AUGUST**	NO	NO
		GR	7/25/2020	6:25 PM	FACEBOOK		No phone number given	Via Facebook: These were the pics from my cans that got hit last night in my right of way. I called the waste connection this am and they told me that I am responsible for them I have to pay for new ones. I have a case number because I called the law and she said that there is nothing they could do. It is not my fault and I would 2 cans. I don't have money for new ones. Please help. Thank you.	**Gator replied to this complaint explained the rules when a can has been stolen or destroyed by others s**	YES	N/A
	Rhonda	Bea	7/27/2020	2:51 PM	LANDFILL	SE	863-402-6505	7/27/20 at 2:51 pm Landfill closed until further notice	**INFORMATION ONLY**	N/A	N/A
Carmen	Southern	Bea	7/27/2020	4:33 PM	Streets on Lake Placid as well as some front load commercial route	LP	863-655-0005	Due to landfill closure caused by this afternoons dangerous lightning storm, Waste Connections will have to delay pickup of some areas in the Lake Placid area. Specific areas are in the neighborhoods of Oak Ave, Eucalyptus Ave, Mulberry Ave, and Buck St. There are some commercial routes that are also affected and will be delayed. (GARBAGE)	Per Carmen: These routes will continue first thing tomorrow morning followed by the normal routes for Tuesday. **INFORMATION**	N/A	N/A
Melina	Monius	Bea	7/28/2020	11:15 AM	34488 Sparkling Dr	SE	954-240-8447	Ms. Monius called to report the garbage truck **spilled hydraulic oil** in front of her house about two weeks ago, she called your office and a man came to clean it up he poured sand on top of the oil then picked it up, but the oil is still there. She said when it rains the oil travels to her driveway, this is a hazard for her because she almost felt the other day. She is requesting that the hydraulic oil be cleaned up properly as soon as possible. **On August 8/06 she called again stating no one has cleaned up the oil**	SENT AN EMAIL TO KATIE Per Carmen at 12:00 pm We had guys out there the day it happened **(a Hydro line started to leak)**and the gentlemen told the clean up guys it looked good and thanked them. Then they called late last week and asked if we can come back so I sent Larry and another employee back out and we cleaned it again with speedy dry to see if we can get anymore of it up. I will send someone again as soon as we can to try and see what more can be done.	NO	YES
Barbara	Murphy	WEB	7/28/2020 & 7/29/2020	6:22 PM	1137 Heron St	LP	401-742-1514	Via Website: Missed Garbage Pickup Tuesday, 7/28 just her house On 7/29 send another complaint: Missed Garbage Pickup Tuesday,7/28 Missed on Tuesday sent notification Tuesday nite. Spoke to Waste Connection office Wednesday morning and was assured my trash would be picked up in the afternoon. That didn't happen and the trash is still sitting out on the road. **ONLY HOUSE ON THIS ROAD STOP HAS BEEN ADDED TO THE HOTLIST AND GIVE A MAP TO THE DRIVER**	At 8:44 am per Katie: I spoke to the resident let her know the truck would be over in this area today On 7/30/20 at 1:15 pm per Katie: This is an area we are going back to SENT IT TO WC On 7/30/20 at 1:15 pm per Katie: This is an area we are going back to On Monday, 8/03 at 2:35 pm per resident it was picked up until Thursday 7/30 at 6:57 am she said **THANK YOU!**	NO	YES
Ethel	Fuller	Bea	7/29/2020	8:33 AM	114 Leona Dr	SE	863-655-1830	Ms. Fuller is requesting that her properly bundled yard waste be picked up this coming Tuesday, she said it has been sitting outside for 3 weeks and is okay to wait until 8/04	**THIS IS A REQUEST (INFORMATION)**	N/A	N/A
Kerry	Standridge	WEB	7/29/2020	8:35 AM	3136 Meridian Ave	LP	863-381-7766	Via Website: Missed Garbage & Recycling Pickup Tuesday, 7/28 just her house	At 8:41 am per Katie:I spoke to the resident let him know we will be back in this area today Wed. 7/29 On Friday, 7/31/20 at 4:25 pm Bob stopped at this location today and the garbage & the recycling has not been picked up, this is the only house on the road and everything inside the recycling can is recyclables I sent another email to WC At: 4:47 pm I put it on for tomorrow Sat. 8/01 on Monday, 8/03 at 3:05 pm per resident he didn't have it outside on Sat because no one told him he said **THANK YOU!** I sent an email to WC asked them to add this house to the HOT LIST and I sent a map for the driver this is the onlyhouse on the road	NO	NO

Lorie	Jackson	Bea	7/29/2020	9:05 AM	430 Turkey Trail	SE	863-202-6049	A frustrated Ms. Jackson called to report she called your office Wednesday, 7/15 requested a refrigerator to be picked up she was told it will be added to the list, and she called again today and was told it will be picked up on 8/15. She said a month waiting is ridiculous and dangerous for the community, the fridge has been sitting outside since 7/14, She is requesting to be picked up ASAP	SENT AN EMAIL TO KATIE At 4:32 pm per Katie: The pick up will be Aug 15th that is our next day. **Thursday 7/30/20 around 10:00 am Bob picked up the fridge**, he was not able to get the other fridge down her road - I sent another email to WC asked them to p/u the other fridge At 10:49 am per resident she said **THANK YOU VERY MUCH!**	NO	NO
Rusell	Gerbich	WEB	7/29/2020	12:40 PM	3001 Miller Ave	LP	954-495-0140	**Via Website: Missed Recycling Pickup Tuesday,7/28 just his house Second week not picked up.**	SENT IT TO WC 7/30/20 at 4:51 pm I sent another email to WC On Friday, 7/31 at 4:21 pm Bob stopped at this location today and the recycling has not been picked up, this is the **only house on the road**. The can is full of cardboard I sent another email to WC At: 4:47 pm I put it on for tomorrow Sat. 8/01 Monday - 8/03/20 at 4:21 pm per resident it was picked up on Saturday but the first cicle it was never picked up he said **THANK YOU!** I sent an email to WC asked them to add this house to the HOT LIST and sent a map for the driver this is the onlyhouse on the road	NO	NO
Susan	Zipper	WEB	7/29/2020	5:51 PM	3852 Rodeo Rd	SE	309-210-2475	Via Website: trashcan turned over with several bags still in it, just her house	SENT IT TO WC At 12:47 pm per Katie: The driver was there at 3:20 so I am not sure I will call them I am super busy At 2:39 pm called the resident left a message to call me back At 2:51 p m per resident they picked up some of the garbage and left some on the can it need to be picked up please - **per Mary at 4:23 pm she will place it for Saturday** pickup - I call the resident to let her know Tuesday **8/04/20 at 10:23 am per resident it was not picked up on Saturday** she was okay she asked to make sure her can is emptied tomorrow Wed. 8/05	NO	NO
Megan	Sanchez	WEB	7/30/2020	1:18 PM	1927 N Torrington Rd	AP	863-245-3145	Via Website: Missed Garbage Pickup today Thursday, 7/30 just her house	At 1:24 pm per Katie: Called resident back she put her cans out late At 2:30 pm per Mary: **The driver was by your house at 8:33 and again at 1:27pm** Either it wasn't out or maybe it was not accessible. Please call us if you have further questions.	YES	N/A
Paul	Demar	Bea	7/30/2020	2:35 PM	583 Max Ave	SE	863-873-4619	A frustrated Mr. Demar called to report his garbage full of maggots was not picked up yesterday, he said he always places his two cans outside Tuesday night for Wednesday's pickup. He just came home and found out that only the recycling can was picked up.	At 3:17 pm per Katie: Driver was stopped right in front of his house he told me he packed the can full of trash and some cardboard I explained to him the stuff in his can probably got stuck he cussed me said I better come get it. And then he hung up on me **per WC they are no going back At 4:41 pm I called the resident twice the call goes straight to voice mail and answer machine is full**	YES	N/A
Denise	Berry	Bob	7/30/2020	2:25 PM	Entire St her address **428 Darter St NW**	LP	863-840-1573	She sent a web complaint + an email to Bob: her entire St recycling was not picked up Tuesday,7/21 & 7/28	At 3:58 pm per Katie: Hopefully tomorrow we will be sending a truck back & she printed a map for the driver, so she would not be missed again At 3:13 per Katie: Called the resident left a message letting them no we are going to get a truck out there tomorrow	NO	NO
Phill	Bach	Bea	7/31/2020	2:31 PM	4506 Lewis Ave	SE	863-385-6627	Mr. Lewis called to report that his recycling was not picked up on Wednesday, 7/29, & it was not tagged either. He called your office, and Carmen's cell phone several times with no results, he is very disappointed with the service	SENT AN EMAIL TO KATIE AT 3:00 pm per Katie: The truck was there I told him we were not sending someone back he told me he jammed the can full of cardboard I explained to him the cardboard probably got stuck in there for him to cut it down. Mary told him the same thing. **No proper recycables**	YES	N/A
Selina	Garay	WEB	7/31/2020	7:35 PM	Entire St 2486 W Nautilus Rd	AP	863-399-3328	Via Website: Missed Garbage Pickup Entire Street Thursday, 7/30	On Monday, 8/03/20 at 11:29 am per Katie: Bulk was there on Thursday at 4:11 pm and the trash was there on Friday at 3:41 pm **LATE SAT OUT**	YES	N/A
				Below are Waste Connections Calls/Complaints July 2020							
CRYSTAL	HIGH	FAITH	7/1/2020	1:30 PM	132 TOPE RD	LP	863-465-0610	MISSED MSW	SENT TO NICK AND CARMEN	NO	YES, on Wed. 8/26 at 12:07 pm per Ms. High she told the hauler to get it until next pick-up date
CHARLES		MARY	7/1/2020		814 BOWLING	LP		MISSED BULK	SENT TO SUPERVISOR	NO	YES
HARRY	RYDER	FAITH	7/10/2020	8:58 AM	210 WREN AVE	SEB	863-458-5558	MISSED RECYCLE	SENT TRUCK BACK	NO	**YES**, on 8/27/20 at 9:59 am per resident they came back the same day he said THANK YOU!
ELAINE	RIVERA	FAITH	7/13/2020	11:06 AM	100 OXBOW DR	SEB	863-448-7255	MISSED RECYCLE	SENT TO NICK	NO	**YES**, on 8/27/20 at 9:39 am per resident they came back to pick-up the recycling
JOE	GUTTILIA	FAITH	7/16/2020	3:30 PM	4140 BIRDIE CT	SEB	863-304-8966	MISSED RECYCLE	SENT TO TRAVIS	NO	**YES**, on 8/27/20 at 12:21 pm per resident it was picked up the same day she said **THANK YOU!**
JOSE	GONZALES	MARY	7/21/2020	10:30 AM	2577 LAKE LILIAN	AP	863-873-3969	MISSED BULK	SENT TO DRIVER	NO	**NO**, 8/27/20 at 12:43 pm called the resident called stated he was picked up until the next scheduled week
JOYCE	SKIBE	KATIE	7/21/2020		8 VENITION PKWY	LP	219-670-2817	MISSED RECYCLE	SENT TO CARMEN	NO	8/27/20 at 12:29 pm I called the resident left a message to call me back
CHRISTIAN	RIVERA	KATIE	7/23/2020		4021 THOMPSON	SEB	863-273-8265	MISSED RECYCLE	SENT TO CARMEN	NO	8/27/20 at 3:01 pm per resident he doesn't remember when it was picked up
ASHLEY		KATIE	7/24/2020		1726 MARTIN LUTHER KING	SEB	863-451-1673	MISSED RECYCLE	SENT TO CARMEN	NO	**YES**, 8/27/20 at 3:05 pm per resident it was picked up within 2 days she said **THANK YOU!**
								Total County calls/complaints	142		
								Waste Connection calls/complaints	9		
								Grand total calls/complaints	**151**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	June/2020 Residential Units= 37,987 X 0.10%= 38 complaints. Resolved within 48 hrs.
Joan	Pizzi	Bea	6/2/2020	1:45 PM	Entire community Lake Blue Estates she lives at 1343 Lake Clay Dr	LP	863-991-1040	A frustrated Ms. Pizzi, called to report that the garbage from her Entire community (Lake Blue Estates) was not picked up yesterday Monday, 6/01, she said she called your office yesterday and today, and was told it will be picked up today. As of 1:45 pm today their garbage is still sitting outside.	SENT EMAIL TO KATIE/FAITH At 2:44 per Mary Lou this area will be picked up today. At 3:05 pm per Faith this area has been picked up. At 9:51 am they picked up her garbage yesterday Tuesday, 6/02/20. she said **THANK YOU!**	NO	YES
Chris	Cauffield	Bea	6/3/2020	4:25 PM	1064 Dixie St	LP	863-441-1569	Chris Cauffield called to report that his bulk waste (2-smashed cardboard boxes & 1-small exercise table) was not picked up yesterday Tuesday, 6/02/20, he said these items have been sitting outside since last week.	SENT AN EMAIL TO KATIE 6/03:19 per Chris the bulk waste was picked up Wednesday 6/03/20 he said **THANK YOU!**	NO	YES
Shawn	Stamps	Bea	6/4/2020	9:31 AM	Entire Lakeside Rd (his address 705 Lakeside Rd)	SE	863-381-9893	Shawn Stamps complained again about the garbage not being picked up yesterday Wednesday, 6/03/20 from his Entire St.	SENT AN EMAIL TO KATIE 6/05/20 at 9:33 am per resident it was picked up he said it was the Entire neighborhood he said **THANK YOU!**	NO	YES
Keith	Wheeler	Bea	6/4/2020	9:43 AM	2801 W Unitas Rd	AP	863-655-5500	Keith Wheeler complained about an issue that happened about four weeks ago he said the driver drove over his yard and left deep ruts, he called your office, sent pictures of the damaged yard, and was told a manager will call you back as of today Thursday, 6/04/20 no-one has called him back.	SENT AN EMAIL TO KATIE **THIS ISSUE HAPPENED 4 WEEKS AGO**	N/A	N/A
Pablo	Bermudez	WEB	6/5/2020	2:24 AM	1814 N Saphire Rd.	AP	863-214-9547	Via Website: Missed Garbage Pickup Thursday, 6/04/20 only his house	6/05/20 at 8:37 am per Faith:Spoke with resident and let them know the driver was there at 8:04 and picked up along the whole road. **LATE SAT OUT**	YES	N/A
Jaime	Figueroa	WEB	6/5/2020	2:46 PM	3111 N Bowden Rd	AP	863-835-0019	Via Website: Missed Garbage & Recycling Pickup Thursday, 6/04/20 only his house	6/05/20 at 2:56 pm per Faith: Tried to reach resident with no answer I will try back before end of day. **the driver was there and picked up both sides of the road at 7:40 am on scheduled day.**	YES	N/A
Sissel	Carr	Bea	6/8/2020	9:37 AM	1713 Van Pelt Rd.	SE	863-471-2425	Ms. Sissel called to report her garbage was not picked up Friday, 6/05, she stated she placed her cans Thursday night.	SENT AN EMAIL TO KATIE per Katie: The driver was there at 8:29 am Friday am. At 11:23 am I called Ms. Carr informed that the truck was there at 8:29 am on Friday, 6/05 she that is fine she will get over this.	YES	N/A
Tommy	Turnbull	Bea	6/8/2020	2:21 PM	Entire Start Ave (his address 4516 Star Ave	SE	863-381-2075	Mr. Turnbull reported that his and his neighbor's garbage **was not picked up on Wed. 6/03, he said his wife called your office on Thursday 6/04** and was told it will be picked up Friday, 6/05. As of today Monday 6/08 everyone's garabge is still sitting outside. He asked that his garbage be picked up ASAP.	SENT AN EMAIL TO KATIE Per Katie Mr. Larry will pickup this site tomorrow Tuesday 6/09 morning 6/15/20 at 8:39 am per resident it was picked up Tuesday 6/rvice09 he is not happy with the service but said **THANK YOU!**	NO	YES
Jose	Torres	WEB	6/9/2020	10:04 AM	857 Primrose St	LP	863-840-0100	Via Website: Left my trash all thrown in the ground and didn't take any	6/09/20 at 10:13 per Katie driver took a picture when he got there both cans are knocked down and scattered garbage on ground. Bea and Mary spoke with the wife and asked her if she witnessed the truck thrown the cans she said NO - I informed her I can't ask the hauler to go back they have a route to complete she was okay with the info.	YES	N/A
	Mr. Naser	Bea	6/10/2020	9:15 AM	150 Fulmar Terrace	OK	863-801-9804	A frustrated Mr. Naser complained that his garbage has not been picked up four times in the past two months he said sometimes is because R&B is working on the road. He asked for refund money for the non-service, etc. etc.	Per Katie, this resident doesn't place the can before 7 the truck stopped at 7:30 am on Monday, 6/08. In regard to Road & Bridge they work on that road every 3rd or 4th Monday, I asked if they work in the afternoon, they said that is not a problem. **THIS TIME WAS BECAUSE R&B WAS WORKING ON THE ROAD**	N/A	N/A
	Administration	Bea	6/10/2020	10:45 AM	3004 King Dr.	SE	863-402-6500	County Adm. Reported this site for having several bags of garbage on site. Per WC Faith, stated the driver tagged the bags but picked up the blue & green can	I searched for Lisa & Hector Vega phone numbers they are disconnected - at 6:45 pm I spoke with Ms.Lisa explained that the hauler wouln't pickup bags of garbage She understood said they will be taken away ASAP- I stopped the next day Thursday 6/11 the bags were gone- issue resolved	YES	N/A
Carol	Cooper	WEB	6/10/2020	4:34 PM	31259 Fetesy Street	SE	863-214-4989	Via Website: Just want to say what a great job the guys/truck's do in our area. I really appreciate them so much.Thank You.	Mary Lou thanked her for the email **GOOD FEEDBACK INFORMATION ONLY**	N/A	N/A
Valery	Brown	WEB	6/10/2020	11:01 AM	3517 Par	SE	863-382-4042	Via Website: Not a complaint I believe the truck picking up debris has a hydraulic leak. at every stop they pick up debris there is a puddle of liquid on pavement. When I saw the truck picking up debris, the hydraulics were making a very loud screeching noise. just thought you would like to know. I think our crew does a fine job here in Golf Hammock.	At 11:13 per Mary Lou: Thank you Ms. Brown for alerting us to this issue regarding garbage truck leaking. I will get this to our maintenance crew. We appreciate the heads up and the compliment regarding the good job our guys do in providing your waste service. **GOOD FEEDBACK INFORMATION ONLY**	N/A	N/A

Darrel	Alexander	Bea	6/11/2020	11:57 AM	409 Citroen Dr.	SE	863-241-5863	A frustrated Mr. Alexander called to report two (2) issues: 1.) The route driver is very rude and has an attitude that he feels single out every time his garbage is picked up. 2.) He spoke with Carmen and was told the County has not put enough information for the residents about the recycling suspension. He said why we don't send everyone a notice via US postal service, because he doesn't read the newspaper of the media.	SENT AN EMAIL TO KATIE **WANTED THE COUNTY TO MAIL OUT FLYER TO EACH HOME**	NO	YES
Israel	Roman	Bea	6/12/2020	10:18 AM	2650 N Osceola Dr.	AP	863-449-0393	Mr. Roman reported that his properly bundled (tied with rope) yard waste was not picked up yesterday Thursday, 6/11 and it been sitting outside since Tuesday, 6/09	SENT AN EMAIL TO KATIE At 11:21 same day Mr. Roman called said they just picked up the yard waste few minutes ago and said **THANK YOU!**	NO	YES
Dana	Sevigny	WEB	6/12/2020	6:12 PM	Entire St - 2990 N Lowell Rd	AP	863-443-2598	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Entire St on Thursday 6/11	Monday 6/15 at 8:45 am per Faith: Nick said this was already taken care of this morning. At 9:18 per resident they picked up the entire St. Saturday, 6/13 she said **THANK YOU!**	NO	YES
William	McElwee	WEB	6/12/2020	6:21 PM	1900 N Highlands Blvd	AP	863-452-1020	Via Website: Missed Yard Waste Pickup Friday 6/12. Just her house The last 3 times that it was yard waste they did not pick it up.	Monday 6/15 at 8:46 AM per Faith: Nick said this was already taken care of this morning. At 9:07 am per resident she took it back inside so when the hauler showed up today no yard waste outside. He said **THANK YOU!**	N/A	YES
Becky	Gerke	WEB	6/12/2020	7:42 PM	Entire St- 2731 N lancaster Rd.	AP	863-368-0173	Via Website: Missed Yard Waste Pickup Thursday 6/11. Entire St. It wasn't picked up May 28th either…	Monday 6/15 at 8:47 AM per Faith: Nick said this was already taken care of this morning. At 9:11 am per resident it was picked up this morning she said **THANK YOU!**	NO	YES
	Faith	Bea	6/15/2020	10:38 AM	4725 Avon Pines Blvd	AP	863-655-0005	Per Faith: it was tagged for her yard waste not being bundled and tied she called and reported it this morning she claimed they were bundled, she wasn't happy and said she is calling the county.	**INFORMATION**	N/A	N/A
	Mr. Valdivies	Bea	6/16/2020	8:46 AM	Commercial account The Green Man Curio Shop 10404 US 27 S	SE	863-781-1758.	Mr. Valdivez called to let us know his garbage was missed Friday, 6/12, the can is full of maggots & it has been sitting outside since Thursday night.	SENT AN EMAIL TO KATIE Wed. 6/17/20 per Mary Lou this will be taken care of today Tuesday 6/17 per resident it was picked up he said **THANK YOU!**	NO	YES
Heidi	Stivender	Bea	6/16/2020	12:13 PM	1535 Sring Lane	LP	863-381-3191	Ms. Heidi called to report that her properly bundled yard waste was not picked up last Monday, 6/08, and it wasn't tagged either. And it has been sitting outside since Sunday, 6/07.	SENT AN EMAIL TO KATIE Per Katie:The driver was stopped right in front of her house at 10:15 am on 6/8/2020 either she had more then 2 yds or she put more out after they left. **MORE THAN 2 CY**	YES	N/A
Robert	Bergmann	Bea	6/17/2020	8:39 AM	His Entire St. his address 808 Lake June Rd.	LP	802-598-6670	Mr. Bergmann called to report that the garbage from his entire Street was not picked up yesterday, there are about 20 + homes with their carts still sitting outside this morning.	SENT AN EMAIL TO KATIE AT 4:23 pm per resident their garbage was picked up today Wed. 6/17 he said **THANK YOU!**	NO	YES
	Mr. Edwards	WEB	6/17/2020	8:50 AM	His Entire Lake June Rd.	LP	no number	Via Website: Missed Garbage Pickup,Missed Recycling Pickup Entire St on Tuesday, 6/16/20	Per Katie 6/17 per above email the Entire St. was picked up today 6/17	NO	YES
Joyce	Conner	WEB	6/17/2020	1:45 PM	430 Lake June Rd	LP	239-564-8977	Via Website: Missed Garbage Pickup **only her house on Tuesday, 6/16**	AT 1:54 pm per Faith I called resident and left a voicemail asking her to call me back. On Thursday, 6/18 at 11:31 am per Faith: **The driver was there on Tuesday, 6/16 morning at 10:33 am**	YES	N/A
Ann	Hardy	WEB	6/17/2020	3:37 PM	2009 Lakewood Dr.	SE	863 214 6707	Via Website: Missed Bulk Pickup TODAY Wed. 6/17 TV was placed out by the garbage cans, 4 ft away as requested by the garbage collection department. The trash folks came in the morning and left the television and nobody else has come by to pick it up yet..	Per Maryou: Called the lady. Let her know the bulk truck hasn't been there yet. They were running behind. Thursday, 6/18 at 3:45 pm per resident the bulk was picked today Thursday, 6/18/20 she said **THANK YOU!** & she is very happy with the Web complain line	NO	YES
Chares	Primeau	WEB	6/18/2020	7:56 AM	966 Lake Lotila Dr	AP	219-819-0389	Via Website: Missed Bulk Pickup yesterday Wed. 6/17	Per Faith 6/18/20 at 8:41 am The truck will be back in this area today Thursday 6/18/20 I will email the resident and let him know. At 7:30 pm he sent anotheremail stating the bulk hasnot been picked up. Monday 6/22 at 11:01 am per resident the bulk was picked up the next day after the complaint she said **THANK YOU!**	NO	YES
	Katie	Bea	6/18/2020	11:13 AM	No address given		941-626-3435	Bea I had a man call me very upset we didn't pick up his bulk I explained to him the trucks were behind I asked him what he had out it was a small milk crate with trash in it I told him that was not bulk he said his can was to full so we should pick it up. He used the f word a lot I asked to to please stop cussing me he told me to shut up	**INFORMATION**	N/A	N/A
Trisha	Moen	WEB	6/18/2020	2:36 PM	26 Lake Stearns Drive	LP	978-502-9236	Via Website: Missed Garbage Pickup,Missed Bulk Pickup on Tuesday 6/16 It's looks to be maybe only the end of the drive that didn't get picked up, I know 4 neighbors are affected	Per Mary Lou: I just spoke with her and we figured out trucks didn't go to the end of her street. I gave it to Carmen and Nick to follow up with her. Monday 6/22 at 11:13 per resident it was picked on Friday 6/19 next day after she called she said **THANK YOU!**	NO	YES
Rebecca	Selby	Bea	6/19/2020	5:07 PM	Entire Orange Villa MHP (her address 4811 Welcome Dr, but she put her carts on the Desoto City Rd.)	SE	615-542-6198	Ms. Selby called to report that as of 5:09 pm today Friday, June 19, 2020 the entire Orange Villa MHP garbage has not been picked up. She said she put her carts on the Desoto City Rd. but everyone else put their carts inside the park.	SENT AN EMAIL TO KATIE Monday 6/22 at 11:31 am called LVMM. At 3:30 p m per resident everything was picked up the same day. She said **THANK YOU!**	NO	YES

Teresa	Mendoza	WEB	6/20/2020	11:38 AM	6230 Mike Kahn Rd	SE	863-260-2158	Via Website: Missed bulk waste pickup Friday 6/19/20	Monday 6/22 at 12:11 pm per Faith: **the truck was right in front of that home at exactly 7 am- LATE SAT OUT**	YES	N/A
Thelma	Fayson	Bea	6/22/2020	2:35 PM	118 State Dr.	SE	863-385-8804	Ms. Fayson complained AGAIN about the garbage trucks damaging the electric lines, and the light pole is now leaning toward her house. She called Duke Energy last month and was told they are not responsible for any repairs. She stated that this is not the first time that this has happened, and she is demanding a resolution to the problem.	**Spoke with the switchboard and told her that no one from WC has called her back- I called her twice the call goes straight to voice mail PER CARMEN THE ELECTRIC LINES ARE VERY LOW**	N/A	N/A
Candy	Johns	Bea	6/24/2020	9:57 AM	2632 Pinne Neddle Dr.	SE	561-756-7512	A frustrated Ms Candie called to report that her properly bundled yard waste was not picked up yesterday Tuesday, 6/23/20 the bags have been sitting outside since last week	SENT AN EMAIL TO KATIE 6/24/20 at 11:45 am per Katie, Travis went on a company pickup he picked up everything that was bundled and tagged the rest. At 11:55 am Carmen sent a picture of loose debris - per resident they didn't pick up the 2 black bags full of tree debris. At 2:39 pm per Camen the bags were picked up and he called the resident too.	YES	YES
Dick	Gorman	Bea	6/24/2020	4:43 PM	5406 Lakewood Rd	SE	863-273-8114	Mr. Gorman called to praise the driver for his route he said he went above and beyond his duties helping him with the carts today,Wednesday, 6/24/20 and he is very thankful for the great service.	SENT EMAIL TO KATIE **INFORMATION ONLY**	N/A	N/A
Stephen	Ford	Bea	6/26/2020	9:57 AM	2882 Palo Verde Dr.	SE	863-399-370	Mr. Ford called to report the garbage cart **(9GH013049)** he received on 6/18/20, is damaged, when he rolled it down the wheel came off, he put it back on and it keeps coming off. And please picked up the recycling cart 6RH019821	Sent an email to WC asking to replace his blue cart **REQUESTING A NEW GARBAGE CART**	N/A	N/A
Christopher	Davis	WEB	6/26/2020	6:57 PM	23 S Cole Ave	AP	863-873-0767	Via Website: Missed Recycling pickup Thursday, 6/25/20 only his house the cart is full of cardboard boxes	7/01/20 resident called again stated his recycling can is full of garbage with maggots all around it. - **At around 4:00 pm Bob inspected this site and explained to Mr. Davis the recycling procedures, the items must be loose inside the cart for truck pickup**. He will prepare the cart for tomorrow's 7/2 pick-up. Please make sure that the recycling driver stops at this site to empty the cart.	YES	N/A
		Bea	6/29/2020	8:39 AM	Autumn Ave	LP	no number	A resident called to report his recycling cart was tagged because there was a 7 Up cardboard box inside -the employee argued with him stating that it is not clean cardboard. The resident said that you need to educate the employees on what is & what is not recyclable before sending them to verify each recycling cart	The resident didn't want to leave name or phone number said this is **INFORMATION ONLY**	N/A	N/A
Saundra	Bass	Bea	6/29/2020	11:37 AM	807 Lake Betty Dr	LP	863-441-0109	Ms. Bass called to report that her recycling cart was not picked up today Monday, 6/29, & it was tagged too! She said she got a recycling flyer from a commissioner, & everything inside the cart is what it says in the flyer. She said this is unacceptable, & unfair, the cart needs to be emptied asap please?	Per Mary Lou s**he spoke with Ms. Bass & she had some cardboard waxed in it. - it won't be picked up.**	YES	N/A
Janeth	Johnson	Bea	6/30/2020	3:11 PM	4305 Palomino Dr	SE	863-414-4339	Ms. Johnson is pleading that her yard debris is picked up on her regularly scheduled day she said she is ill, & handicapped not able to bundled it.	AT 3:39 pm per Faith: **She still needs to put in proper stipulations or put in a old garbage container if she cant bundle them.**	YES	N/A
Douglas	Lemka	WEB	6/30/2020	7:26 PM	1409 Wilson Dr.	SE	706-992-8635	Via Website: Missed Bulk Waste pickup Tuesday, 6/30, Not sure if it was more than my house as none of my neighbors had bulk waste out. I had a single red adirondack plastic chair out for pickup. Think it qualifies as bulk.	Per Faith: I have given this to Nick and Carmen so we can get it picked up as soon as we can. Feel free to email me or call with any questions. Have a blessed day Tuesday 7/07 at 2:51 pm I called the resident no response and I was unable to leave messges Per Faith it was taken care of	NO	YES
				Below are Waste Connections Calls/Complaints June 2020							
TOM	WINGER	FAITH	6/1/2020	10:20	201 OAKWOOD LANE	SEB	863-655-6621	MISSED YW	SENT TRUCK BACK	NO	**YES**/ On Friday at 9:07 am per Ms. Winger it was picked up soon after she said they are doing a wonderful job & **THANK YOU!**
MR.	HALL	FAITH	6/2/2020	8:46 AM	629 S LAKEVIEW RD	LP	863-840-1140	MISSED MSW	SENT TRUCK BACK	NO	**YES**/ On Friday 7/17 at 8:55 am per resident it was picked up the next day he said **THANK YOU**
MRS.	GAIL	FAITH	6/4/2020	10:20 AM	204 HIGHLAND RD	SEB	863-243-9377	MISSED MSW	SENT TRUCK BACK	NO	**YES**/ On Friday 7/17 at 9:55 am per resident she doesn't remember- but she said **THANK YOU!**
KATHLEEN		FAITH	6/11/2020	9:10 AM	2535 BRADFORD DR	SEB	612-819-6476	MISSED MSW	SENT TRUCK BACK	NO	**YES**/ On Friday 7/17 at 9:25 am per resident she took the can back inside she didn't have much garbage but she said they are doing a great job! She said **THANK YOU!**

RANDY	MARTIN	FAITH	6/11/2020	9:13 AM	1740 KOY DR	SEB	863-273-1837	MISSED MSW	SENT TO CARMEN AND NICK		**YES**/ On Friday 7/17 at 9:31 am per resident it was picked up the next day he said **THANK YOU**
ROCHELLE		FAITH	6/15/2020	9:00 AM	2798 N FARNUM RD	AP	863-368-2417	MISSED MSW	PICKED UP ON SATURDAY 6/13/20	NO	**YES**
SANDY	BRIGHT	FAITH	6/15/2020	10:47 AM	1141 N GRAHAM RD	AP	863-453-7370	MISSED YW	SENT TO NICK	NO	**NO**/ On Friday 7/17 at 9:39 am per resident they never came back she said it was picked up until the next pickup date
LUCY		FAITH	6/17/2020	8:53 AM	19 MALLARD RD	LP	786-390-4556	MISSED MSW	SENT TRUCK BACK	NO	**YES**/On Friday 7/17 at 10:57 am called the resident left a message to call me back. AT 2:27 pm per resident it was picked up within two days she said **THANK YOU**
JOHN	GEITNER	FAITH	6/17/2020	9:21 AM	12 LAKE JUNE IN WINTER DR	LP	863-610-1114	MISSED MSW	SENT TRUCK BACK	NO	**YES**/On Friday 7/17 at 11:01 am per resident they came the next day he said **THANK YOU!**
CONSTANCE		FAITH	6/18/2020	8:54 AM	3601 SONG SPARROW AVE	LP	863-699-3791	MISSED MSW	SENT TRUCK BACK	NO	**YES**/On Friday 7/17 at 11:03 am per resident it was picked up she said **THANK YOU!**
								Total County calls/complaints	39		
								Waste Connection calls/complaints	10		
								Grand total calls/complaints	**49**		

First Name	Last Name	Call Rcvd By	Date	Time	Street Address	City	10 Digit Phone #	Issue	Resolution	Resident's fault	May units 37,968 X 0.10% = 38 complaints. Resolved complaints within 48 hrs.
Chriss	Greffin	Bea	5/1/2020	1:07 PM	125 Parkview Rd	SE	770-313-2938	A frustrated Mr. Griffin complained about the driver leaving scattered garbage all over the street every time he dumps. He said he is tired of cleaning after him. He is asking that the driver slow down when dumping and to make sure he shakes the can at least once.	**LEAVING SCATTERED GARBAGE ALL OVER THE STREET**	NO	NO
Melissa	Trapani	Bea	5/1/2020	1:39 PM	Commercial cart Stewart Construction at 1500 Sebring Parkway	SE	863-385-9403	Ms. Melissa complained about the garbage has Not yet been picked up today Friday, 5/01. She said she placed the can outside at 4:00 pm yesterday Thursday, 4/30.	5/07/20 at 3;31 pm per Melissa it was picked up the same day she said **THANK YOU!**	NO	YES
	Beach	WEB	5/5/2020	6:21 PM	Entire St. 115 Sheppard Rd NW	LP	863-840-1445	Via Website: Missed Garbage Pickup Entire Sheppard Rd.NW he lives 115 Shepard Rd.	Per Faith: I have given this address to Carmen and will get someone there as soon as we can to get it taken care of. I will call resident and let him know as well. 5/07/20 at 3:27 pm per resident it was picked up yesterday 5/06 around 4 pm, he said **THANK YOU!**	NO	YES
	Gloria	Mize	5/5/2020	6:40 PM	418 NW Josephine Rd	LP	863-381-5736	Via Website: Missed tires Pickup	Per Faith: Called resident with no answer and left her a voicemail asking her to call me back I have added this address on the next tire pick up . It will be this Saturday 5/9/2020. 5/20/20 at **10:07 am I called the resident LVMM At 12:11 pm she called me back said the tires were picked on Sat. morning and she said THANK YOU!**	NO	YES
Steve	Stoltmann	WEB	5/05/200	6:56 PM	946 Peachtree Dr	LP	208-514-5013	Via Website: Missed bulk waste Pickup	5/06/20 Per Faith: I have sent this to Carmen to get it picked up. will call resident and let him know as well. 5/20/20 at 10:09 am per resident the bulk waste was picked up the next day after he called he said **THANK YOU!**	NO	YES
Chris	Cauffield	Bea	5/6/2020	9:37 AM	1064 Dixie St	LP	863-441-1569	Mr. Cauffield complained about the bulk waste that has not been picked up for the past two scheduled pickups. He said the chair and small table has been sitting outside since Sunday, 4/19/20	5/07/20 per Faith this site was picked up today. I called Chris and he will call me back when he gets home. 5/08/20 at 9:30 am per resident he was picked up Thusday 5/07, he said **THANK YOU!**	NO	YES
	anonymous	Bea	5/7/2020	4:00 PM	4301 & 4245 Sun N Lakes B	SE	no number given	A concerned resident called to report that two medical offices located at 4301 & 4245 Sun N Lake Blvd. Sebring has scattered used medical supplies all over the back street. These buildings are very close to residential areas.	I gave the info to Tammy 6550 of the **Environmental Health Dept**. she said someone will be going to the site tomorrow morning. 5/08/20 per Tammy they are 3 medical offices in viol;ation they all will be receiving a warning letter giving them so many days to clean up - **(INFO ONLY)**	N/A	N/A
Tonya	Bolt	WEB	5/7/2020	5:04 PM	41041 Capri St	SE	863-257-3025	Via Website: I just watched the recycling truck dump the recycling bin and regular garbage bin in the same truck. What is the point of going through the process of recycling if waste management employees are not going to collaborate.	**Gator sent her an email explained why we stopped the recycling pickup (INFO ONLY)**	N/A	N/A
Marlyn	Hernandez	WEB	5/7/2020	7:41 PM	1891 N Seminole Rd	AP	786-514-4262	Via Website: Missed Recycling Pickup for the past two weeks	**I sent her an email about the recycling suspension. Then she sent two more complaints per Faith this stop has yard waste inside the recycling and garbage can- she sent her an email too about the rules for yard waste pickup. RESIDENT FAULT**	YES	N/A
Joe	deBree	WEB	5/9/2020	8:26 AM	Entire Street (4635 Queen Palm Dr.)	SE	863-381-9604	Via Website: Missed garbage Pickup Entire St.Friday 5/8/20 4635 Queen Palm Drive Sebring	5/13/20 at 10:15 am per resident the garbage was picked up Monday evening 5/11 he said **THANK YOU!**	NO	YES
Jeanette	Furman	WEB	5/9/2020	6:27 PM	Entire Street (4733 Queen Palm Dr.)	SE	863-382-9861	Via Website: Missed garbage Pickup Entire St. 4733 Queen Palm Drive Sebring Friday 5/08/20	5/13/20 at 10:17 am per resident the garbage was picked up Monday 5/11 evening she said **THANK YOU!**	NO	YES
Mark	Stoelton	WEB	5/11/2020	8:32 AM	Entire Street (4812 Date Palm Dr.)	SE	863-382-2812	Via Website: Missed garbage Pickup Entire St. 4812 Date Palm Drive Sebring Friday 5/08/20	5/13/20 at 10:43 am per resident the garbage was picked up Monday 5/11, same day she called he said **THANK YOU!**	NO	YES
Paul	Wills	Bea	5/11/2020	8:50 AM	2794 W Hasbrouck Rd.	AP	863-453-3962	Mr. Wills wants to report that he is tired of calling your office at least once a month for either garbage/yard or bulk waste picked up. He is requesting a better service.	**REQUEST N/A (INFO OLY)**	N/A	N/A
Carol	Hutchinson	WEB	5/12/2020	9:22 PM	1011 Terry Dr.	AP	863-399-9000	Via Website: Mised garbage pick up last Wednesday 5/06/20	I sent and email to WC asking to make sure this site is picked up today Wed. 5/13/**20 5/20/20 at 10:03 am I tried to call the resident no answer** 5/27/20 at 9:53 am tried to call no answer- She complained a week later	NO	NO
Ann	Vancoevering	WEB	5/13/2020	8:49 PM	4309 Lake Haven Blvd.	SE	863-214-5344	Via Website: Mised recycling pick up Wednesday 5/13/20	On 5/14 per Faith: **I am the phone with her now she had cardboard boxes jammed in there**. I let her know can she take them out and put out for bulk waste next week and she was okay with that.- **RESIDENT FAULT**	YES	N/A
Israel	Roman	Bea	5/14/2020	10:25 AM	2650 N Osceola Dr.	AP	863-449-0393	Mr.Roman, complained about the slinger being rude and disrespectful to him, and didn't pickup the properly bundled yard waste.	Slinger was not rude he walked away because Mr. Roman was getting upset- then they went back to pick up the yard waste. At 3:17 pm Mr. Roman called stated his yard waste was picked up he said T**HANK YOU!**	NO	YES

Maria	De la Rosa	Bea	5/15/2020	12:17 PM	6008 Oak Manor Ave	SE	863-273-7087	A frustrated Ms. De la Rosa called requesting a bear cart (BEAR000079) replacement because it was damaged by a car. I tried to explain that she will need to purchase a new cart, but I was unable to talk and she hang up the phone on me.	**BEAR CART ISSUE (INFO ONLY)**	N/A	N/A
Linda	Bates	WEB	5/16/2020	6:32 PM	1506 Elgin Rd	AP	863-449-1937	Via Website: Missed Yard waste pickup Thursday 5/14/20 (She sent 2 websited complaints 1 on Friday & 1 on Sunday 5/17)	Monday 5/18 at 8:37 am per Faith: I have sent this to carmen to get picked up. I will call resident and let her know. 5/27/20 at 9:56 am per resident it was picked up Monday 5/18 she said **THANK YOU!**	NO	YES
Gregg	Martin	Bea	5/18/2020	9:15 AM	2401 Hicks Rd.	LO	863-214-4335	Mr. Martin complained about the recycling has not been picked up for the past two Fridays (5/05 & 5/08), he said he put both cans outside at the same time but only the garbage can is picked up.	SENT EMAIL TO KATIE Per Faith: I spoke to him earlier he has cardboard jammed in the can. I asked him to take the cardboard out and put out for bulk waste this Friday and I will also make a map for his stop to make sure no other issues happen. **5/18/20 Per resident he is fine to be picked up unitl next Friday 5/22/20** 5/27/20 at 10:07 am per resident it was picked up Friday 5/22 he said **THANK YOU!**	YES	N/A
April	Butler	Bea	5/18/2020	9:55 AM	608 Butlers Bluff Rd.	LO	863-634-8056	A frustrated Ms. Butler complained about the bulk waste (2 small bikes) has not been picked up for the past two months. She is demanding to be picked up today.	SENT EMAIL TO KATIE Per Faith, I spoke with her this morning I explained the bulk truck has not be there yet and they would get it today. I also explained why they probably had left them and she was ok and understanding. 5/20/20 at9:51 am resident the bulk waste was picked up yesterday TUESADY 5/19 and she said **THANKYOU!**	NO	YES
Elvis	Morgan	WEB	5/18/2020	1:44 PM	116 Cayman Street NE	LP	901-359-8032	Via Website: Missed Bulk waste Pickup entire St. Friday 5/05/20. Please confirm the mattress and box spring will be picked up on Tuesday 5/05 - I don't want to leave these materials out as it is an eye sore and will get wet and heavier.	Per Faith: I have made a map to make sure this stop is picked up tomorrow. will call resident and let them know as well. 5/27/20 at 10:09 am per resident it was picked up the next day after he called he said **THANK YOU!**	NO	YES
	Danielle	WEB	5/19/2020	6:30 PM	3139 Locust Ave	LP	863-599-9830	Via Website: Missed bulk waste pickup Tuesday 5/19/20	5/20/20 Per Faith: Nick is having this picked up today. I have already called resident and let her know AT 1:35 pm per Faith: This has been picked up At 3:47 pm per resident it was picked up today Wed. 5/20 she said **THANK YOU!**	NO	YES
Edward	Conrad	Bea	5/20/2020	9:41:00 AM	1608 Iris Ave	SE	863-385-4364	A frustrated Mr. Conrad complained about the garbage that was not picked up today he said he put the can outside at 5:30 am, and that he witnessed the driver picking up everyone else except his can.	SENT AN EMAIL TO KATIE Per Mary this has been picked up. At 9:57 am talked with Ms. Conrad she said it was picked up & said T**HANK YOU!**	NO	YES
Treasa	Lee	WEB	5/21/2020	7:57 AM	Entre Grouper Dr. (her address 2929 Grouper Dr.)	SE	863-381-9217	Via Website: Missed the entire Street bulk waste pickup yesterday Wed. 5/20/20	Per Faith this stop has been picked up 5/22/20 at 11:00 am per resident it was picked up Friday 5/22, said **THANK YOU!**	NO	YES
Cheryl	Chavis	WEB	5/21/2020	8:41 AM	6312 Gunner Ter	SE	863-273-8548	Via Website: Missed bulk waste pickup yesterday Wed. 5/20/20. I placed a can with trash and painted " throw away can too" This has been out there the last two bulk trash days and has not been picked up.	Per Faith: Yes she called as soon we opened and had left us a voicemail I explained to her we don't take extra trash and that she can put can upside down empty and we will take it. **RESIDENT FAULT**	YES	N/A
myrna	Tuff	Bea	5/21/2020	10:01 AM	2818 W Charing Rd	AP	954-210-3878	Myrna Tuff called to let us know that Tom, one of your drivers is a wonderful, kind, and professional person. She said he is an asset to your company, and she is grateful to you for hiring him.	**GOOD FEED BACK ABOUT TOM ONE OF THE DRIVERS (INFO ONLY)**	N/A	N/A
Jamie	Young	WEB	5/21/2020	10:06 PM	1607 Oleaster Ave	SE	863-458-0137	Via Website: Missed Garbage Pickup,Missed Recycling Pickup,Missed Yard Waste Pickup,Missed Bulk Pickup,5/13/2020 & 5/20/2020 Recycling has garbage (As we were advised to use those cans until further notice, since your not recycling) Red & Black can is used for Bulk (which can be dumped with the machine) **SAME AS ITEM 38**	At 10:49 am per Faith Yes she didn't answer I left her a voicemail at 11:47 am per Faith: The blue cart was picked up but these two cans were tagged I have attached the picture of the issues. I did also try to contact resident by phone to let her know what the issues were with no response. **per pictures she has one black can with garbage and the recycling can full of yard waste. RESIDENT FAULT**	YES	N/A
Nelmon	Medley	Bea	5/22/2020	9:09 AM	2911 W Rochester Rd	AP	863-452-2961	Ms. Medley called to report that the garbage wasn't picked up yesterday she said her house is the only one on the block and that she put the cans near the mailbox at the end of the road for the past 30 years on Wednesday night	SENT AN EMAILTO KATIE Per Faith: Carmen got back with me on this one. The address was tagged I have attached the picture of the issues. At 2:41 pm I called the resident:Ms. Medley stated that the yard waste is a piece of a Christmas tree that has been sitting outside for several weeks, and no one picks it up. I explained with details what she needs to do for next Friday's pickup. She was okay with the explanation. **RESIDENT FAULT**	YES	N/A
	Kenya		5/22/2020	12:20 PM	1520 Citrus Ave	SE	863-214-8432	Kenya called to report the two garbage cans were knocked down by the truck and the garbage wasn't picked up. She asked please come back to pickup the garbage.	SENT AN EMAILTO KATIE Per Faith Carmen will take care of this one AT 4:30 pm per resident it was picked up said **THANK YOU!**	N/A	YES
	Katie	Bea	5/22/2020	12:30 PM	Potential address 2602 N Lacuna Rd	AP	863-655-0005	Per Faith: always calls and says we miss his bulk but he had a pile in the front yard and a pile on the side yard we only pick up in the front so the other did not get picked up. Plus they tagged some things.	**INFORMATION**	N/A	N/A

Bruce	Mann	WEB	5/23/2020	11:23 AM	EntireS Driftwood Ct. (his addresss 2849 S Driftwood Ct.	AP	863-585-2159	Via Website: Missed the entire Street bulk waste pickup Friday 5/22/20	SENT AN EMAILTO KATIE Tueday 5/26 at 9:40 am per Katie: The truck was back over there on Saturday but she had her son bring everything back inside on Friday night- **At 9:45 am per Mary Lou: I spoke with her today as well. I asked her to call us when she has back out and I figured we could have Larry pick it up.RESIDENT TOOK BACK INSIDE THE BULK WASTE. RESIDENT FAULT**	YES	N/A
	Chief Morse	Bea	5/26/2020	7:16 AM	Fire Station 2 at 2450 County RD 64 East	AP	(863) 443-0631	Chief Morse called to report the garbage at station 2 did not get picked up Thurday 5/21. It was put out on Wednesday and still full.	SENT AN EMAILTO KATIE 5/27/20 at 10:53 am Chief Morse will call me back 5/28/20 at 10:17 am per Chief Morse it was picked up yesterday 5/27/20 one day after hecalled he said **THANK YOU!**	NO	YES
Tamra	Mathy	WEB	5/24/2020	9:49 AM	1934 Canary Way	SE	863-453-2211	Via Website: STOLEN CAN WED. 5/6/20 per resident: someone stole my garbage can and when i called waste mgmt i was advised that i would have to purchase another one. also the receptionist stated that her supervisor's analogy was "well if you have a walmart cart full of stuff and it gets stolen, you wouldn't expect walmart to reimburse you would you"? look what a dumb analogy...etc.	**Tuesday 5/26/20 at 5/26/2020 I SENT HER AN EMAIL STATING THAT THE HAULER IS NOT RESPONSIBLE FOR STOLEN CANS**	N/A	N/A
Janece	Covell	Bea	5/26/2020	11:15 AM	1521 Blak Bear Ave	LP	863-464-9244	A frustrated Ms. Covell called to report that her garbage (bear cart) was not picked up today and that they didn't leave a tag either. She said she called your office and was told they don't pickup those types of cans because issues trying to open them. She stated she is 69 years old, and she is able to open the can.	SENT AN EMAILTO KATIE Per resident the slinger had been getting out of the truck to open the can several weeks ago. **I requested a bear cart replacement. (INFO ONLY)**	N/A	N/A
	Mrs. Layport	Bea	5/27/2020	9:11 AM	Dunlin Ave	SE	no number given	Mrs. Layport of Dunlin Ave Sebring called to let us know the truck (#201606) driver is a great person that goes above & beyond his duties to serve the community, and she commended his excellent service.	**GOOD FEED BACK ABOUT TOM ONE OF THE DRIVERS (INFO ONLY)**	N/A	N/A
Darian	Jones	WEB	5/27/2020	6:50 PM	622 Grissom Ave NW	LP	863-243-3936	Via Website: Missed the Garbage/Recycling pickup Tuesday 5/26/20	5/29/20 at 11:14 am per Faith: The driver was there on scheduled day but I will put on Saturday list **LATE SAT OUT**	YES	N/A
Jamie	Young	WEB	5/27/2020	9:03 PM	1607 Oleaster Ave	SE	863-458-0137	Via Website: Missed Bulk Waste pickup Tuesday 5/26/20 At the corner of Hazel and Oleaster- Red and Black can used for bulk- Advised not a Highlands County Can wont be picked up---USED AS BULK! SAME ISSUE ITEM #28	**RESIDENT IS USING A CAN FOR BULK WASTE PICKUP I SENT HIM AN EMAIL EXPLAINED ABOUT WHAT IS BULK WASTE**	YES	N/A
Stephen	Riffle	WEB	5/28/2020	11:03 AM	201 Ballard Rd.	AP	863-214-3222	Via Website: Boxes and Black Garbage Bags	Per Faith at 11:08 am Just spoke with Mr. Riffle on the phone and **explained to him what bulk waste was and how he could get rid of the boxes for bulk waste next week**	YES	N/A
Thelma	Fayson	Bea	5/28/2020	3:45 PM	118 State Dr.	SE	863-385-8804	A frustrated Ms. Fayson complained about the garbage trucks damaging the electric lines, and the light pole is now leaning toward her house. Also, part of the roof has been damaged too. She said previously her son repaired the roof, but the damage is back. She called Duke Energy today and was told they are not responsible for any repairs. She stated that this is not the first time that this has happened, and she is demanding a resolution to the problem.	**SENT AN EMAILTO KATIE THIS IS AN OL D COMPLAINT FROM 3/20/20 ELECTRIC LINES VERY LOW**	N/A	N/A
Lynn	Hindelang	Bea	5/28/2020	3:35 PM	3305 Thunderbird Rd	SE	863-657-4776	Ms. Lynn complained her garbage was not picked up today, and everyone else was picked up except her can. She said the can is full and is requesting to be picked up as soon as possible.	SENT AN EMAILTO KATIE Per Mary Lou this stop will be picked up tomorrow Saturday 5/30/20 5/29/20 at 11:15 am I informed the resident 6/01/20 at 4:24 pm **LATE SAT OUT**	YES	N/A
Kelly	Waldron	WEB	5/30/2020	4:15 PM	2955 W Gordon Rd	AP	863-449-1150	Via Website: Missed garbage pickup Thursday, May 28, 2020. We had our containers out at 1140am...they USUALLY come by in the late afternoon on Thursday AND Fridays ...I saw 1 truck speed down our road Thurs afternoon but they didn't stop and never saw any others come down our street. I dont know if anyone else was missed but I saw all our neighbors containers out both days and they pulled their containers back into their yards late Fri night..	6/01/20 per Faith: I called and left resident a voicemail asking her to call me back. They didn't put there carts out until 11:40 am and that's why they didn't get picked up the driver was there at 10:51 am **LATE SAT OUT**	YES	N/A
	Anonimous	WEB	5/30/2020	11:41 AM	3814 Peugot Street	SE	no number given	Via Website: Huge mound of trash / household items left by the tenant or landlord. This has been there for just over a couple weeks now. The bags are beginning to break down and trash is being scattered.	**SENT AN EMAIL TO CODE ENFORCEMENT (INFORMATION ONLY)**	N/A	N/A
				Below are Waste Connections Calls/Complaints May 2020							
PAULINE	JONES	FAITH	5/4/2020	9:15 AM	PINE LANE	SEB	863-655-1920	MISSED YW	SENT TO NICK AND CARMEN	NO	6/15/20 at 10:45 am per resident it was picked up same day said **THANK YOU! YES**
MRS.	SCHULTZ	FAITH	5/4/2020	11:35 AM	6224 OAK LN	SEB	863-655-1511	MISSED YW	SENT TO NICK AND CARMEN		6/15/20 at 10:52 am left a message to call me back
KAREN	NUTTER	FAITH	5/7/2020	8:55 AM	275 TANAGER AVE	SEB	863-382-1230	MISSED BULK	SENT TRUCK BACK		6/15/20 at 10:57 am left a message to call me back
TOM	WINGER	FAITH	5/18/2020	1:12 PM	201 OAKWOOD LN	SEB	863-273-2917	MISSED YW	SENT TRUCK BACK	NO	6/15/20 at 10:59 am per resident it was picked up the same day he said **THANK YOU! YES**
MRS.	SMITH	FAITH	5/21/2020	9:45 AM	324 VIREO AVE	SEB	954-319-2978	MISSED MSW	SENT TO CARMEN		6/15/20 at 11:05 am left a message to call me back

SHERRI	BENNETT	FAITH	5/22/2020	9:00 AM	220 S HUCKLEBERRY LAKE DR	SEB	863-381-3009	MISSED BULK	SENT TRUCK BACK	NO	6/15/20 at 11:07 am per Ms. Sherri it was picked up the same day she said **THANK YOU! YES**
								Grand total County calls/complaints	42		
								Waste Connection calls/complaints	6		
								Grand total calls/complaints	**48**		

APRIL, 2021 COMMERCIAL COMPLAINTS

(Yellow highlighted rows are complaints that the county did not receive a resolution from the hauler)

Date	Time	Address	City	Phone	Issue	Resolution
4/2/2021	2:35 PM	Wild Turkey Restaurant & Bar at 2751 US 27 S	AP	863-452-5284	Ms. Vickie called to report that they are still having issues with the WC picking up their garbage on their regular scheduled days. Monday, Thursday & Saturdays. She is demanding that her dumpster be emptied today.	Monday. 4/5 at 8:51 am it was picked up today their regular scheduled day, but they were missed one day last week - she will call Mary for a credit Vickie is not happy with the service. And she said **THANK YOU!**
4/2/2021	5:09 PM	Red Pines Apts. 100-344 Red Pine Drive	SE	863-471-0471/ 863-414-0573	Mr. Kiser sent me an email stating Waste Connections did not pick up my trash today. He is Tuesdays & Fridays	Monday, 4/5 per Mr. Kiser they picked up the garbage on Saturday, 4/3, he is not happy with the service
4/6/2021	10:57 AM	Peaceful Place community dumpster	LO	863-655-0119 cell 330-240-5626 Ron	Mr. Ron called to report that the driver empty the dumspter and left the garbage on the ground	At 10:59 am per Mary Lou these two dumpsters are up to date with the pick-up. The driver is not allowed to get out of the car to pick-up the garbage from the ground- this is the residents responsibility. Mr. Ron picked up the mess from the ground & he is not happy with this issue
4/9/2021	9:53 AM	Sebring Village MHP 4343 Schumacher Rd.	SE	863-382-2175	Ms. Johnson called to report that their compactor is full, bulk & yard waste dumpsters are overflowing and they were not emptied last week, Wed. 3/31. There is a HUGE mess and the residents are yelling at her. She needs them emptied ASAP. Last time they received the service Monday, 3/29 for the missed Wed. 3/22 more tha is 11 days- Bob sent an email to Carmen asked him to picked up this compactor today. Please get picked up today because is not picked up till Monday that would be 2 full weeks.	At 12:01 pm per Carmen: I know Sebring Village is on the schedule for I believe today. No RO trucks are not the issue right now. We have help from other sites, but we are down 2 RO drivers. 1 on disability and the other is sick waiting on his COVID test results to come in. Monday, 4/12 at 2:17 pm called left a phone message to call me back, at 4:30 pm per Ms. Johnson the compactor was emptied Saturday, 4/10.
4/9/2021	2:30 PM	Alpha General Services 1578 Alpha Rd.	SE	863-446-2531	Mr. Radonski called to report that his compactor is full and that he called WC to be emptied last Friday, 4/2 & as of today 4/9 nothing has been done. Bob & I & Dena explainded the situation with RO dumpsters the two driver are out one in disability & the other with COVID - they can't provide the serived this week potentially next week	Wed. 4/14 at 12:55 pm per Mr. Radonski it was picked up yesterday, Tuesday, 4/13, said **THANK YOU**!
4/12/2021	2:55 PM	Cutrale Inc. 4341 Chesnut Oak Dr.	LO	813-838-8044	A frustrated Ms. Natalie called to report that her 6-40-yards roll-off dumpsters have not been emptied for the past 2 months, they are overflowing with garbage. Also, she requested another 40-yard a month ago & as of today Monday, 4/12, she has not received anything. She is demanding her garbage be picked up ASAP.	Per Mary this site is in call in basis they picked up 2-40 yards roll-off on Sat. 4/3, one roll-off is broken it will not be picked up until it is repaired. This site is not going to be picked up today or tomorrow because they only have one driver -4/14 at 12:35 pm per Mary this site was picked up yesterday, 4/13 & today, 4/14. At 2:36 pm I called Ms. Natalie left a phone message to call me back.
4/12/2021	4:25 PM	Wild Turkey Restaurant & Bar at 2751 US 27 S	AP	863-452-5284	Ms. Vickie called to report that as of today Monday, 4/12 at 4:30 pm their dumpster has not been picked up. We pay to be emptied every Monday, Thursday & Saturday.	I informed her that it will be picked up tomorrow, Tuesday, 4/13 (I talked with Mary Lou earlier today). Wed. 4/14 at 2:41 pm per Elizabeth they picked up the garbage late Monday, 4/12
4/12/2021	4:35 PM	Sebring Village MHP 4343 Schumacher Rd.	SE	863-382-2175	Ms. Johnson called to report that their bulk waste dumpster has not been picked up for the past two weeks, the residents don't have a place to put their items. The compactor was emptied Saturday, 4/10	4/13 per Mary: The compactor is scheduled every Wednesday. The other 2 roll offs are supposed to be called for. I put them on schedule tomorrow, Wed. 4/14 with the compactor. At 4:54 pm per Mary Lou: Today Wed. 4/14 all the roll offs and the compactor were serviced at Sebring Village.
4/12/2021	5:25 PM	Orange Blossom Fellowship MHP 1400 CR 17A N	AP	618-292-5810 618-292-5810	Mr. Cox called to report that as of 5:30 pm today, Monday, 4/12 (his regular scheduled day) his dumpster has not yet been picked up. He said he is tired of this situation and he asked again what the County backup plan for this situation is? **(He is Monday,Wedneday & Friday). Also, as of today, 4/12 his dumpster has not been replaced, he requested a replacement about 2 months ago 2/11/21.**	Wed. 4/14 at 2:43 pm per Mr. Cox it was picked up until today, Wed. 4/14, their regular scheduled day- they missed him Monday, 4/12, said **THANK YOU!**

4/20/2021	11:42 AM	Orange Blossom Fellowship MHP 1400 CR 17A N	AP	618-292-5810 618-292-5810	Carmen, what is the status on front load trucks and Roll-off trucks this week? Orange Blossom Fellowship MHP (1400 CR 17A N) No Pick-up Monday (Sched. M, W, F) and last week were only picked up 2x instead of 3.	
4/20/2021	11:42 AM	Bonnet Lake Campground RV Park 2825 SR 17 S	AP	302-981-3726	A frustrated Mr. Evans, owner of Bonnet Lake Campground RV Park called to report that for the past 5 weeks, Waste Connection's service have been sporadic. They are supposed to be picked up 3X per week, Mondays, Wednesdays and Fridays. But this week's collection, on Monday & Wednesday there was a no show. The garbage wasn't picked up until today, Thursday, 4/15. Please see the attached picture of how full the dumpsters are, and as a a reminder this is the slow season. The lack of service has attracted rats to the park and this is unhealthy for his residents. They are not equipped to deal with all the commercial garbage.	Jeanie callled to let us know that last week they got picked up only twice (only Thursday & Friday).
4/15/2021	5:10 PM	Bonnet Lake Campground RV Park 2825 SR 17 S	AP	302-981-3726	Carmen, what is the status on front load trucks and Roll-off trucks this week? Bonnet Lake Campground RV Park (2825 SR17S) No Pick-up Monday (Sched. M, W, F)	
4/16/2021	6:12 AM	Commercial Account Wild Turkey Restaurant & Bar at 2751 US 27 S	AP	863-452-5284	Ms. Vickie called to report that the dumpster was not picked up yesterday, Thursday, 4/15. We pay to be emptied every Monday, Thursday & Saturday.	At 8:59 am per Katie: Driver will be there today. It was picked up Friday, 4/16
4/19/2021	5:35 PM	Orange Blossom Fellowship MHP 1400 CR 17A N	AP	618-292-5810 618-292-5810	Mr. Cox called to report that as of 5:35 pm today, Monday, 4/19 (his regular scheduled day) his dumpster has not yet been picked up. last week they only picked up twice instead of three times. He asked again what the County backup plan for this situation is? (He is Monday, Wednesday & Friday).	Wed. 4/21 at 5:13 pm per Mr. Cox they picked up today, Wednesday, 4/21 at 6:00 am this morning. They missed Monday, 4/19. He said **THANK YOU**!
4/20/2021	7:55 AM	Wild Turkey Restaurant & Bar at 2751 US 27 S	AP	863-452-5284	Ms. Vickie called to report that the dumpster was not picked up yesterday, Monday, 4/19 We pay to be emptied every Monday, Thursday & Saturday.	Thursday, 4/22 at 2:17 pm per Vickie they picked up the garbage yesterday, Wed. 4/21, so this week they missed her Monday, 4/19. She will wait to see if they will pick-up Friday.
4/20/2021	11:42 AM	Wild Turkey Restaurant & Bar at 2751 US 27 S	AP	863-452-5284	Carmen, what is the status on front load trucks and Roll-off trucks this week? Wild Turkey Rest. (2751 US27S) No Pick-up Monday (Sched for M, Th, Sat.)	
4/20/2021	9:02 AM	Bonnet Lake Campground RV Park 2825 SR 17 S	AP	863-385-3700	Ms. Rollek, of Bonnet Lake Campground RV Park called to report that the garbage was not picked up yesterday, Monday, 4/19. The lack of service has attracted rats to the park and the Health Dept. visited them yesterday. They are supposed to be picked up 3X per week, Mondays, Wednesdays and Fridays.	Wed. 4/21 at 5:19 pm per Jeannie it was picked up today, Wed. 4/21 around noon she said **THANK YOU!** Thursday, 4/22 at 3:43 pm A frustrated Mr. Evans, called to report that once again as of today, Thursday, 4/22 they have only been picked up once this week. he signed a contract to be picked up 3x times per week (Monday, Wednesday & Friday).
4/20/2021	9:31 AM	Lake Placid Camp Florida Resort 231 Shoreline Dr.	LP	863-991-0313	Mr. Sims phoned to report that he called your office two weeks ago to schedule the pick-up of his two overflowing dumpsters, one with yard waste and one with bulk waste. Items have been placed on the ground and there is no room for the accumulated yard waste. Also, he has two more requests, 1) he needs the C&D dumpster that was taking to be welded two weeks and 2) please pick-up the 6-yards empty dumpster (loaned by WC) as soon as possible.(the yard,bulk & C&D are Rolls off dumpters)	Wed. 4/21 at 5:25 pm per Mr. Sims as of 1 pm they have not yet been there, he will check tomorrow and call me back. Tuesday, 4/27 at 3:23 pm per Mr. Sims the yard waste was picked up, but the bulk waste dumpster is still overflowing with items and he has not yet received the C&D dumpster
4/21/2021	9:08 AM	Lake Placid Camp Florida Resort 231 Shoreline Dr.	LP	863-991-0313	Carmen, Lake Placid Camp Florida Resort (231 Shoreline Dr.) Yard Waste Roll-off & Bulk waste roll-off need to be dumped (material is on ground that needs to be picked up due to filled up rolloff without being dumped) . Also needs the C & D roll-off that was taken to be welded 2 weeks ago returned (What is the status on fixing? Has it been welded & repaired?) & needs the extra 6-yard loaner empty dumpster removed.	

4/22/2021	3:49 PM	Lake Placid Camp Florida Resort 231 Shoreline Dr.	LP	863-991-0313	Carmen, I was in Lake Placid yesterday and checked the status of the Lake Placid Camp Florida Resort (231 Shoreline Dr.) Yard Waste Roll-offs (2 roll-offs) & Bulk waste roll-off and they still have not been emptied. Can you please get these bins dumped they are calling continuously and I have mentioned getting dumped two other times this week. They also need the C & D roll-off that was taken to be welded 2 weeks ago returned (What is the status on fixing? Has it been welded & repaired?) & needs the extra 6-yard loaner empty dumpster removed.	
5/3/2021	11:47 AM	Lake Placid Camp Florida Resort 231 Shoreline Dr.	LP	863-991-0313	Carmen, we have been dealing with getting the bulk waste dumpster emptied and the C & D dumpster that was taken to be welded returned for quite a while now. I sent messages on 4/20, 4/21, and 4/22 and we also discussed trying to get them picked up wend we had the fire on 4/23 & 4/24. This has been almost 40 days since the initial request and I thought we had additional Roll off drivers coming to help last week. Please pick up this Bulk waste roll-off bin as well as clean up all the additional debris around the bin that is on the ground since the bin has not been picked up. Also return the C & D bin that was taken to be welded. I have asked	
4/20/2021	10:34 AM	Northgate Peddlar's Plaza at 2320 US 27 N (Aries Auto Body Shop 2334 US 27 N)	SE	863-368-2816	Ms. Crystal of Aries Autobody shop called to report that their dumpster is overflowing (see attached picture) with garbage & it has not been picked up since Monday, 4/12. It needs to be emptied as soon as possible. (Their pickup day is Friday) (1-6-yard once a week) Crystal called again and said as of today, **Thursday, 4/22 at 2:00 pm** the overflowing dumpster has not yet been emptied. She asked please make sure they picked up everything from the ground when they come. Per Crystal as of today, Friday, 4/23 at 10:00 am the garbage (see the attached picture) has not been collected.	AFTER 8 EMAILS PER Katie: Driver was there on 5/9/2021 at 6:14 am, driver was there on 5/16 2021 at 7:15 am and the driver was there 5/23/2021 at 6:44 am today tagged the can and sent us pictures
4/20/2021	11:42 AM	Northgate Peddlar's Plaza at 2320 US 27 N (Aries Auto Body Shop 2334 US 27 N)	SE	863-368-2816	Carmen, what is the status on front load trucks and Roll-off trucks this week? Northgate Peddlar's Plaza at 2323 US27 N (Aries Autobody shop 2334 US 27N) No picked up since Monday, 4/12 (Sch. F)	
4/20/2021	12:19 PM	Red Pines Apts. 100-344 Red Pine Drive	SE	863-471-0471/ 863-414-0573	Mr. Kiser sent me an email stating Waste Connections did not pick up my trash today, Tuesday, 4/20. He is Tuesdays & Fridays	Thursday, 4/22 at 2:23 pm called Mr. Kiser left a phone message
4/23/2021	2:35 PM	Silver Oaks MH Community 11150 US 27 S	SE	863-381-4895	Ms. Beth called to report that she called your office Friday, 4/9 to schedule their compactor to be placed on the list for picked up, called your office again Monday, 4/12, & was told we will be there mid-week & called Monday, 4/19 & was told we will be there by Wed. 4/21 and as of today Friday, 4/23, it has been 14 days & no one has shown up yet. The compactor is packed, they can't put any more garbage in it.	
4/26/2021	3:05 PM	Lakeshore Mall 901 US 27 N	SE	863-471-9500 Ext.22	A frustrated Ms. Cheek, General Manager at the Lakeshore Mall called to report that since Friday, 4/2, she has been calling & emailing your office several times requesting her two compactors be emptied with no response. As of today, Monday, 4/26, more than 3 weeks since the first request, & now her 3 compactors are full & need to be emptied as soon as possible.	
4/27/2021	11:15 AM	Howard Fertilizer & Chemical at 600 SR 70 West	LP	407-429-9615	A frustrated Mr. Gilbert called to report that he has been calling your office for 3 weeks now asking to empty his 40-yard roll-off dumpster that is overflowing with garbage, rats, maggots, raccoons, etc. He doesn't have a place to put the extra garbage. (this is a call-in basis account)	
4/29/2021	3:13 PM	Orange Blossom Fellowship MHP 1400 CR 17A N	AP	618-292-5810 618-292-5810	Carmen, I sent you the below request Thursday 2/11, and as of today, Thursday, 4/29 they have not yet received the replacement dumpster. Adm. & the Commissioners are asking for an update about this request. See item #4 on the February complaints log dated 2/11	
						THE YELLOW HIGHLIGHTED ROWS ABOVE WE DID NOT RECEIVE A RESPONSE FROM THE HAULER
						GRAND TOTAL 21

APRIL, 2021 RESIDENTIAL COMPLAINTS

(Yellow highlighted rows are complaints that the county did not receive resolution from the hauler)

Date	Time	Street Address	ga	10 Digit Phone #	Issue	Resolution
4/1/2021	10:14 AM	931 Primrose Street	LP	863-441-1657	Via Website: Missed Garbage pickup Tuesday, 3/30 just my house Cans by the road with no issues noted as to why not picked up.	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called Mr. Connell & left a phone message letting him know his garbage will be picked up Sat. 4/3 4/7 at 11:27 am per Mr. Connell it was picked up Sat. 4/3 said**THANK YOU!**
4/1/2021	10:19 AM	ENTIRE Sebring Ridge area 2929 Grouper Dr.	SE	863-381-9217	Ms. Treasa called to report that the garbage was not picked up yesterday, Wed. 3/31 on the ENTIRE SEBRING RIDGE subdivision	Thursday. 4/1 at 5:07 pm per Mary Lou this area was picked up today, 4/1 Ms. Treasa confirmed too!
4/1/2021	11:25 AM	ENTIRE NURSERY RD 201 Nursery Rd	SE	863-386-4105	Mr. Herrera called to report that the recycling has not been picked up for the past three weeks (Tuesday, 3/30, 3/23 & 3/16) on the Entire Nursery Rd. They placed the carts at the intersection of Iron Horse Ln. & Nursery Rd	Thursday. 4/1 at 5:07 pm per Mary Lou this stop will be picked up Saturday, 4/3, I called Mr. Herrera to let him know they will be picked up until sat. 4/3. **MISSED FOR 3 WEEKS & PICKED UP UNTIL SAT.** Wed. 4/7 at 11:44 per Mr. Rogers it was picked up Sat. 4/3 but they were missed again yesterday, Tuesday, 4/6 said**THANK YOU!**
4/2/2021	12:46 AM	ENTIRE ST. 3801 Thunderbird Hill Circle	SE	440-221-5037	Via Via Website: Missed Garbage pickup ENTIRE ST This is the second week in a row they have missed our street	Wed. 4/7 at 11:40 called left a phone message. At 11:53 am per resident it was picked up Friday, 4/2 said **THANK YOU!**
4/2/2021	1:21 AM	33318 Grand Prix Dr	SE	863-241-0189	Via Via Website: Missed Garbage pickup Thursday, 4/1 Just my house Garbage is full and in my yard not picked up	Wed. 4/7 at 11:41 called left a phone message Per Mary it was picked up Friday, 4/2 at 3:18 pm
4/2/2021	8:55 AM	743 Citroen Dr. (Sebring Country Estates	SE	863-991-3133	Via Via Website: Missed Garbage pickup Thursday, 4/1 Just my house	Wed. 4/7 at 11:40 called left a phone message Per Mary it was picked up Friday, 4/2 at 2:14 pm
4/2/2021	9:05:00 AM & 9:21 PM	1070 Hyacinth Ave	SE	863-381-1808	Via Via Website: Missed Garbage pickup Wed. 3/31 Just my house	Wed. 4/7 at 11:40 called & left a phone message Per Mary truck was there stopped at 2:58 pm Wed. 3/31 **LATE SAT OUT**
4/2/2021	10:46 AM	ENTIRE ST. 1502 ST THOMAS AVE	SE	407-414-3800	Via Via Website: Missed Garbage pickup Wed. 3/31 ENTIRE ST. all of sebring falls area.	Wed. 4/7 at 11:40 called left a phone message Per Mary it was picked up Sat. 4/3 at 10:04 am
4/2/2021	10:47 AM`E	ENTIRE SEBRING SEBRING FALLS	SE	863-402-6505	A frustraded resident left a phone message stating that their garbage was not picked up Wed. 3/31 & as of today Friday, 4/2 their garbage is still sitting outside	4/6/21 at 12:30 pm per Mary Lou this area was picked up Friday before noonTOOK THEM MORE THAN 48 HOURS TO PICKUP
4/2/2021	10:48 AM	2733 San Francico Ln (Grayces MHP)	SE	863-402-6505	Resident left a phone message stating her garbage was not picked up	Resident did not leave a phone number Wed. 4/7 per Bob it was picked up, he stopped at this site yesterday - the lady has a 35 gallons cart and a small bag was stuck inside.
4/2/2021	3:05 PM	4012 Alpine St close to Walmart	SE	863-382-4528	Mr. Kasley left a message on my phone Friday, 4/2, stating that once again their garbage was not picked yesterday, Thursday, 4/1	Monday, 4/5 per Ms. Kasley it was picked up Friday, 4/2 said**THANK YOU!**
4/3/2021	8:54 AM	ENTIRE ST. 3109 Pamela Drive	LO	772 529 2683	Via Via Website: Missed Garbage pickup Friday, 4/2 ENTIRE ST.	Per Mary it was picked up Sat. 4/3 at 11:06 am 4/8 at 11 am no answer At 11:19 am per MS. Figur the garbage was picked up Sat. morning she said**THANK YOU!**
4/5/2021	9:15 AM	3555 Cindy's Ln.	SE	931-267-7592	Ms. Montgomery called to report that her garbage was not picked up on Saturday, 4/2, for Friday, 4/1, everyone else was picked up except her cart full of garbage that has been sitting outside since Thursday night. She is requesting that her garbage be picked up ASAP	Wed. 4/7 at 11:55 am per Mary the truck was there Sat. 4/3 at 9:53 am Thursday, 4/8 at per Ms. Montgomery it was never picked up last week, and she has witnesses that saw her cart outside at the same time as the other - the can is still sitting outside since last Friday, 4/2 Make sure this stop is picked up tomorrow Friday, 4/9

4/5/2021 (sent an email Friday, 4/2 too)	11:25 AM	Commercial Cart Account Montague Towing Company 1207 W Pleasant St.	AP	863-414-5638	Mr. Montague called to report that once again their garbage was not picked up Thursday, 4/1 (their regular scheduled day). He is asking please picked up the garbage ASAP, the cart is full and it has been sitting outside since Wednesday, 3/31	Wed. 4/7 at 11:55 am per Mary the truck was there Thursday, 4/1 at 7:51 am Wed. 4/7 at 5:13 pm spoke with Mr. Montague said his can is still sitting outside it was never picked up this week, he will send me a picture. **MAKE SURE THIS STOP IS PICKED UP TODAY, THURSDAY, 4/8**
4/5/2021	2:25 PM	2783 N Buckingham Rd.	AP	863-368-0710	Mr. Whitaker called to report that his properly bundled (about 9-20-pound bundles tied with twine) yard waste was not picked up Thursday, 4/1, he called your office 3 weeks ago asked about the rules. His next-door neighbor was picked up, but they did not pick up his.	Wed. 4/7 at 11:55 am per Mary the truck stopped in front of the house Thursday, 4/1 at 3:26 pm 4/8 I sent another report asking them to take a closer look these bundles are tied with twine. 4/16 per Mr. Whitaker as of today, Friday, 4/16 his properly bundle yard debris has not been picked up. I sent another email and asked Mary to be picked up tomorrow Saturday, 4/17. Monday, 4/19 per resident they did not picked up. At 12:43 pm per Mary Mr. Larry will pick it up today, Monday, 4/17/21. On Wed. 4/21 at 2:31 pm per Mary This yard waste was picked up 4/20.
4/5/2021	11:06 AM	ENTIRE ST 45 Glenside Ave	LP	863-465-4100	Ms. Hanson called to report that the recycling on the Entire St. has not been picked up for the past two weeks (Tuesday, 3/30, 3/23). She needs to know if it will be picked up today, Tuesday, 4/6	Thursday, 4/8 at 10:57 am per Ms. Hanson they finally picked up the recycling Tuesday, 4/6 regular scheduled day **- three weeks without service-** not happy with the service.
4/6/2021	7:30 PM	734 Archie Summers Rd,	LP	863-441-1352	Via Website: Missed Garbage pickup Tuesday, 4/6 Not sure if it was just my house but my garbage wasn't picked up today.	Monday, 4/12 at 10:51 am left a phone message to call me back.
4/6/2021	10:54 PM	ENTIRE ST 101 Christine St NW	LP	772-3210-674	Via Website: Missed Garbage pickup Tuesday, 4/6 Entire St.	Monday, 4/12 at 11:47 am per resident it was picked up the following day, said **THANK YOU!**
4/7/2021	7:13 AM	101 Crest Ct,Lake Placid	LP	702-250-2660	Via Website: Missed Bulk Waste Pickup Tuesday, 4/6 Just my house Please contact us to tell us when you will pick it up so that we put the bulk waste back out. We don't want to leave it out and make the neighborhood look sloppy. Thank you!	Wed. 4/7/21 at 8:10 am per Ami they picked up the bulk waste this morning - said **THANK YOU!**
4/7/2021	8:07 AM	ENTIRE ST. Washington Blvd. NW 755 Washington Blvd. NW	LP	863-266-2180	Ms. Rodriguez called to report that they did not picked up the garbage on the ENTIRE yesterday, Tuesday, 4/6	Wed. 4/7 at 2:11 pm Juanita left me a message stating that they picked up the garbage today, 4/7 and said **THANK YOU!**
4/7/2021	9:57 AM	Entire St 2821, 2822, 2828 & 2830 Trellis Dr	SE	561-301-7149	The resident sent the complaint to Administration via Nexdoor. com, her recycling has not been picked up for the past 3 weeks 3/23, 3/30 & 4/6/2021 TUESDAY PICKUP	Monday, 4/12 at 11:55 am left a phone message to call me back. At 1:55 pm per Ms. Gonzales **tomorrow will be 4- weeks without the recycling service there are four homes on this block 2021-2022-2028 & 2030.**
4/7/2021	10:13 AM	2010 Placis Lakes Blvd (Placid Lakes Town Hall)	LP	863-402-6520	This is one of our County buildings. Karen called to report that the garbage lid fell inside the truck yesterday, Tuesday, 4/6 the cart needs a lid. Please replace the lid or the 95 gallons cart ASAP	**THIS IS ABOUT GARBAGE LID INFORMATION**
4/7/2021	10:43 AM	ENTIRE ST 425 Vanguard Ave. NW	LP	863-210-9120	Via Website: Missed Garbage pickup Tuesday, 4/6 Entire St.	Monday, 4/12 at noon left a phone message, at 12:28 pm per Ms. Barry they picked up the garbage the next day Thursday, 4/8, said **THANK YOU!**
4/7/2021	10:59 AM	ENTIRE ST. 846 Durmon Ave.	LP	863-464-1549	Mrs. Scott called to report that the garbage was not picked up yesterday, Tuesday, 4/6 on the Entire St. There are only 3 homes on her St.	Monday, 4/12 at 12:05 pm left a phone message to call me back, at 12:15 pm per Ms. Scott it was picked up the same days she called - she said **THANK YOU!**
4/7/2021	11:11 AM	Section of Catfish Creek Rd. between the 600 to 900 addresses(his 800 Catfish Creek Rd.)	LP	305-775-2510	Mr. Marin called to report that the garbage was not picked up yesterday, Tuesday, 4/6 section of Catfish Creek Rd. between the 600 to the 900 addresses	At 3:41 pm per Glenna resident called said everything was picked up.
4/7/2021	11:47 AM	ENTIRE NURSERY RD 201 Nursery Rd	SE	863-386-4105	Mr. Rogers called to report that the recycling was not picked up yesterday, Tuesday, 4/6 on the Entire Nursery Rd. They placed the carts at the intersection of Iron Horse Ln. & Nursery Rd. He said they picked up Saturday, 4/3 for the missed previous 3 weeks.	Monday, 4/12 at 12:08 pm per Mr. Rogers their recycling **was never picked up last week** - I sent an email asked them to place this site on the HOTLIST and to make sure is picked up this week, Tuesday, 4/13.
4/7/2021	12:30 PM	ENTIRE STAR FRUIT AVE (PLACID LAKES) 627 Star Fruit Ave	LP	863-699-2229	A frustrated Ms. Daisey called to report that once again the garbage from her entire Street was not picked up yesterday, TUESDAY, 4/7 Tthis happened three weeks ago & it was picked up until Saturday, 3/20, this is unacceptable, they need their garbage picked up ASAP and she wants this complaint to go to the Commissioners.	Monday, 4/12 at 1:45 pm per resident it was picked up the same day she called me, She is Not happy with the service.

4/7/2021	12:47 PM	2903 Hammock Ter. Put the garbage in front of 2904 (dad) Hammock Ter.	SE	863-214-1920	Mr. Hays called to report that his garbage has not been picked up for the past two weeks, Wed. 3/31 & today, Wed., 4/7. His cart has been sitting outside since Tuesday, 3/30 nigh. Everyone else garbage was picked up today except his.	4 4/8/21 Resident called back said a truck stopped in front of his cart last night, but it did not empty it. 4/7 at 8:47 am per Katie Truck was there at 7:44 am yesterday, Tuesday, 4/6
4/7/2021	1:49 PM	ENTIRE ST 101 Christine St. NW	LP	772-321-0674	Via Website: Missed Garbage pickup Tuesday, 4/6 ENTIRE ST.	Friday, 4/9 at 1:59pm I called the resident no response.
4/7/2021	4:05 PM	6514 Hancock Rd.	SE	863-471-0974	A frustrated Ms. Vause called to report that every time after they emptied her two carts they are thrown on the ground, not being placed back in their original position. This has been ongoing now for several months. Today her little blue cart was knocked down, she's asking that the driver(s) please slow down when picking up her garbage/recycling. She is also requesting that her blue cart be picked up ASAP. She is not able to retrieve them due to health issues. Additionally, she has requested that this note goes to the commissioners as well.	Bob stopped at this site last night Wed. 4/7 and stood up the can. Waste Connections please make sure to go slower down the road and make sure cans in the future the cans are sat down more carefully without driving off and sitting down can while driving. This can was quite distance from the normal spot when it was sat down meaning driver was moving when he sat the can. Please have the drivers go slower down the road and picking up the cans and be more careful in the future.
4/7/2021	6:30 PM	Areas in Sebring	SE	863-402-6505	Garbage (green colored map) has not yet been picked up today, but it will be picked up tomorrow 4/8: •From 66 North including all areas of County Road 635, & along Sparta Road, Including Francis MHP, Leisure Acres MHP & Sebring Oaks MHP, & Areas adjacent to US 27 from 66 up to George Blvd	**INFORMATION**
4/8/2021	6:19 AM	5616 Lakewood Road	SE	863-402-6538	Lisa called to report that once again her garbage was not picked up yesterday, Wed, 4/7	At 10:47 am per Lisa the garbage was picked up said **THANK YOU!**
4/8/2021	8:03 AM	2433 Hidden Creek Cir.	SE	352-425-2811	Mr. Norman called to report that his bulk waste (med. Cabinet and a vacuum) was not picked up yesterday, Wed. 4/7. He is asking please pick up the items today, because they are not allowed to leave garbage outside for more than 24 hours. This is a restricted community	Tuedsay, 4/13 at 8:53 am per resident it was picked up the same day, said **THANK YOU!**
4/8/2021	8:45 AM	ENTIRE ST 5702 Olive Rd	SE	269-207-4542	Via Website: Missed Garbage & Recycling pickup Wed. 4/7 ENTIRE ST. Several cans are now knocked down from bears from being out for two days now.	Tuesday, 4/13 at 8:55 am per resident it was picked up a day late said **THANK YOU!**
4/8/2021	9:14 AM	ENTIRE Sebring Ridge area 2929 Grouper Dr.	SE	863-381-9217	Ms. Treasa called to report that the garbage & bulk waste was not picked up yesterday, Wed. 4/7 on the ENTIRE SEBRING RIDGE subdivision - I informed the garbage will be picked up today	Per Ms. Treasa it was picked up Thursday, 4/8.
4/8/2021	9:40 AM	621 Lakeside Rd.	SE	863-381-9895	Ms. Stamps called to report that the Bulk Waste (a small desk chair and flattened card board boxes) was not picked up yesterday, Wed. 4/7	Tuesday, 4/13 at 9:02 am per Ms. Stamps it was picked up the same day, said **THANK YOU!**
4/8/2021	9:59 AM	4336 Whiring Dr.	SE	863-214-8285	A frustrated Mr. Manning called to report that his garbage cart was damaged (one side was cracked) after the driver emptied it several weeks ago. He called your office the same week & was told you need to purchase a new one. He is asking for a survey & for a replacement cart, please?	Tuesday, 4/13 at 9:30 am called Mr. Manning no response.
4/8/2021	12:27 PM	ENTIRE DALLAS ST 209 Dallas St.	AP	863-368-0645	Mr. Kelleher called to report that the recycling was not picked up yesterday, Wed. 4/7 on the ENTIRE DALLAS ST. He said only the garbage & bulk waste was picked up.	Tuesday, 4/13 at 9:05 am per resident they were picked up the same day he called - said **THANK YOU!**
4/8/2021	3:17 PM	ENTIRE block of Lake Lotela Dr. 575 Lake Lotela Dr.	AP	863-245-1168	Ms. King called to report that the recycling was not picked up yesterday, Wed. 4/7 on the ENTIRE block of Lake Lotela Dr.	Tuesday, 4/13 at 9:08 am per resident it was picked up Thursday, 4/8 - said **THANK YOU!**
4/8/2021	5:38 PM	ENTIRE ST. 1435 W Gladiola Dr.	AP	561-201-3853	Via Website: Missed Garbage pickup Thursday 4/8 ENTIRE ST.	Tuesday, 4/13, at 9:10 am I tried to call no response.

4/8/2021	9:31 PM	ENTIRE ST 743 Citroen Dr. Sebring Country Estates	SE	863-991-3133	Via Website: Missed Garbage pickup Thursday 4/8 Just my house Potential the entire St. (MUST CALL IN LATE IN THE DAY OR EMAIL HER)	Tuesday, 4/13 at 5:38 pm per Ms. Strenth the garbage was picked up late Friday, 4/9.
4/9/2021	10:17 AM	ENTIRE ST. 3146 Fairmount Dr. (Fairmount MHP)	SE	863-451-2832	Mr. Nelson called to report that the Garbage was not picked up yesterday, Thursday, 4/8 on the ENTIRE Fairmount MHP	Tuesday, 4/13 at 9:19 am left a phone message to call me back at 9:33 am per Mr. Torres it was picked up the same day he called me - said **THANK YOU!**
4/9/2021	10:52 AM	Entire St. 2735 N Avocado Road	AP	850-815-1169	Via Website: Missed Recycling pickup Thursday 4/8 ENTIRE ST.	4/9/21 at 11;38 am per Mary: Driver was there on the road at 12:42PM per Drive Cam, picked up his next-door neighbor at 12:41 pm. Truck went both ways on the road. POTENTIALLY LATE SAT OUT Tuesday, 4/13 at 9:23 am called the resident left a phone message to call me back.
4/9/2021	12:18 PM	ENTIRE knoll Century MHP with over 130 people 109 Winter Cir	AP	863-402-6505	Mr. Mauk sent an email to a commissioner; There was no pick up of trash yesterday, Thursday, 4/8, which is the usual day for collection, and as of 10 AM this morning there was still no pick up. Everyone in the mobile home park is frustrated because they can never depend on waste connections to pick up their trash as required.	per Bob at 1:20 pm I just spoke with Katie and this area has cans and will be picked up within the next hour. This area is a Thursday pick-up area that was behind being picked up and would have been listed with other areas that were behind for yesterday, but we did not get any maps for.
4/9/2021	1:37 PM	3229 Maine Ave Fairmount MHP	SE	513-546-1519	Theresa Fagaly phoned regarding her trash not being picked up Thursday, 4/8. She's on a corner lot (Maine Avenue & Seattle Avenue) and said he has put her trash can on Seattle Avenue for pick up and the truck keeps bypassing it. (THURSDAYS)	Per Bob, probably a new driver for that area and doesn't realize cart is on Seattle Ave. and need to tell Waste Connections to put on hot list to pick up on Seattle. Has it always been put out on Seattle Ave.? And if not, how recently has it been change to them. Most of all the houses on the corner of Seattle from her house to the south have their driveways off the side Streets not Seattle except for one house several streets to the south at corner of New York Ave. so the truck is probably not expecting a can on Seattle. Tuesday, 4/14 at 10:06 per resident her garbage was picked up Friday, 4/9 evening said **THANK YOU!**
4/9/2021	2:47 PM	4526 Mundell Ave Sebring	SE	NO NUMBER GIVEN	Friday, 3/26 our recycle bin was not emptied. We had packed it full and smashed it down but the lid was up 1 to 2 inches. This is not the first time this has happened. We do our non-grocery shopping by mail order as we are both somewhat handicapped and store shopping is a difficult chore,etc. . I appeal to you to do what you can about this problem in hopes you can get them to relax their ridiculous rules and do what they are paid to do.	Per Bob, while at the residence I inspected his recycling can and found several materials that are not recyclable such as pizza boxes w food residue, packing materials such as Styrofoam and plastic wrap and paper materials including mail. (See Attached Picture) The biggest problem was that none of the boxes in the recycle can were broken down with large unbroken down boxes in the bottom of the can with smaller unbroken down boxes inserted into other boxes all the way to the top so there is a good change the boxes might get stuck in the can when dumped and might not come out. see more details in email with subject Trash pickup in folder WC.
4/9/2021	4:23PM	ENTIRE ST 4416, 44657 &4464 Toussaint Dr.	AP	561-445-0847	Mr. Wilson called to report their garbage was not picked up today -	Per Katie the garbage truck is not there yet - per resident it was picked up same day.
4/9/2021	4:57PM	4012 Alpine St (sebring Country Estates)	SE	863-382-4528	Mr. Kasley called to report that again his garbage was not picked up today, Friday for Thursday, 4/8, his cart sits outside all the time.	Tuesday, 4/13 at 11:39 pm left a message to call me back.
4/9/2021	6:00 PM	SEBRING	SE	863-655-0005	GARBAGE & Recycling was not yet picked up today , Friday, 4/9 but it will be picked up tomorrow Sat. 4/10 : Those areas between US 27 and CR 17 S from US 98 north to Raley Rd. including all of Desoto City and area adjacent to CR 17 S from US 98 south to where CR17 S intersects US27. & •Those areas south of US 98 from CR17 S east to Farm Rd. RECYCLING: only in the Tanglewood community	**INFORMATION**
4/10/2021	8:59 AM	ENTIRE ST 3109 Pamela Drive	LO	772-529-2683	Via Website: Missed Garbage pickup Friday, 4/9 ENTIRE ST. Has our day been changed from Friday to Saturday?	Tuesday, 4/13 at 11:43 am per resident it was picked up Saturday around 10 am, I let her know that her pickup day has not changed- said **THANK YOU!**
4/10/2021	12:24 PM	2752 Nautilus Dr.	AP	863-453-7255	Via Website: Missed Bulk waste pickup Friday, 4/9. Jut my house Two large TV's to be picked up. They are next to mailbox. We have no other way to transport these heavy TV's. Thank you.	Tuesday, 4/13 at 11:47 am left a phone message to call me back. At 11:49 am per resident **some else picked up the TV's** - said **THANK YOU!**

4/10/2021	3:11 PM	2809 Palo Verde Dr.	AP	352-278- 0279	Via Website: Missed Bulk waste pickup Friday, 4/9 Just my house. I placed bulk items out on Thursday night & it was not picked up Friday or as of 3:10 pm not picked up Saturday	Tuesday, 4/13 at 11:51 am per Ms. Howerton the bulk was never picked up last week, it has been sitting outside since Thursday night. This is the second time that this has happened. If it's not picked up on the regularly scheduled day she had to place the items back inside due the HOA rules. She will wait until Friday, 4/23, to put the items outside Thursday night. She is very disappointed with the service.
4/11/2021	8:35 AM	807 Gardenia St.	LP	863-236-8587	Via Website: Missed Garbage pickup Tuesday, 4/6 Just my house. 3 trucks passed by my house not one stopped! I figured they were full and would come back next day. Still sitting by road now overflowing with trash, had to put in a different type of garbage can hopefully it will get emptied as well when they come. THE ONLY HOUSE ON THE BLOCK	Wed. 4/14 at 3:53 pm per Ms. Massey they picked up the garbage yesterday Tuesday, 4/12, but they did not pick- up the extra garbage she had because they missed last week. From now on she will report when missed the next day.
4/12/2021	8/29 AM	701 Pine Glen Rd	SE	757-642-5559	Via Website: Missed Yard Waste Friday, 4/9 ENTIRE ST Left out in Saturday...in case they were a day behind. I took off the street Sunday. Do I get a refund as i pay for this service?	**LAST WEEK WAS BULK WASTE WEEK** T 9:53 am I called the resident to let him know and I emailed him the current 2021 bulk calendar.
4/12/2021	9:35 AM	2513 Hicks Rd.	LO	954-647-7750	Mr. Weihe called to report that his recycling has not been picked up for the past three weeks, but he will wait until next Friday, 4/16, to be picked up.	RESIDENT DECIDED TO WAIT UNTIL FRIDAY 4/16
4/12/2021	11:05 AM	Frances II MHP at 2800 Real Mccoy Dr.	SE	419-583-0412	A frustrated Ms. Spice, president of the Board of Director's Francis II MHP called to report that for the past two weeks their garbage has not been picked up on their regularly scheduled day, Friday. It is instead being picked up on Saturday. Her residents place their two carts outside on Thursday night for the Friday pickup. The recycling is being picked up on the scheduled day, but the garbage is not. Many of her residents are leaving town Saturday morning & don't want to leave garbage behind. She is proposing you (Carmen), to instead pick up the garbage on Friday, & leave the recycling for Saturday. This will avoid animals getting into the garbage, any bad stank throughout the park, and any angry residents.	THIS IS RECOMMENDATION TO THE HAULER **INFORMATION**
4/12/2021	1:25 PM	3929 Simca St.	SE	863-214-9511	Per Janniffer D. Missed Garbage & Recycling Friday, 4/9 for Thursday, 4/8. Also this site has yard waste (black bags) for pick-up this week Thursday, 4/15	Tuesday, 4/20 at 4:24 pm per Mary Lou the garbage truck was there 4/9 at 7:22 pm Wed. 4/21 at 3:45 pm per Ms. Loretta THE YARD WASTE WAS NEVER PICKED UP- she took the yard waste and bulk waste to the landfill today Wed. 4/21.
4/13/2021	4:25 PM	Commercial Cart account Amazon Sheds & Gazebos 1905 US 27 N	SE	239-498-5558 ext5	4/14 per Roberto their garbage has not been picked up for the past two weeks - their day is **THURSDAYS-** the can has been sitting outsisde for the past two weeks	I talked with Mary and she sent a note to Carmen, so he can assign a driver to pick-up this stop. (I did not send an email) VERYFY IF IT WAS PICKED UP THURSDAY, 4/15 On Friday, 4/16 at 3:45 pm per Mr. Roberto it has not yet been picked up. Tuesday, 4/20 at 3:45 pm per Mr. Roberto the garbage has not been picked up, the cart is still sitting outside.
4/14/2021	8:45 AM	Entire St. 3288 Popinjay Ave	LP	863-840-3038	Mr. Heath called to report that the recycling was not picked up yesterday, Tuesday, 4/13 on the ENTIRE POPINJAY AVE.	4/14/21 at 8:55 am per Katie: Truck will be there today, Wed. 4/14. 4/15 at 8:53 am per Mr. Heath the recycling was picked up yesterday - said **THANK YOU!**
4/14/2021	9:15 AM	Entire Nature Ln. 215 Nature Ln.	SE	863-532-0010	Ms. Wall called to report that once again the recycling was not picked up yesterday, Tuesday, 4/13 on the ENTIRE NATURE LN.	4/14/21 at 9:01 am per Katie: Truck will be there today, Wed. 4/14. 4/15 at 8:59 am I called left a phone message to call me back, at 11:36 am the recycling has not been picked up. Friday, 4/16 at 9:45 am per resident the recycling has not yet been picked up some of the resident took their full cans back inside, but some of them their carts are still sitting outside. Monday, 4/19 per Ms. Wall they never showed up, she took the can back inside Friday night - I sent an email to WC asking to make sure this street is tomorrow, Tuesday, 4/20.
4/14/2021	10:20 AM	ENTIRE AREA 2236 Oak Beach Blvd.	SE	863-402-6505	Ms. Sandy called to report that the recycling was not picked up yesterday, Tuesday, 4/13 on the ENTIRE OAK BEACH COLONY .	4/14/21 at 9:01 am per Katie: Truck will be there today- Per Katie this area was picked up today -

4/15/2021	8:43 AM	ENTIRE St. 7051 Strafford Oaks Dr.	SE	615-756-7979	Ms. Eller called to report that the recycling was not picked up yesterday, Wednesday, 4/14 on the ENTIRE St.	Friday, 4/16 at 8:43 am per Ms. Eller it was picked up yesterday Thursday, 4/15. Said **THANK YOU!**
4/15/2021	9:55 AM	ENTIRE AREA 5110 Sturgeon Dr,	SE	863-835-0448	Ms. Ramsey called to report that the garbage was not picked up yesterday, Wednesday, 4/14 on the ENTIRE AREA.	Thursday, 4/15 at 10:03 am per Katie, driver will there today, Thursday, 4/15. Friday, 4/16 at 10:30 am Per Ms. Ramsey it was picked up yesterday, Thursday, 4/15, said**THANK YOU!**
4/15/2021	2:25 PM	Entire St 2822 & 2830 Trellis Dr.	SE	561-301-7149	A frustrated Ms. Gonzalez called to report that once again their recycling was not picked up Tuesday, 4/13, it has not been picked up for the past 4 weeks 3/23, 3/30, 4/6, & 4/13/2021. Their carts have been sitting outside all the time. **TUESDAY PICKUP**	Thursday, 4/15 at 3:05 pm per Mary: Driver will pick up today. On Friday, 4/16 at 10:37 am I called left a phone message to call me back. Monday, 4/19 at 12:21 pm per resident it was picked up Thursday, 4/15, said **THANK YOU!!**
4/15/2021	8:33 PM	ENTIRE ST 743 Citroen Dr. Sebring Country Estates	SE	863-991-3133	Via Website: Missed Garbage & Recycling pickup Thursday 4/15 Just my house I have others in the area that advised there's was missed too, but I watched them pick up the other houses around me. (MUST CALL IN LATE IN THE DAY OR EMAIL HER)	Per Katie this area was picked up today Friday, 4/16.
4/16/2021	7:36 AM	1814 Iris Ave (Orange Blossom Est. Unit 7)	SE	863-381-4788	Via Website: Missed Garbage pickup Wed. 4/14. Not sure if it was just my house. Might have been the entire street	Per Katie truck was there on 4/14 at 2:42 pm **LATE SAT OUT.**
4/16/2021	9:17 AM	ENTIRE NURSERY RD 201 Nursery Rd	SE	863-386-4105	A frustrated Mr. Rogers called to report again that the recycling was not picked up Tuesday, 4/13, (also, Tuesday, 4/6, 3/30 & 3/23) on the Entire Nursery Rd. They placed the carts at the intersection of Iron Horse Ln. & Nursery Rd. - It has not been picked up for the past 4-weeks	Tuesday, 4/20 at 2:55 pm I talked just with Mr. Rogers and he stated the recycling truck does not go to his location, and today he put his recyclables inside the garbage cart. He will have the recycling cart full of recyclables for next Tuesday, 4/27.
4/16/2021	9:39 AM	ENTIRE Pointe Ave 3131 Pointe Ave (Vantage Point Community)	SE	863-385-7128	Ms. Mary called to report that the garbage was not picked up yesterday, Thurday, 4/15 on the ENTIRE POINTE AVE . Last week it was picked up Saturday & the previous week Friday. She is not happy with the service	Per Katie: it was picked Saturday, 4/17
4/16/2021	10:59 AM	ENTIRE Pointe Ave 3233 Pointe Ave (Vantage Point Community)	SE	931-588-2033	Ms. Roger called to report that the garbage was not picked up yesterday, Thursday, 4/15 on the ENTIRE POINTE AVE. This has been going on for the past 4 weeks and she is sick & tired of not being picked up on the regular scheduled day. The garbage stinks from sitting outside sometimes for more than 3 days.	Per Katie: it was picked Saturday, 4/17
4/16/2021	2:11PM	ENTIRE Swallow ave 109 Swallow Ave (Sebring Hills)	SE	863-382-2647	Mr. Hollis called to report that the garbage was not picked up yesterday, Thurday, 4/15 on the ENTIRE SWALLOW AVE.	Per Katie: it was picked Saturday, 4/17
4/16/2021	3:15 PM	ENTIRE Thunderbird Village 1, 2, & 3 (3818 Sunbird Cir.)	SE	863-840-1479	Mr. Frank on behalf of his community called to report that as of today, Friday, 4/16 at 3:20 pm the garbage has not been picked up on the ENTIRE Thunderbird Village 1, 2, & 3. The community has rules, the carts are allowed only on garbage day.	Per Katie: it was picked Saturday, 4/17
4/16/2021	6:00 PM	3021 Holiday Beach Dr	AP	863-368-0041	Ms. Chin called to report that her garbage was not picked up Wed. 4/14. (Cheryl took the message Friday, 4/16 & sent it to me via Teams & I didn't see until today	Monday, 4.19 at 12:43 pm per Mary the garbage truck was there Wed. 4/14 at 4:51 pm & again at 4:57 pm, at 3:31 pm I called Ms. Chin left a phone message**LATE SAT OUT**
4/17/2021	9:00AM	ENTIRE ST. 196 Polk st	LP	863-465-4914	Via Website: removal of garbage containers from property by cargo van unmarkedked vehicle (basden.g.a@gmail.com)	Tuesday, 4/20 at 3:35 pm per Mr. Basden **someone stole one of his blue carts,** but he has 2-extra carts - he is fine.
4/17/2021	10:55 AM	ENTIRE ST. 2610 Lazy Days Ln.	SE	508-274-4113	Via Website: Missed garbage pickup, the entire south side of Lazy Days Lane in the Bayside area of Tanglewood was missed on Friday, April 16.	Per Katie: it was picked Saturday, 4/17
4/18/2021	8:41 PM	1907 Lake Josephine Dr	SE	863-273-9782	Per Commissioner: I got a message from Marvin Cook, he said they have had issues with Waste Connections not picking up recycling for months. He said the calls to Waste Connections have been useless and they keep giving him excuses. His phone number is 863-273-9782. Can we have someone reach out to Waste Connections and Mr. Cook to see if we can get his issue resolved?	Monday, 4.19 at 4:52 pm The recycling was picked up today, Monday, 4/19. I tried to call Mr. Cook numerous times with no response. Tuesday, 4/20 at 3:15 pm I called and something is wrong with the phone.

4/19/2021	12:11 AM	ENTIRE ST 1535 Falcon Ave	SE	No number given	I would like to know what is going up with the garbage collection. For about the last two months the garbage is not being pickup on the designed day (Thursday) but late on the following day, I found this unacceptable on top that went from two days pick up to once a week and the collection fee went over $120.00 dollars a year.	**ASKING FOR INFORMATION**
4/19/2021	7:33 AM	COUNTY LANDFILL	SE	863-402-6877	Due to unsafe weather conditions, the Landfill site Closed at 7:33 am and Opened back up at 12:44 pm	**INFORMATION**
4/19/2021	1:33 PM	5519 Oak Cir	SE	863-991-1813	Mr. Thompson called to report that his recycling has not been picked up for the past 2 weeks, & it has not been tagged either. The cart has cardboard, plastic bottles and aluminum cans. Please make sure the recycling driver stop at this location Wednesday, 4/21	Make sure this is picked up Wednesday, 4/21. Thursday, 4/22 at 11:33 am I called left a message with the wife.
4/20/2021	10:01AM	1343 Lake Clay Dr.	LP	863-991-1040	Ms. Pizzi called to report her recycling was not picked up yesterday, Monday, 4/19. She looked inside the cart, and someone has placed non-recycling items in it. She took the items out and wants to make sure her can is picked up Monday, 4/26	Per Mary the truck was there at 11:07 am Monday, 4/19. **THIS NOTE IS TO MAKE SURE THE CART IS EMPTIED NEXT MONDAY, 4/26. I SENT AN EMAIL TO WC.**
4/20/2021	10:29 AM	COUNTY LANDFILL	SE	863-402-7788	Due to unsafe weather conditions, the Landfill site Closed at 10:29 am Opened back up at 12:44 pm . CLOSED again at 4:03 pm Opened back up at 4:46 pm	**INFORMATION**
4/20/2021	4:09 PM	3929 Simca St.	SE	863-402-6505	Per Jenniffer D. Code Enforcement Official, Missed properly bundled (black bags) yard waste Thursday, 4/15. Also, this site has bulk waste to be picked this week Thursday, 4/22	Wed. 4/21 at 3:45 pm Ms. Loretta called to let me know that she is taking the yard waste & the bulk waste items to the landfill today, Wednesday,4/21.
4/20/2021	10:05 PM	ENTIRE ST. 1160 Jason St.	LP	e-mail	Via Website: Missed Garbage pickup Tuesday, 4/20 ENTIRE ST Kylelakeplacid@aol.com	Wed. 4/21 at 9:13 am per Katie: Driver will be there today. 4.22 I emailed Mr. Pitts asking if they got picked up Wed 4/21, no answer.
4/20/2021	8:45 AM	60 Williams Rd	LP	863-699-2138	Mrs. Kaye called to report that her garbage was not picked up yesterday, Tuesday, 4/20, she said her son put the carts outside at 6 am when he leaves for work, only the recycling was picked up.	Wed. 4/21 at 9:00 am per Katie: Driver will be there today. Thursday, 4/22 at 11:05 am left a phone message. Friday, 4/23 at 9:25 am per Ms. Kaye the garbage was picked up Wed. 4/21 said **THANK YOU!**
4/21/2021	9:33 AM	1051 Cellini St	LP	863-991-3170	Ms. Eaton called to report that her garbage has not been picked up for the past two weeks (Tuesday, 4/20 & Tuesday, 4/13 her cart is full, it has flies & maggots. She is the only house on the road	Thursday, 4/22 at 11:29 am per Mary, this is being picked up today. Truck was stopped in front of the house at 10AM today, Thursday, 4/22. Friday, 4/23 at 9:29 am left a phone message to call me back. AT 9:45 am per Ms. Eaton they picked up her garbage yesterday, Thursday, 4/22 said **THANK YOU**!
4/21/2021	12:38 PM	4305 Palomino Dr.	SE	863-414-4339	A frustrated Ms. Johnson (with free of charge front door service) called to report that her recycling cart was collected a week ago and the driver left the empty cart in the middle of the road. She called your office and was told it will be picked up later in the day, but it was not. The can sat in the middle of the road for more than a week. She said she is fed up with these issues & tire of calling your office at least once a month to report issues. Also, she will be writing a letter to the commissioners and to the County Attorney.	Same day at 3:53 pm Bob went to her home and her cart was already placed in front of her home. She wanted a promise from Bob, that these types of issues (unforeseen) would Not happen again.
4/21/2021	4:11 PM	ENTIRE ST 4440 Loquat Rd.	SE	863-382-3557	A frustrated Ms. Bailey called to report that for the past four (4) weeks the garbage from the entire Street is not being picked up on their regularly scheduled day (Wednesday), she lives in an area where bears are ransacking the garbage carts. She has been picking up garbage from the ground at 4 am every week. She suggested that you should give priority to the garbage pickup not the recycling. I tried to explain to her why you are running behind schedule, but she didn't want to hear excuses, etc. etc.	Ms. Bailey called to report that once again the garbage was not picked yesterday, Wed. 4/21 it was picked up until today, Thursday, 4/22. Also, she said the trucks are dumping garbage all over the streets and they have to pick it up. She is Not happy with the service.
4/22/2021	6:18 AM	ENTIRE ST. 5307 Lake Haven Blvd	SE	863-214-1178	Via Website: Missed Garbage pickup yesterday, Wednesday, 4/21 ENTIRE ST	Friday, 4/23 at 9:51 am per Ms. Velazquez it was picked up yesterday Thursday, 4/22. Said **THANK YOU!**

4/22/2021	8:31 AM	ENTIRE ST 4100 Thoroughbred Ln. (3 homes)	SE	863-402-1777	Ms. Hale called to report that the garbage was not picked up Tuesday, 4/20 on the Entire St. She tried to call us yesterday, Wed. 4/21 to let us know but she couldn't get through the phone lines.	Thursday 4/22 at 10:52 am per Mary: This was picked up this morning. At 11:02 talked with Ms. Hale said it was picked up, **THANK YOU!**
4/22/2021	8:32 AM	ENTIRE ST 5258 N Huckleberry Dr.	SE	no number give	Mr. Canton called left a phone message stating that the garbage was not picked yesterday, Wed. 4/21 on the Entire St. and as of today Thursday, 4/22 at 8:31 am their garbage has not yet been picked up. This is the second time that this has happened in a month.	Per Mary it was picked up today, Thursday, 4/22
4/22/2021	9:41 AM	ENTIRE Lake Haven Blvd. & all the streets	SE	863-402-6505	Garbage was not collected yesterday, Wed. 4/21, Lake Have Blvd. and all the surrounding areas	**INFORMATION**
4/22/2021	11:51AM	5080 Myrtle Beach Dr.	SE	609-204-9356	Mr. Camacho called to report that his garbage (2 carts full of garbage) was not picked up this morning, Thursday, 4/22. He just moved to his new home and found both carts already full of garbage. They picked up the garbage from his next-door neighbors. His recycling cart was tagged but not the 2 garbage carts.	Per Mary the truck has not been there yet, it is on the way to that area.
4/22/2021	4:36 PM	ENTIRE ST. 4015 Tangier St.	SE	863-253-7334	Via Website: Missed Bulk Wasate pickup today, Thursday, 4/22 ENTIRE ST. Bulk waste was out the night before designated pickup date. Several houses on the street has bulk waste sitting out for pickup.	At 4:52 pm per Mary: Sent resident an email. Bulk waste in Sun Lake is running a day behind. It will be picked up tomorrow, Friday, 4/23
4/22/2021	4:43 PM	214 Melody Ct.	SE	863-402-6505	There is a picture with scattered items (garbage) at this site. Per Bob, I have let Waste Connections know to pick up some of the items at the next bulk pick up but that will not be for 2 weeks on Monday, May 3, 2021	**INFORMATION**
4/22/2021	5:39 PM	Recycling & Bulk Waste	SE & A	863-402-6505	A notice was placed on nextdoor.com: Recycling was not collected today, Thursday, 4/22 in the whole Avon Park area in Avon Park Estates & Avon Park Lakes & Bulk waste was not collected today, Thursday, 4/22 in the whole Sun 'N Lakes of Sebring. But it will be picked up tomorrow, Friday, 4/23	**INFORMATION**
4/23/2021	9:00 AM	Garbage & bulk waste	SE & A	863-402-7786	the Landfill is on fire since 2 am, on the side where the garbage is dumped. No one is allowed to dump the garbage or bulk waste today, Friday, 4/23/21	**INFORMATION**
4/23/2021	8:09 AM	ENTIRE ST. 1520 Kerry Dr.	SE	304-283-4147	Ms. gruber called to report that the recycling was not picked up Wednesday, 4/21 on the Entire Street	Friday, 4/23 at 11:43 am I called the resident no response
4/23/2021	10:03 AM	2012 W Takenton Rd.	AP	863-446-2994	Ms. Myers called to report that her garbage and recycling was not picked up yesterday, Thursday, 4/22, both carts are full & they stay outside all the time. Her house is the only house at the end of the road.	Friday, 4/23 at 11:45 am I let Vicky know that her garbage may not be picked up today, Friday, 4/23 due a fire at the Landfill since 2 am on the part where the MSW is dumped. No one is allowed to dump MSW or Bulk waste today.
4/23/2021	2:17 PM	ENTIRE BOLIDE ST. 3501 Bolide St. (Sebring Country Estates)	SE	863-471-0259	Ms. Cullens called to report that the garbage was not picked up yesterday, Thursday, 4/22 on the ENTIRE Bolide St. She said she called your office yesterday at 6:30 pm and left a phone message. Tuesday, 4/27 at 8:27 am per Ms. Cullens as of today, Tuesday, 4/27 at 8:27 am the garbage has not yet been picked up	Tuesday, 4/27 at 8:15 am per Ms. Cullens the garbage has not yet been picked up - she called WC yesterday and was told it will be picked up yesterday. And as of today Tuesday, 4/27 it has not been picked up yet. Friday, 4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27
4/23/2021	3:39 PM	ENTIRE ST. 316 Loon Ave	SE	863-658-2220	Via Website: Missed recycling pickup Thursday, 4/22 ENTIRE ST. I put my recycling out at the edge of the street Wednesday night. I also put my neighbor's out at the same time. Her recycle has not been collected either.	
4/23/2021	4:05 PM	ENTIRE BOLIDE ST & CORVETTE AVE. 3321 Bolide St. (Sebring Country Estates)	SE	863-253-4183	Mr. Somers called to report that the garbage was not picked up yesterday, Thursday, 4/22 on the ENTIRE Bolide St & Corvette Ave. too.	4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27

4/23/2021	4:41 PM	522 Darter Ave (put his two carts at the corner of Darter Ave & Sebring Hills Blvd.	SE	863-382-1852	Mr. Rivera called to report that his recycling was not picked up yesterday, Thursday, 4/22. He is the only house on the road	
4/24/2021	8:38 AM	ENTIRE BOLIDE ST. 3408 Bolide St. (Sebring Country Estates)	SE	No number given	Via Website: Missed Garbage pickup Thursday, 4/22 ENTIRE ST. email: Jfdean48@gmail.com	4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27
4/24/2021	8:41 AM	ENTIRE ST. 3109 Pamela Drive	LO	772-529-2683	Via Website: Missed recycling pickup Friday, 4/23 ENTIRE ST.	
4/24/2021	9:55 AM	ENTIRE ST. 405 Racoon Lane	LO	954-249-0684	Via Website: Missed Garbage & Recycling pickup Friday, 4/23 ENTIRE ST.	
4/26/2021	8:25 AM	ENTIRE ST. 2016 Gardner Dr.	LO	863-801-6631	A frutrated Ms. Phipps called to report that the garbage was not picked up Friday, 4/23 on the ENTIRE Gardner Drive. Per Bob as of Tuesday, 4/27 the	
4/26/2021	8:45 AM	ENTIRE SUBDIVISION River Green Golf Course 190 W Lake Trout DR.	AP	863-453-7377	Ms. Davidson called to report that the Recycling was not picked up Friday, 4/23 on the ENTIRE River Green Golf Course -190 W Trout Dr. Avon Park	
4/26/2021	9:46 AM	ENTIRE Area 220 Greenview Dr.	AP	863-452-5939	Ms. Rans called to report that the Recycling was not picked up Friday, 4/23 on the ENTIRE area 220 Greensview Dr.	
4/26/2021	10:31 AM	10404 US 27 S (home & business)	SE	863-781-1758	Mr. Valdivez called to report the garbage from his home & business was not picked up Friday, 4/23.	
4/26/2021	11:31AM	1834 N Egret Rd	AP	863-808-6994	Ms. Perez called to report that the Recycling was not picked up Thursday, 4/22 she said her cart is full. They picked up everyone else except hers.	
4/26/2021	11:22 AM	ENTIRE ST. 3519 Bolide St. (Sebring Country Estates)	SE	863-381-2065	Via Website: Missed Garbage pickup Thursday, 4/22 ENTIRE ST.	4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27
4/26/2021	1:20 PM	ENTIRE Orange Villa MH Park 4709 Welcome Dr.	SE	317-716-5530	Via Website: Missed Garbage Pickup Friday, 4/23 Whole trailer park was not picked up, Suppose to be Friday Last 30 days not till Saturday This week not at all	
4/26/2021	1:37 PM	ENTIRE ST. 320 Dove Ave. Sebring Hills	SE	863-381-0844	Via Website: Missed recycling pickup Thursday, 4/22 ENTIRE ST	
4/26/2021	1:57 PM	ENTIRE ST 215 Swallow Ave. Sebring Hills	SE	863-214-3406	Via Website: Missed recycling pickup Thursday, 4/22 ENTIRE ST	
4/26/2021	2:41 PM	3414 Beck Ave	SE	863-253-0771	A frustrated Mr. Wacaster Sr. called to report that the recycling and the garbage was not picked up Friday, 4/23, he is the only house on this road.	
4/26/2021	3:20 PM	800 E Canfield St.	AP	863-657-4792	Via Website: Missed recycling pickup Friday, 4/23 Just my house	
4/26/2021	3:41 PM	ENTIRE AREA 30 W Lake Trout Dr.	AP	863-443-1866	Ms. Dunn called to report that the Recycling was not picked up Friday, 4/23 on the ENTIRE River Green area. As of 3:40 pm today, Monday, 4/26 their recycling has not yet been picked up.	
4/26/2021	9:24 PM	ENTIRE BOLIDE ST. 3408 Bolide St. (Sebring Country Estates)	SE	863-448-2234	By email to Bob: Missed Garbage pickup Thursday, 4/22 ENTIRE ST. email: Jfdean48@gmail.comGarbage still has not been collected on Bolide St since Thursday. That was before the fire. My van is overflowing. Waste connections said they would be here Monday. They did not come. THIS IS THE SECOND EMAIL SEE ABOVE ITEM # 103	4/27, Good morning Ms. Dean, there was a large fire at the Landfill last Friday that shut down all residential pick-ups and we apologize for the inconvenience it has caused the community. We confirmed with Waste Connections that the garbage pick-up for Bolide Street due today has been delayed. Unfortunately, the assigned truck had an issue this morning and is in for repairs. As soon as the repairs are completed, we will make the garbage pick-up. 4/30/21 at 9:15 am per Ms. Cullen it was picked up Tuesday, 4/27
4/26/2021	10:01 PM	5220 State Road 66	SE	863-441-3061	Via Website: Missed Garbage pickup Wed. 4/21 It wasn't picked up the week before either. Crockettsroadkillgrill@gmail.com WEDNESDAY PICK-UP	Tuesday, 5/4 at 10:46 am I called Ms. Turner left a message to call me back.

4/26/2021	10:05 PM	ENTIRE ST. 5735 Oak Bend Ave (Desoto City)	SE	863-840-1393	Via Website: Missed Garbage pickup Thursday, 4/22 ENTIRE ST. vickidavis557@gmail.com	Tuesday, 5/4 at 10:49 am I called Ms. Davis left a message to call me back, at 11:19 per Ms. Davis the garbage was picked up the next day, Friday, 4/23 and the week after they were on schedule too. Said **THANK YOU!**
4/27/2021	9:39 AM	105 Fern Ct.	LP	931-308-0312	Ms. Robinett called to report that one of the garbage can wheel popped out (it will not go back in) after the can was emptied today, Tuesday, 4/27. Asking for a can replacement or the wheel repaired as soon as possible, please?	
4/27/2021	11:15 AM	ENTIRE SPRING LAKE 7924 Granada Road	SE	407-429-9615	Mr. Gilbert called to report that the Bulk Waste was not picked up Friday, 4/23 on the ENTIRE SPRING LAKE AREA	Tuesday, 5/4 at 11:23 am called Mr. Robinett said the bulk waste was picked up the next day, Friday, 4/28, said **THANK YOU!**
4/27/2021	11:47 AM	LOQUAT RD. NE & CUMQUAT RD NW	LP	863-402-6505	Per Bob: Road and Bridge notified me that Loquat RD NE is a very narrow road only 16' wide and it is being paved right now so garbage trucks will not be able to go down the road. They will be done paving around 1:30 PM and going to Cumquat Rd NW to work on paving that road after that around 1:30 PM but it will be fresh pavement so might have to get Loquat Rd NE tomorrow morning before 8 AM. But if can send trucks over to get Cumquat RD NM before they get there to pave at 1:30 PM	**INFORMATION**
4/27/2021	1:40 PM	17318 Broadland Ln.	OK	863-357-1907	Mr. Wilcox called to report that the recycling (not picked for the past 2 weeks) & his properly bundled yard waste (4 bags) were not picked up yesterday, Monday, 4/26.	
						THE YELLOW HIGHLIGHTED ABOVE WE DID NOT RECEIVE A RESPONSE FROM THE HAULER
						GRAND TOTAL 63

NEW RESIDENCES ADDRESSES	*ADDED NEW RESIDENCE/UNIT*	*GARBAGE CART SERIAL # & DELIVERY DATE*	*RECYCLE CART SERIAL # & DELIVERY DATE*
NEW HOME C-27-35-28-A00-0110-0000, AT 1060 CRACKER HAMMOCK SEBRING	7/21/20 AT 11 :44 AM BRANDON HOLLYWOOD OF 954-292 -1578 IS REQUESTING HIS SET OF CARTS On 7/29 sent an email again	9GH034368 7/31/2020 -8 DAYS TO COMPLETE THE DELIVERY	6RH021815 7/31/2020 -8 DAYS TO COMPLETE THE DELIVERY - **3 DAYS LATE**
NEW HOME C-04-34-28-160-3460-0390, AT 4818 SAN IGNACIO DR SEBRING	7/28/20 4:36 PM MR CARTER CALLED ASKING FOR HIS SET OF CARTS ON 8/17/20 MR. CARTED CALLED AGAIN AS OF TODAY MONDAY AUGUST 17, 2020 MR. CARTER (407-765-2909) HAS NOT RECEIVED HIS SET OF CART per Katie they delivered the carts today 8/17/20	9GH008430 / 8/17/20	6RH011303 8/17/2020 14 DAYS TO COMPLETE THE DELIVERY - **9 DAYS LATE**
NEW HOME C-14-37-29-190-0500-0160, AT 240 KILLDEER AVE LAKE PLACID	8/10/20 AT 8:47 AM MS. VAZQUEZ- 973-714-9655 CALLED REQUESTED THE SET OF GARBAGE CARTS 8/18 RESIDENT HAS NOT RECEIVED THE CARTS SENT ANOTHER EMAIL TO KATIE AT 3:00 PM PER KATIE: THANK YOU SENT TO LARRY TO DO ASAP tomorrow Wed. 8/19 at 11:07 am Per resident the set of carts were delivered Thursday 8/20	8 DAYS TO COMPLETE THE DELIVERY 9GH035348 8/20/2020	6RH019951 8/20/2020 8 DAYS TO COMPLETE THE DELIVERY - **3 DAYS LATE**
NEW HOME C-15-36-29-060-0080-0080, AT 115 WOODSIDE DR LAKE PLACID	9/29/20 AT 10:55 AM MS. ALBERTA 863-465-1721 REQUESTED THE SET OF CARTS - PLEASE DELIVER THEM WITHIN 5 WORKING DAYS **IT TOOK THEM 9 DAYS TO COMPLETED THIS DELIVERY**	IS INCLUDED IN SARAH'S LIST 9/15/20 9GOHC0000278 10/12/2020	6RH034520 10/12/2020 9 DAYS TO COMPLETE THIS DELIVERY - **4 DAYS LATE**
NEW HOME C-24-35-28-040-0210-0200, 1218 ARMSTRONG ST SEBRING	12/11/20 RACHEL BARRY 863-260-3314 REQUESTED THE SET OF CARTS AS OF 12/23 KATIE DOES NOT HAVE THE CART ID NUMBERS SENT AN EMAIL 1/22/21	IN VALERIES LIST DATED 11/23/20 9G0HC0000174 - 12/18/20	6RH036322 -12/18/20 8 DAYS TO DELIVERY THESE CARTS - **3 DAYS LATE**
	57 CASES- CARTS WERE DELIVERED LATE		

COMMERCIAL AREAS FREQUENTLY MISSED

Name	*Address*	*City*	*Frequently Issue & Date*
Orange Blossom Fellowship MHP	1400 CR 17A N.	Avon Park	Missed dumpster pick-up Monday, 4/19 (They are Monday, Wednesday & Friday).
			Missed dumpster pick-up Monday, 4/12
			Missed dumpster pick-up Monday, 3/29
			Missed dumpster pick-up Monday, 3/15
			Missed dumpste pick-up Monday, 3/8
			Missed dumpster pick-up Wednesday, 2/24
			Missed dumpster pick-up Monday, 2/15
			Missed dumpster pick-up Wednesday, 2/10
			Wednesday, 2/10/21, made a formal request to replace their dumpster (Mr. Cox has requested the replacement several weeks ago with no response). Their current dumpster bottom is all rusted out and the lid is broken.
Same above	Same above	Same above	Missed dumpster pick-up Monday, 12/7/2020
Lake Placid Camp Florida Resort	231 Shoreline Dr.	Lake Placid	Monday, 5/3 they have not yet emptied his bulk waste dumpster, & he has not yet received the C&D dumpster that was taken to be welded, it was requested March, 25
			Tuesday, 4/20 Mr. Sims called in your office two weeks ago to pick-up his two overflowing dumpsters, one with yard waste and one with bulk waste
			Wednesday, 4/21 Bob D. sent an email to the manager: Yard Waste Roll-off & Bulk waste roll-off need to be dumped (material is on ground that needs to be picked up due to filled up rolloff without being dumped. Also needs the C & D roll-off that was taken to be welded 2 weeks ago
			Missed garbage dumpster pick-up, since Friday, 3/12
			Missed garbage dumpster pick-up, since Wed. 3/3
			Missed C&D dumpster Tuesday, 1/5
Same above	Same above	Same above	Missed yard waste dumpster Wed. 3/13

Red Pines Apts.	100 Red Pine Dr	Sebring	Missed dumpsters (garbage) pick-up Tuesday, 4/20. He is Tuesdays & Fridays (4 dumpsters to be picked up Tuesday & Friday)
			Missed dumpsters pick-up Friday, 4/2
			Missed dumpsters pick-up Tuesday, 3/9
			Missed dumpsters pick-up Friday, 2/26/21
			Missed dumpsters pick-up Tuesday, 12/22/20
Same above	Same above		Missed dumpsters pick-up Friday, 12/25/20
Wild Turkey Restaurant & Bar	2751 US 27 S	Avon Park	Missed dumpster (garbage) pick-up Monday, 4/19 they are supposed to be emptied every Monday, Thursday & Saturday.
			Missed dumpster pick-up Thursday, 4/15
			Missed dumpster pick-up Monday, 4/12
Same above	Same above	Same above	Missed dumpsters pick-up Friday, 4/2
Lake Placid Camp and Conference Center	2665 Placid View Dr.	Lake Placid	Missed dumpster (garbage) pick-up Monday, 3/15. they are supposed to be picked up every Tuesday & Friday.
			Missed dumpster (garbage) pick-up Tuesday, 3/2
			Missed dumpster (garbage) pick-up Friday, 2/26
			Missed dumpster (garbage) pick-up Tuesday, 2/23
			Missed dumpster (garbage) pick-up Friday, 2/19
			Requested an 8-yard dumpster Monday, 3/8
Same above	Same above	Same above	Requested an 8-yard dumpster Friday, 3/5
Sebring Village MHP	4343 Schumacher Rd.	Sebring	Missed dumpster (bulk waste) pick-up Monday, 3/22. The compactor is scheduled every Wed.
			Missed compactor, bulk & yard waste dumpsters pick-up Wed. 3/31
			Missed compactor, bulk & yard waste dumpsters pick-up Wed. 2/10
			Missed compactor, Wed. 1/6
			Missed compactor, Silver Oaks Monday, 1/11
Same above	Same above	Same above	Missed compactor, bulk & yard waste dumpsters pick-up Wed. 11/18/20
Florida Mentor Avon Park Cluster	55 West College Dr.	Avon Park	Missed dumpsters (garbage) pickup Thursday, 3/4 (they are Monday & Thursday)
			Missed dumpsters (garbage) pickup Monday, 3/1
			Missed dumpsters (garbage) pickup Thursday, 2/25
			Missed dumpsters (garbage) pickup Thursday, 1/7
			Missed dumpsters (garbage) pickup Monday, 12/28/20

Same above	Same above	Same above	Missed dumpsters (garbage) pickup Monday, 12/7/20
Mossy Cove Fish Camp and the Peaceful Place community dumpster	3 Mossy Cove Dr.	Lorida	Missed dumpsters (garbage) pickup Tuesday, 3/16 (Pick-up every Tuesday)
			Missed dumpsters (garbage) pickup Tuesday, 3/9
Same above	Same above	Same above	Missed dumpsters (garbage) pickup Tuesday, 3/2
Bonnet Lake Campground	2825 SR 17 S	Sebring	
			Missed dumpsters (garbage) pick-up Monday, 4/12
			Missed dumpsters (garbage) pick-up Wed. 4/13
Same above	Same above	Same above	Missed dumpsters (garbage) pick-up Monday, 3/8
Guadalupe Gonzales	Casa Tequila Restaurant 1979 Placid Lakes Blvd.	Lake Placid	Missed dumpster (garbage) pick-up Thursday, 3/11 (Monday & Thursday pick-up)
Brett Crowell	Lake Placid Campground 1801 US 27 S	Lake Placid	Missed dumpster (garbage) pick-up Monday, 3/15 (Monday, Wednesday, Friday & Saturday)
			Missed dumpster (garbage) pick-up Friday, 12/4/20
Same above	Same above	Same above	Missed dumpster (garbage) pick-up Saturday, 12/5/20

RESIDENTIAL AREAS FREQUENTLY MISSED

Name	*Address*	*City*	*Frequently Issue*
Mr. Antonucci	2545 W Matte Road	Avon Park	Missed recycling, yard & Bulk Waste
Lisa McNew	5616 Lakewood Road	Sebring	Missed the garbage & or recycling pickup
Steven Valdivies	10404 US 27 S (home & business)	Sebring	Missed the garbage pickup
Thomas Rogers	Community site Nursery Road (201 Nursery Road)	Sebring	Missed Recycling pickup
Treasa Lee	2929 Grouper Dr.	Sebring	Missed garbage, recycling, Bulk & Yard Waste pickup
Ms. Kasley	4012 Alpine St	Sebring	Missed garbage pickup
Vicki Myers	2012 W Tarkenton Rd.	Avon Park	Missed garbage & or recycling pickup
Shannon Strenth	243 Citroen Drive	Sebring	Missed garbage & or recycling pickup
Louis Rivera	522 Darter Ave	Sebring	Missed garbage & Recycling pickup
Keith Wacaster	8837 Sun 'N Lake Blvd.	Sebring	Missed garbage & or recycling
Ms. Pardee	Entire Lake Mcoy areas 168 Mccoy Dr.	Lake Placid	Areas are Monday pickup this week Monday, 4/26 they will be picked up until Saturday,1/1 then Monday again 5/3
Ms. Potter	Entire Lake Huntley areas 284 S Huntley Dr.	Lake Placid	Areas are Monday pickup this week Monday, 4/26 they will be picked up until Saturday,1/1 then Monday again 5/3
Several residents	ENTIRE Bolide Street	Sebring	Garbage was not picked up Thursay, 4/22 it was picked up until Tuesday, 4/27
Tammy Jerke	Residential/community Dumpster Thunderbird Hill Manor - Manor Circle 515 Manor Cir.	Sebring	Their community garbage dumpster service 33 homes, has been missed on multiple occasions. They are supposed to empty this dumpster every Tuesday & Friday.
Anna de la Garza	Entire Street including 227 Rail Ave.	Sebring	Missed garbage & or recycling pickup

REQUESTS FOR MAPS AND INFORMATION ON COLLECTION AREAS NOT COMPLETED

Date	Status and what was not completed
5/6/2021	Asked for maps & descriptions got no answer
4/23/2021	Got information and posted.
	Recycling and Bulk Waste on Moon Ranch Road & Surrounding areas, Lorida, & All Spring Lake and Elliot Road to be picked up Saturday
4/21/2021	Asked for maps & descriptions got no answer
4/20/2021	Asked for maps & descriptions got no answer
4/19/2021	Asked for maps & descriptions got no answer
4/16/2021	Got info from Carmen and posted.
	Recycling in Spring Lake and Elliot Road
	Garbage in areas around County Road 17S, Twitty Road, Desoto City and Farm Road
4/15/2021	Got info from Carmen and posted.
	Garbage in Fairmount mobile estates, Sebring Country Estates, Thunderbird Hills & manage point.
	Recyling in Areas of Sebring Country Estates , Fairmount Mobile Estates, Sun-n-Lake of Sebring Uniut 2 & 13.
4/9/2021	Got info from Carmen and posted.
	Garbage in sebring between uS 27 & CR 17 S from US 98 north to Raley Red ncluding all desoto city and area adjacent to CR 17S from US 98 sout to wher CR 17 S intersects US 27.
	Garbage in areas south of US 98 frm CR 17 S east to Farm Rd.
4/7/2021	Got info and posted.
	Garbage from 66 north including all ares of Couty Rd 635 & along sparta Rd
	Garbade including Francis MHP, Leisure Acres MHP & Sebring oaks MHP
	Garbage in areas adjacent to US 27 formn 66 to George Blvd.
	Recycling in Sebring in areas surrounding Lake sebring & east of US 27 fromThunderbird north to Valeri Blvd.
	Recycling in all of Sebring Ridge
3/4/2021	Got info and posted.
	Recycling in Avon Park Estates and Avon Park Lakes
3/3/2021	Asked for Maps & Descriptions got no answer.
2/26/2021	Asked for Maps & Descriptions got no answer.
2/25/2021	Asked for Maps & Descriptions got no answer.
2/24/2021	Got info and posted.
	Garbage on CR17 & adjacent areas from Powerline Rd to Lake Letta Road
	Garbage in all areas around Lake Lotela
	Garbage in Glenada Hills area

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:	**Randy Vosburg, County Administrator** **David Nitz, OMB Manager**
SUBJECT/TITLE:	**Request to certify the maximum millage for FY 21/22**

STATEMENT OF ISSUE

To comply with Florida Department of Revenue's Truth in Millage (TRIM) requirements in the Florida Statutes Chapter 200, the Board of County Commissioners must certify a maximum Millage rate to the Property Appraiser and the Tax Collector by August 3, 2021. The certified millage can be decreased at the Board's discretion as the budget process continues, but cannot be exceeded without extraordinary measures. The Rollback Rate which allows collection of the same amount of Ad Valorem taxes as the previous year is 8.2982 mils. The Recommended Budget presented on July 6, 2021 was based on a Millage Rate of 8.5500 mils. The maximum millage rate for FY 20/21 was certified at 9.0000 mils.

RECOMMENDED ACTION

Move to certify the maximum millage of 8.55 for FY 21/22

FISCAL IMPACT

Ad Valorem revenue is projected to comprise 59.09% of the total projected General Fund revenues in FY 20/21. Failure to certify millage would put those revenues and state revenue sharing funds at risk.

Attachments: DR-420_DR-420TIF's(9)_DR-420MM-P.pdf

FLORIDA DEPARTMENT OF REVENUE

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CERTIFICATION OF TAXABLE VALUE

DR-420
R. 5/12
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value of real property for operating purposes	$ 4,989,199,739			(1)
2.	Current year taxable value of personal property for operating purposes	$ 560,022,785			(2)
3.	Current year taxable value of centrally assessed property for operating purposes	$ 36,747,857			(3)
4.	Current year gross taxable value for operating purposes *(Line 1 plus Line 2 plus Line 3)*	$ 5,585,970,381			(4)
5.	Current year net new taxable value (Add new construction, additions, rehabilitative improvements increasing assessed value by at least 100%, annexations, and tangible personal property value over 115% of the previous year's value. Subtract deletions.)	$ 76,992,277			(5)
6.	Current year adjusted taxable value *(Line 4 minus Line 5)*	$ 5,508,978,104			(6)
7.	Prior year FINAL gross taxable value from prior year applicable Form DR-403 series	$ 5,335,974,010			(7)
8.	Does the taxing authority include tax increment financing areas? If yes, enter number of worksheets (DR-420TIF) attached. If none, enter 0	☑ YES	☐ NO	Number 9	(8)
9.	Does the taxing authority levy a voted debt service millage or a millage voted for 2 years or less under s. 9(b), Article VII, State Constitution? If yes, enter the number of DR-420DEBT, *Certification of Voted Debt Millage* forms attached. If none, enter 0	☐ YES	☑ NO	Number 0	(9)

SIGN HERE	**Property Appraiser Certification**	I certify the taxable values above are correct to the best of my knowledge.
	Signature of Property Appraiser: Electronically Certified by Property Appraiser	Date : 6/29/2021 12:39 PM

SECTION II : COMPLETED BY TAXING AUTHORITY

If this portion of the form is not completed in FULL your taxing authority will be denied TRIM certification and possibly lose its millage levy privilege for the tax year. If any line is not applicable, enter -0-.

10.	Prior year operating millage levy *(If prior year millage was adjusted then use adjusted millage from Form DR-422)*	8.5500	per $1,000	(10)
11.	Prior year ad valorem proceeds *(Line 7 multiplied by Line 10, divided by 1,000)*	$ 45,622,578		(11)
12.	Amount, if any, paid or applied in prior year as a consequence of an obligation measured by a dedicated increment value *(Sum of either Lines 6c or Line 7a for all DR-420TIF forms)*	$ 1,224,429		(12)
13.	Adjusted prior year ad valorem proceeds *(Line 11 minus Line 12)*	$ 44,398,149		(13)
14.	Dedicated increment value, if any *(Sum of either Line 6b or Line 7e for all DR-420TIF forms)*	$ 158,647,699		(14)
15.	Adjusted current year taxable value *(Line 6 minus Line 14)*	$ 5,350,330,405		(15)
16.	Current year rolled-back rate *(Line 13 divided by Line 15, multiplied by 1,000)*	8.2982	per $1000	(16)
17.	Current year proposed operating millage rate	8.5500	per $1000	(17)
18.	Total taxes to be levied at proposed millage rate *(Line 17 multiplied by Line 4, divided by 1,000)*	$ 47,760,047		(18)

Continued on page 2

19.	TYPE of principal authority (check one)	☑ County	☐ Independent Special District	(19)
		☐ Municipality	☐ Water Management District	
20.	Applicable taxing authority (check one)	☑ Principal Authority	☐ Dependent Special District	(20)
		☐ MSTU	☐ Water Management District Basin	
21.	Is millage levied in more than one county? (check one)	☐ Yes	☑ No	(21)

DEPENDENT SPECIAL DISTRICTS AND MSTUs STOP **STOP HERE - SIGN AND SUBMIT**

22.	Enter the total adjusted prior year ad valorem proceeds of the principal authority, all dependent special districts, and MSTUs levying a millage. *(The sum of Line 13 from all DR-420 forms)*	$	44,398,149	(22)
23.	Current year aggregate rolled-back rate *(Line 22 divided by Line 15, multiplied by 1,000)*	8.2982	per $1,000	(23)
24.	Current year aggregate rolled-back taxes *(Line 4 multiplied by Line 23, divided by 1,000)*	$	46,353,499	(24)
25.	Enter total of all operating ad valorem taxes proposed to be levied by the principal taxing authority, all dependent districts, and MSTUs, if any. *(The sum of Line 18 from all DR-420 forms)*	$	47,760,047	(25)
26.	Current year proposed aggregate millage rate *(Line 25 divided by Line 4, multiplied by 1,000)*	8.5500	per $1,000	(26)
27.	Current year proposed rate as a percent change of rolled-back rate *(Line 26 divided by Line 23, **minus 1**, multiplied by 100)*		3.03 %	(27)

First public budget hearing	Date :	Time :	Place :
	9/9/2021	6:00 PM EST	Government Center Boardroom, 600 S. Commerce Ave., B104, Sebring, FL 33870

SIGN HERE

Taxing Authority Certification	I certify the millages and rates are correct to the best of my knowledge. The millages comply with the provisions of s. 200.065 and the provisions of either s. 200.071 or s. 200.081, F.S.	
Signature of Chief Administrative Officer : Electronically Certified by Taxing Authority		Date : 7/2/2021 2:55 PM
Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

Instructions on page 3

FLORIDA DEPARTMENT OF REVENUE

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MAXIMUM MILLAGE LEVY CALCULATION
FINAL DISCLOSURE
For municipal governments, counties, and special districts

DR-420MM
R. 5/12
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : **2021**	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC

1.	Is your taxing authority a municipality or independent special district that has levied ad valorem taxes for less than 5 years?	☐ Yes	☐ No	(1)

IF YES, STOP ***STOP HERE. SIGN AND SUBMIT. You are not subject to a millage limitation.***

2.	Current year rolled-back rate from Current Year Form DR-420, Line 16	8.2674	per $1,000	(2)
3.	Prior year maximum millage rate with a majority vote from ***2020***, Form DR-420MM, Line 13	16.8690	per $1,000	(3)
4.	Prior year operating millage rate from Current Year Form DR-420, Line 10	8.5500	per $1,000	(4)

If Line 4 is equal to or greater than Line 3, skip to Line 11. If less, continue to Line 5.

Adjust rolled-back rate based on prior year majority-vote maximum millage rate

5.	Prior year final gross taxable value from Current Year Form DR-420, Line 7	$	5,335,974,010	(5)
6.	Prior year maximum ad valorem proceeds with majority vote ***(Line 3 multiplied by Line 5 divided by 1,000)***	$	90,012,546	(6)
7.	Amount, if any, paid or applied in prior year as a consequence of an obligation measured by a dedicated increment value from Current Year Form DR-420 Line 12	$	1,224,429	(7)
8.	Adjusted prior year ad valorem proceeds with majority vote ***(Line 6 minus Line 7)***	$	88,788,117	(8)
9.	Adjusted current year taxable value from Current Year form DR-420 Line 15	$	5,370,259,971	(9)
10.	Adjusted current year rolled-back rate ***(Line 8 divided by Line 9, multiplied by 1,000)***	16.5333	per $1,000	(10)

Calculate maximum millage levy

11.	Rolled-back rate to be used for maximum millage levy calculation ***(Enter Line 10 if adjusted or else enter Line 2)***	16.5333	per $1,000	(11)
12.	Adjustment for change in per capita Florida personal income (***See Line 12 Instructions***)		**1.0443**	(12)
13.	Majority vote maximum millage rate allowed ***(Line 11 multiplied by Line 12)***	17.2657	per $1,000	(13)
14.	Two-thirds vote maximum millage rate allowed ***(Multiply Line 13 by 1.10)***	18.9923	per $1,000	(14)
15.	Current year adopted millage rate	0.0000	per $1,000	(15)
16.	**Minimum vote required to levy adopted millage:** (Check one)			(16)

☑ a. Majority vote of the governing body: Check here if Line 15 is less than or equal to Line 13. The maximum millage rate is equal to the majority vote maximum rate. ***Enter Line 13 on Line 17.***

☐ b. Two-thirds vote of governing body: Check here if Line 15 is less than or equal to Line 14, but greater than Line 13. The maximum millage rate is equal to adopted rate. ***Enter Line 15 on Line 17.***

☐ c. Unanimous vote of the governing body, or 3/4 vote if nine members or more: Check here if Line 15 is greater than Line 14. The maximum millage rate is equal to the adopted rate. ***Enter Line 15 on Line 17.***

☐ d. Referendum: The maximum millage rate is equal to the adopted rate. ***Enter Line 15 on Line 17.***

17.	The selection on Line 16 allows a maximum millage rate of ***(Enter rate indicated by choice on Line 16).***	17.2657	per $1,000	(17)
18.	Current year gross taxable value from Current Year Form DR-420, Line 4	$	5,585,970,381	(18)

Continued on page 2

19.	Current year adopted taxes ***(Line 15 multiplied by Line 18, divided by 1,000).***	$ 0	(19)
20.	Total taxes levied at the maximum millage rate ***(Line 17 multiplied by Line 18, divided by 1,000).***	$ 96,445,689	(20)

DEPENDENT SPECIAL DISTRICTS AND MSTUs STOP ***STOP HERE. SIGN AND SUBMIT.***

21.	Enter the current year adopted taxes of all dependent special districts & MSTUs levying a millage . ***(The sum of all Lines 19 from each district's Form DR-420MM)***	$ 0	(21)
22.	Total current year adopted taxes ***(Line 19 plus Line 21).***	$ 0	(22)

Total Maximum Taxes

23.	Enter the taxes at the maximum millage of all dependent special districts & MSTUs levying a millage ***(The sum of all Lines 20 from each district's Form DR-420MM).***	$ 0	(23)
24.	Total taxes at maximum millage rate ***(Line 20 plus Line 23).***	$ 96,445,689	(24)

Total Maximum Versus Total Taxes Levied

25.	Are total current year adopted taxes on Line 22 equal to or less than total taxes at the maximum millage rate on Line 24? (Check one)	☐ YES ☑ NO	(25)

SIGN HERE

Taxing Authority Certification

I certify the millages and rates are correct to the best of my knowledge. The millages comply with the provisions of s. 200.065 and the provisions of either s. 200.071 or s. 200.081, F.S.

Signature of Chief Administrative Officer :	Date :
Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233
City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520 / Fax Number : 8634026507

Complete and submit this form to the Department of Revenue with the completed DR-487, Certification of Compliance, within 30 days of the final hearing.

Instructions on page 3

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DR-420MM-P
R. 5/12
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

MAXIMUM MILLAGE LEVY CALCULATION
PRELIMINARY DISCLOSURE
For municipal governments, counties, and special districts

Year: **2021**	County: HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority: HIGHLANDS COUNTY BCC

1.	Is your taxing authority a municipality or independent special district that has levied ad valorem taxes for less than 5 years?	☐ Yes	☑ No	(1)

IF YES, STOP ***STOP HERE. SIGN AND SUBMIT. You are not subject to a millage limitation.***

2.	Current year rolled-back rate from Current Year Form DR-420, Line 16	8.2982	per $1,000	(2)
3.	Prior year maximum millage rate with a majority vote from ***2020*** Form DR-420MM, Line 13	16.8690	per $1,000	(3)
4.	Prior year operating millage rate from Current Year Form DR-420, Line 10	8.5500	per $1,000	(4)

If Line 4 is equal to or greater than Line 3, skip to Line 11. If less, continue to Line 5.

Adjust rolled-back rate based on prior year majority-vote maximum millage rate

5.	Prior year final gross taxable value from Current Year Form DR-420, Line 7	$	5,335,974,010	(5)
6.	Prior year maximum ad valorem proceeds with majority vote ***(Line 3 multiplied by Line 5 divided by 1,000)***	$	90,012,546	(6)
7.	Amount, if any, paid or applied in prior year as a consequence of an obligation measured by a dedicated increment value from Current Year Form DR-420 Line 12	$	1,224,429	(7)
8.	Adjusted prior year ad valorem proceeds with majority vote ***(Line 6 minus Line 7)***	$	88,788,117	(8)
9.	Adjusted current year taxable value from Current Year form DR-420 Line 15	$	5,350,330,405	(9)
10.	Adjusted current year rolled-back rate ***(Line 8 divided by Line 9, multiplied by 1,000)***	16.5949	per $1,000	(10)

Calculate maximum millage levy

11.	Rolled-back rate to be used for maximum millage levy calculation ***(Enter Line 10 if adjusted or else enter Line 2)***	16.5949	per $1,000	(11)
12.	Adjustment for change in per capita Florida personal income (***See Line 12 Instructions***)		**1.0443**	(12)
13.	Majority vote maximum millage rate allowed ***(Line 11 multiplied by Line 12)***	17.3301	per $1,000	(13)
14.	Two-thirds vote maximum millage rate allowed ***(Multiply Line 13 by 1.10)***	19.0631	per $1,000	(14)
15.	Current year proposed millage rate	8.5500	per $1,000	(15)
16.	**Minimum vote required to levy proposed millage:** (Check one)			(16)

☑ a. Majority vote of the governing body: Check here if Line 15 is less than or equal to Line 13. The maximum millage rate is equal to the majority vote maximum rate. ***Enter Line 13 on Line 17.***

☐ b. Two-thirds vote of governing body: Check here if Line 15 is less than or equal to Line 14, but greater than Line 13. The maximum millage rate is equal to proposed rate. ***Enter Line 15 on Line 17.***

☐ c. Unanimous vote of the governing body, or 3/4 vote if nine members or more: Check here if Line 15 is greater than Line 14. The maximum millage rate is equal to the proposed rate. ***Enter Line 15 on Line 17.***

☐ d. Referendum: The maximum millage rate is equal to the proposed rate. ***Enter Line 15 on Line 17.***

17.	The selection on Line 16 allows a maximum millage rate of ***(Enter rate indicated by choice on Line 16)***	17.3301	per $1,000	(17)
18.	Current year gross taxable value from Current Year Form DR-420, Line 4	$	5,585,970,381	(18)

Continued on page 2

19.	Current year proposed taxes ***(Line 15 multiplied by Line 18, divided by 1,000)***	$ 47,760,047	(19)
20.	Total taxes levied at the maximum millage rate ***(Line 17 multiplied by Line 18, divided by 1,000)***	$ 96,805,425	(20)

DEPENDENT SPECIAL DISTRICTS AND MSTUs STOP ***STOP HERE. SIGN AND SUBMIT.***

21.	Enter the current year proposed taxes of all dependent special districts & MSTUs levying a millage . ***(The sum of all Lines 19 from each district's Form DR-420MM-P)***	$ 0	(21)
22.	Total current year proposed taxes ***(Line 19 plus Line 21)***	$ 47,760,047	(22)

Total Maximum Taxes

23.	Enter the taxes at the maximum millage of all dependent special districts & MSTUs levying a millage ***(The sum of all Lines 20 from each district's Form DR-420MM-P)***	$ 0	(23)
24.	Total taxes at maximum millage rate ***(Line 20 plus Line 23)***	$ 96,805,425	(24)

Total Maximum Versus Total Taxes Levied

25.	Are total current year proposed taxes on Line 22 equal to or less than total taxes at the maximum millage rate on Line 24? (Check one)	☑ YES ☐ NO	(25)

SIGN HERE

Taxing Authority Certification

I certify the millages and rates are correct to the best of my knowledge. The millages comply with the provisions of s. 200.065 and the provisions of either s. 200.071 or s. 200.081, F.S.

Signature of Chief Administrative Officer : Electronically Certified by Taxing Authority	Date : 7/2/2021 2:55 PM
Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233
City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520 / Fax Number : 8634026507

Complete and submit this form DR-420MM-P, Maximum Millage Levy Calculation-Preliminary Disclosure, to your property appraiser with the form DR-420, Certification of Taxable Value.

Instructions on page 3

FLORIDA DEPARTMENT OF REVENUE

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Avon Park Main Street CRA	Base Year : 1988

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 38,633,457	(1)
2.	Base year taxable value in the tax increment area	$ 19,442,710	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 19,190,747	(3)
4.	Prior year Final taxable value in the tax increment area	$ 36,385,718	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 16,943,008	(5)

SIGN HERE	**Property Appraiser Certification**	I certify the taxable values above are correct to the best of my knowledge.
	Signature of Property Appraiser : Electronically Certified by Property Appraiser	Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 18,231,210	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 143,026	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE	**Taxing Authority Certification**	**I certify the calculations, millages and rates are correct to the best of my knowledge.**	
	Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority	Date : 7/2/2021 2:55 PM	
	Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
	Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
	City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

FLORIDA DEPARTMENT OF REVENUE

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Avon Park Southside CRA	Base Year : 2001

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 18,052,514	(1)
2.	Base year taxable value in the tax increment area	$ 10,272,052	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 7,780,462	(3)
4.	Prior year Final taxable value in the tax increment area	$ 16,103,924	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 5,831,872	(5)

SIGN HERE

Property Appraiser Certification — I certify the taxable values above are correct to the best of my knowledge.

Signature of Property Appraiser : Electronically Certified by Property Appraiser

Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 7,391,439	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 49,406	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE

Taxing Authority Certification — **I certify the calculations, millages and rates are correct to the best of my knowledge.**

Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority

Date : 7/2/2021 2:55 PM

Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

FLORIDA DEPARTMENT OF REVENUE

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Avon Park Airport CRA	Base Year : 2001

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 4,087,205	(1)
2.	Base year taxable value in the tax increment area	$ 1,587,463	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 2,499,742	(3)
4.	Prior year Final taxable value in the tax increment area	$ 4,113,038	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 2,525,575	(5)

SIGN HERE	**Property Appraiser Certification**	I certify the taxable values above are correct to the best of my knowledge.
	Signature of Property Appraiser : Electronically Certified by Property Appraiser	Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 2,374,755	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 20,514	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE	**Taxing Authority Certification**	**I certify the calculations, millages and rates are correct to the best of my knowledge.**	
	Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority	Date : 7/2/2021 2:55 PM	
	Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
	Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
	City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

FLORIDA DEPARTMENT OF REVENUE

Reset Form | Print Form

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

TAX INCREMENT ADJUSTMENT WORKSHEET

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Avon Park Main Street CRA Addition	Base Year : 2016

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 55,620,011	(1)
2.	Base year taxable value in the tax increment area	$ 43,979,023	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 11,640,988	(3)
4.	Prior year Final taxable value in the tax increment area	$ 52,638,252	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 8,659,229	(5)

SIGN HERE

Property Appraiser Certification — I certify the taxable values above are correct to the best of my knowledge.

Signature of Property Appraiser : Electronically Certified by Property Appraiser

Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 11,058,939	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 70,667	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE

Taxing Authority Certification — **I certify the calculations, millages and rates are correct to the best of my knowledge.**

Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority

Date : 7/2/2021 2:55 PM

Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Avon Park Southside CRA Addition	Base Year : 2016

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 29,695,474	(1)
2.	Base year taxable value in the tax increment area	$ 25,396,804	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 4,298,670	(3)
4.	Prior year Final taxable value in the tax increment area	$ 27,569,853	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 2,173,049	(5)

SIGN HERE

Property Appraiser Certification — I certify the taxable values above are correct to the best of my knowledge.

Signature of Property Appraiser : Electronically Certified by Property Appraiser

Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 4,083,737	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 18,455	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE

Taxing Authority Certification — **I certify the calculations, millages and rates are correct to the best of my knowledge.**

Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority

Date : 7/2/2021 2:55 PM

Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
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TAX INCREMENT ADJUSTMENT WORKSHEET

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R. 6/10
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Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Sebring Airport CRA	Base Year : 1996

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 56,589,563	(1)
2.	Base year taxable value in the tax increment area	$ 8,555,707	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 48,033,856	(3)
4.	Prior year Final taxable value in the tax increment area	$ 57,252,009	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 48,696,302	(5)

SIGN HERE	**Property Appraiser Certification**	I certify the taxable values above are correct to the best of my knowledge.
	Signature of Property Appraiser : Electronically Certified by Property Appraiser	Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 45,632,163	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 395,536	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE	**Taxing Authority Certification**	**I certify the calculations, millages and rates are correct to the best of my knowledge.**	
	Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority	Date : 7/2/2021 2:55 PM	
	Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
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FLORIDA DEPARTMENT OF REVENUE

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Sebring CRA	Base Year : 1983

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 73,133,957	(1)
2.	Base year taxable value in the tax increment area	$ 26,517,900	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 46,616,057	(3)
4.	Prior year Final taxable value in the tax increment area	$ 68,269,057	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 41,751,157	(5)

SIGN HERE

Property Appraiser Certification — I certify the taxable values above are correct to the best of my knowledge.

Signature of Property Appraiser : Electronically Certified by Property Appraiser

Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 44,285,254	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 345,054	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE

Taxing Authority Certification — **I certify the calculations, millages and rates are correct to the best of my knowledge.**

Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority

Date : 7/2/2021 2:55 PM

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FLORIDA DEPARTMENT OF REVENUE

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Lake Placid CRA	Base Year : 2017

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 60,284,244	(1)
2.	Base year taxable value in the tax increment area	$ 54,325,680	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 5,958,564	(3)
4.	Prior year Final taxable value in the tax increment area	$ 58,409,355	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 4,083,675	(5)

SIGN HERE

Property Appraiser Certification — I certify the taxable values above are correct to the best of my knowledge.

Signature of Property Appraiser : Electronically Certified by Property Appraiser

Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 5,660,636	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 32,602	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE

Taxing Authority Certification — **I certify the calculations, millages and rates are correct to the best of my knowledge.**

Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority

Date : 7/2/2021 2:55 PM

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City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

FLORIDA DEPARTMENT OF REVENUE

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TAX INCREMENT ADJUSTMENT WORKSHEET

DR-420TIF
R. 6/10
Rule 12D-16.002
Florida Administrative Code
Effective 11/12

Year : 2021	County : HIGHLANDS
Principal Authority : HIGHLANDS COUNTY BCC	Taxing Authority : HIGHLANDS COUNTY BCC
Community Redevelopment Area : Sebring CRA Expansion	Base Year : 2003

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year taxable value in the tax increment area	$ 33,748,824	(1)
2.	Base year taxable value in the tax increment area	$ 12,770,334	(2)
3.	Current year tax increment value *(Line 1 minus Line 2)*	$ 20,978,490	(3)
4.	Prior year Final taxable value in the tax increment area	$ 31,295,105	(4)
5.	Prior year tax increment value *(Line 4 minus Line 2)*	$ 18,524,771	(5)

SIGN HERE

Property Appraiser Certification — I certify the taxable values above are correct to the best of my knowledge.

Signature of Property Appraiser : Electronically Certified by Property Appraiser

Date : 6/29/2021 12:39 PM

SECTION II: COMPLETED BY TAXING AUTHORITY **Complete EITHER line 6 or line 7 as applicable. Do NOT complete both.**

6. If the amount to be paid to the redevelopment trust fund IS BASED on a specific proportion of the tax increment value:

6a.	Enter the proportion on which the payment is based.	95.00 %	(6a)
6b.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 6a)* ***If value is zero or less than zero, then enter zero on Line 6b***	$ 19,929,566	(6b)
6c.	Amount of payment to redevelopment trust fund in prior year	$ 149,169	(6c)

7. If the amount to be paid to the redevelopment trust fund IS NOT BASED on a specific proportion of the tax increment value:

7a.	Amount of payment to redevelopment trust fund in prior year	$ 0	(7a)
7b.	Prior year operating millage levy from Form DR-420, Line 10	0.0000 per $1,000	(7b)
7c.	Taxes levied on prior year tax increment value *(Line 5 multiplied by Line 7b, divided by 1,000)*	$ 0	(7c)
7d.	Prior year payment as proportion of taxes levied on increment value *(Line 7a divided by Line 7c, multiplied by 100)*	0.00 %	(7d)
7e.	Dedicated increment value *(Line 3 multiplied by the percentage on Line 7d)* ***If value is zero or less than zero, then enter zero on Line 7e***	$ 0	(7e)

SIGN HERE

Taxing Authority Certification — **I certify the calculations, millages and rates are correct to the best of my knowledge.**

Signature of Chief Administrative Officer : Electronically Certified By Taxing Authority

Date : 7/2/2021 2:55 PM

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City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

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FLORIDA DEPARTMENT OF REVENUE

CERTIFICATION OF FINAL TAXABLE VALUE

DR-422
R. 5/13
Rule 12D-16.002
Florida Administrative Code
Effective 5/13
Provisional

Year : 2021	County : HIGHLANDS	Is VAB still in session? ☐ Yes ☐ No
Principal Authority : HIGHLANDS COUNTY BCC		Check type : ☐ School District ☑ County ☐ Municipality ☐ Independent Special District ☐ Water Management District
Taxing Authority : HIGHLANDS COUNTY BCC		Check type : ☑ Principal Authority ☐ MSTU ☐ Dependent Special District ☐ Water Management District Basin

SECTION I : COMPLETED BY PROPERTY APPRAISER

1.	Current year gross taxable value from Line 4, Form DR-420	$ 5,585,970,381	(1)
2.	Final current year gross taxable value from Form DR-403 Series	$ 0	(2)
3.	Percentage of change in taxable value *(Line 2 divided by Line 1, minus 1, multiplied by 100)*	-100.00 %	(3)

The taxing authority must complete this form and return it to the property appraiser by _____ time _____ date

SIGN HERE	***Property Appraiser Certification***	I certify the taxable values above are correct to the best of my knowledge.
	Signature of Property Appraiser :	Date :

SECTION II : COMPLETED BY TAXING AUTHORITY

MILLAGE RATE ADOPTED BY RESOLUTION OR ORDINANCE AT FINAL BUDGET HEARING UNDER s. 200.065(2)(d), F.S.

If this portion of the form is not completed in full your taxing authority will be denied TRIM certification and possibly lose its millage levy privilege for the tax year. If any line is inapplicable, enter N/A or -0-.

Non-Voted Operating Millage Rate (from resolution or ordinance)

4a.	County or municipal principal taxing authority	0.0000	per $1,000	(4a)
4b.	Dependent special district	0.0000	per $1,000	(4b)
4c.	Municipal service taxing unit (MSTU)	0.0000	per $1,000	(4c)
4d.	Independent Special District	0.0000	per $1,000	(4d)
4e.	School district — Required Local Effort	0.0000	per $1,000	(4e)
	Capital Outlay	0.0000	per $1,000	
	Discretionary Operating	0.0000	per $1,000	
	Discretionary Capital Improvement	0.0000	per $1,000	
		0.0000		
	Additional Voted Millage	0.0000	per $1,000	
4f.	Water management district — District Levy	0.0000	per $1,000	(4f)
	Basin	0.0000	per $1,000	

Are you going to adjust adopted millage ?	☐ YES	☐ NO	***If No, STOP HERE, Sign and Submit.***

Continued on page 2

Taxing Authority :	DR-422 R. 5/13 Page 2

COUNTIES, MUNICIPALITIES, SCHOOLS, and WATER MANAGEMENT DISTRICTS may adjust the non-voted millage rate only if the percentage on Line 3 is greater than plus or minus 1% . (s. 200.065(6), F.S)

5.	Unadjusted gross ad valorem proceeds *(Line 1 multiplied by Line 4a, 4e, or 4f as applicable , divided by 1,000)*	$ 0	(5)
6.	Adjusted millage rate (Only if Line 3 is greater than plus or minus 1%) *(Line 5 divided by Line 2 multiplied by 1,000)*	0.0000 per $1000	(6)

MSTUs, DEPENDENT SPECIAL DISTRICTS , and INDEPENDENT SPECIAL DISTRICTS may adjust the non-voted millage rate only if the percentage on Line 3 is greater than plus or minus 3% (s. 200.065(6), F.S.)

7.	Unadjusted gross ad valorem proceeds *(Line 1 multiplied by Line 4b, 4c, or 4d as applicable, divided by 1,000)*	$ 0	(7)
8.	Adjusted Millage rate (Only if Line 3 is greater than plus or minus 3%) *(Line 7 divided by Line 2, multiplied by 1,000)*	0.0000 per $1000	(8)

SIGN HERE

Taxing Authority Certification

I certify the millages and rates are correct to the best of my knowledge. The millages comply with the provisions of s. 200.065 and the provisions of either s. 200.071 or s. 200.081, F.S.

Signature of Chief Administrative Officer :		Date :
Title : Scott Kirouac, CHAIRPERSON	Contact Name and Contact Title : DAVID NITZ, OMB MANAGER	
Mailing Address : 600 S. COMMERCE AVENUE, B233	Physical Address : 600 S COMMERCE AVE, B-233	
City, State, Zip : SEBRING, FL 33870	Phone Number : 8634026520	Fax Number : 8634026507

INSTRUCTIONS

SECTION I: Property Appraiser

1. Initiate a separate DR-422 form for each DR-420, Certification of Taxable Value, and DR-420S, Certification of School Taxable Value, submitted.
2. Complete Section 1 and sign.
3. Send the original to the taxing authority and keep a copy.

SECTION II: Taxing Authority

1. Complete Section II and sign.
2. Return the original to the property appraiser.
3. Keep a copy for your records.
4. Send a copy to the tax collector.
5. Send a copy with the DR-487, Certification of Compliance, to the Department of Revenue at the address below. Send separately if the DR-487 was previously sent to the Department.

Florida Department of Revenue
Property Tax Oversight - TRIM Section
P. O. Box 3000
Tallahassee, Florida 32315 - 3000

All taxing authorities must complete Line 4, millages adopted by resolution/ordinance at final budget hearing.

Counties, municipalities, schools, and water management districts may complete Line 5 and Line 6 only when Line 3 is greater than plus or minus 1%. (s. 200.065(6), F.S.)

MSTUs, dependent special districts, and independent special districts may adjust the non-voted millage rate only when Line 3 is greater than plus or minus 3%. (s. 200.065(6), F.S.)

Adjusted millage rate must comply with statutes. The adjusted millage rate entered on Line 6 or Line 8 cannot exceed the rate allowed by other provisions of law or the state constitution.

Multi-county and water management districts must complete a separate DR-422 for each county.

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Sherry G. Sutphen, County Attorney**

SUBJECT/TITLE: **County Attorney Status Report**

STATEMENT OF ISSUE

Attached is a copy of the pending items on the County Attorney File Log as of July 14, 2021.

RECOMMENDED ACTION

None. This is being provided for informational purposes.

Attachments: COUNTY ATTORNEY LOG 2.pdf

County Attorney Log

	Commissioner Priority	RECEIVED FROM	REQUEST	STATUS
1	Priority 8	Clinton Howerton	Review Somervale Downs Right-of-way dedications	Assigned – SS-waiting on additional information
2	Priority 8	Dawn Ritter	Review IMWID Easements and Agreements	Assigned-SS/Drafts prepared/mtgs. set
3	Priority 4	Rebecca Cable	Review revisions to Personnel Manual	Assigned-MR/Under review
4	Priority 4	Valerie Fleeger	Review request for a street light procedure	Additional information needed
5	Priority 4	Melony Culpepper	Review e-mail regarding legal lots of record	Assigned-SS/Under review
6	Priority 7	Tanya Cannady	Review MOU with University of Florida	Assigned-SS/under review
7	Priority 7	Jennifer Willis	Review Resolution – Road Closures request – Crutchfield Groves	Assigned -SS/under review
8	Priority 4	Dena Peterson	Review Final Plat – Dollar General Store	Assigned-SS/Under review
9	Priority 4	Thomas Haralson	Review Monday.com Agreement	Assigned-MR/under review
10	Priority 4	Chantel Brutus	Review 2021 Visit Sebring Contract	Assigned-MR/under review
11	Priority 4	Lori DeLoach	Review RFP 21-021 – Economic Development Marketing	Assigned-MR/under review
12	Priority 4	Gail Escobar	Review Health Services Grant Agreements	Assigned-MR/under review
13	Priority 4	Marc Bashoor	MDi Ride Agreement	Assigned-SS/Under review
14	Priority 7	Sarah Albritton	Review Lincoln Heights Park Lease Agreement	Assigned SS/Under review

STATUS NOTES

Assigned – will be followed by initials of attorney
Under Review – being worked on by attorney
Additional Information Needed – information being sought
Meeting Scheduled or Needed – meeting scheduled or coordination underway
Pending – newly provided without sufficient time to assign or perform cursory review
Blank – lacking information and detail when added to log

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER: **Randy Vosburg, County Administrator**

SUBJECT/TITLE: **Commissioner's Priorities and the Project Status Report**

STATEMENT OF ISSUE

Attached are the copies of the Commissioner's Priorities and Project Status Report as of July 6, 2021.

RECOMMENDED ACTION

This information is being provided for informational purposes

FISCAL IMPACT

No Fiscal Impact.

Attachments: Status - Commissioner's Priorities (FINAL) 7.20.2021.pdf
Status - Project Updates (FINAL) 7.20.2021.pdf

TOP (THREE HOLE PUNCH)

#	Assigned	Priority	Status	Next Action	Date of Next Action
Priority 1	Leah Sauls	Sell Highlands Regional & use funds for endowment for non-profits	Staff are working with legal counsel to determine the best path forward for how funds will be used after the sale of the facility. Hospital has rebranded and is now HCA Florida Highlands Hospital.	Intend to find a specialized appraiser to just represent HCBOCC. Map a plan for funds after the sale of the facility.	TBD
Priority 2	Leah Sauls	Develop a plan of action for utility extensions	Opened a Task Order for the amount of $25,000 out of the 19-20 economic development budget with Kimley-Horn for ongoing general engineering, environmental and planning services for utilities (water & sewer) county-wide with hopes to continue services into ongoing years. Have spent the first $25,000. Have additional $25,000 set aside in current fiscal year budget (20-21) to continue services - new PO was opened. Utility line maps have been compiled by Kimley-Horn into GIS format which has been shared with County GIS Team. We have applied for and been awarded a grant for an additional $25,000 from Enterprise Florida. This is a reimbursable grant that will go to this project.	Kimley-Horn working on suggested next steps/deliverables for ongoing efforts and implementation. Working our way down the list; within the bounds of funding. Kimley Horn is still trying to piece together all of the paper maps from Sebring. Applied for rural toolkit grant and received approval. Next deliverables will include finishing draw down tests for Sun N Lake and City of Sebring and hydraulic modeling for Lake Placid, Spring Lake, and Sun N' Lake.	Ongoing
Priority 3	Laurie Hurner/Tanya Cannady	Build reserves to 3.5 Months and plan for a millage reduction	Continuing to monitor the current COVID-19 situation and the immediate and anticipated financial impacts. OMB engaged PFM to assist with future revenue estimations. A hiring and spending freeze has been implemented. Directors continue to be fiscally responsible during the budget process.	Continue to monitor the impacts of COVID and to be fiscally responsible with spending, while maintaining County services.	Ongoing
Priority 4	Laurie Hurner	Work to streamline County bureaucracy to protect & grow economy; encourage economic development to focus on grants to retain & expand existing businesses, also keep an eye on new opportunities	1st draft submitted to County Administrator for review and comment.	Review with County Administrator.	TBD
Priority 5	Clinton Howerton	Recycling Program	Work to improve recycling efficiency from residents. Evaluating alternative options to meet State mandated goals.	Additional public education efforts have begun, including videos, mailouts, and meetings. Next action may include discussion of modifications to program to reduce contamination.	Ongoing
Priority 6	Clinton Howerton	Septage Processing	Staff working with potential treatment providers in the area to identify improvements needed to have additional disposal options. AP seeking treatment plant upgrades to improve reliability and increase treatment volume.	Updates will be provided to Board as they become available.	Ongoing
Priority 7	TBD	Annexation/ Interlocal with Municipalities	To approve an agreement with municipalities to combine maintenance of pedestrian pathways and thoroughfares with annexations so there is a clear responsibility for future repairs and improvements. To bring roadways that are annexed by state on both sides of the street to Board to remove from Countywide Maintenance list	TBD	Ongoing
Priority 8	Clinton Howerton/ Jonathan Harrison	Countywide Drainage Issues	Engineering and Road and Bridge Department working together to identify needs and goals.	Generate a list of areas with concerns and estimated costs	Ongoing

#	Departments	Project - Pending Items List	Status	Next Action	Date of Next Action
1	Engineering	Sebring Parkway Phase IIA	Construction began 10/12/2020 - On Schedule	Construction Final Completion	09/01/22
2	Engineering	Sebring Parkway Phase IIB	Construction began 10/12/2020 - On Schedule	Construction Final Completion	09/01/22
3	Engineering - Road & Bridge	Lacey Hills Improvement Projects	No change	Included in Carter Creek Watershed Study area. Awaiting results from study.	Pending funding
4	Engineering - Road & Bridge	Evaluation of Sebring Falls drainage issues	No change	Included in Sebring Watershed Study. Awaiting results from study.	Pending funding
5	Engineering - Road & Bridge	Memorial Drive Culvert Replacement and Extension	Dewatering design/permitting underway.	Complete re-design and construct 2021	Ongoing
6	Engineering	Heron St. Roadway Improvements - Project #18007	90% Plans submitted to FDOT	Receive and address comments from FDOT and finalize plans	7/24/2021
7	Engineering	W. Stryker Rd. Roadway Improvements - Project #18008	90% Plans submitted to FDOT	Receive and address comments from FDOT and finalize plans	7/24/2021
8	Engineering	CR 623 Improvements - Project #18009 (Kenilworth Blvd)	BID documents sent to FDOT for final approval	Final approval of bid docs then advertise for bid.	7/15/2021
9	Economic Development	Econ. Dev. Strategic Plan Progress Update	Implementing Strategic Plan Initiatives	Still working on ESF 18 functions (lighter), pushing out information relating to the new stimulus packages and resources for businesses. started pushing out hurricane preparedness information. Working with multiple industrial prospects doing due diligence on property acquisition and project viability. Also continuing to work with marketing firm to create content and implement marketing/communications plan - Industry infographics are complete. Applied for and received two rural development grants through Enterprise Florida and DEO. Working to further build out the HCED website with new marketing videos, clips, infographics and other data. Looking into infrastructure grant opportunities for strategic site development. Midway through Broadband Feasibility Study. Submitted application for DEO Technical Assistance Grant to fund Highlands County Retail Market Study.	Ongoing
10	Community Programs	Homeless Roundtable Update	Samaritan's Touch Care Center has identified a building for the resource center and overnight shelter. Funding will need to be raised to lease the building and perform the remodel.	Homeless Taskforce Meeting	Ongoing
11	Legislative Affairs & Grants	Broadband/ Highspeed Internet	Board passed resolution in support of State broadband initiatives.	To monitor Office of Broadband and State initiatives	Ongoing

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:	**Randy Vosburg, County Administrator** **David Nitz, OMB Manager**
SUBJECT/TITLE:	**Workshop to consider and discuss the requested budgets for Outside Agencies and Constitutional Officers for FY 21/22.**

STATEMENT OF ISSUE

In preparation of arriving at an Adopted Budget for FY 21/22, this workshop is necessary for the Board to review and vet the requested budgets from the Outside Agencies and Constitutional Officers and provide guidance to Administration and staff.

RECOMMENDED ACTION

No Suggested Action

FISCAL IMPACT

No impact at this time.

Attachments: Rec 21-22 Budget_7-20-21 Constitutionals Workshop.pdf

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

FISCAL YEAR 2021-2022

OUTSIDE AGENCIES & CONSTITUTIONAL OFFICERS

July 22, 2021

Outside Agency Funding

ORGANIZATION	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
RECREATION (Interlocals):					
AVON PARK RECREATION	$ 110,000	$ 110,000	$ 110,000	$ 110,000	$ 110,000
SEBRING RECREATION	$ 110,000	$ 110,000	$ 110,000	$ 110,000	$ 110,000
LAKE PLACID RECREATION	$ 110,000	$ 110,000	$ 110,000	$ 110,000	$ 110,000
OTHER AGENCIES:					
NU-HOPE	$ 42,045	$ 42,045	$ 42,045	$ 42,886	$ 42,886
HEALTH UNIT	$ 243,000	$ 243,000	$ 251,505	$ 256,535	$ 256,535
NON-PROFIT COMMUNITY AGENCIES	$ 31,350	$ 31,350	$ 30,000	$ 30,600	$ 30,000
HISTORIC PRESERVATION	$ 1,550	$ 2,466	$ 2,230	$ 7,130	$ 4,730
SOIL & WATER	$ 13,000	$ 7,500	$ 7,525	$ 8,250	$ 10,225
TRANSPORTATION DISADVANTAGE	$ 193,614	$ 201,751	$ 193,533	$ 198,309	$ 183,430
TOTAL AGENCY FUNDING	$ 854,559	$ 858,112	$ 856,838	$ 873,710	$ 857,806

Outside Agency Funding (cont.)

CRA'S:	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
AVON PARK:					
AP ORIGINAL	$ 103,788	$ 112,157	$ 125,419	$ 143,026	$ 148,032
AP EXPANDED	$ 14,111	$ 28,632	$ 51,128	$ 70,667	$ 73,140
AP SOUTHSIDE MAIN	$ 22,807	$ 31,908	$ 40,354	$ 49,406	$ 51,135
AP SOUTHSIDE EXPAN	$ 0	$ 7,472	$ 11,221	$ 18,455	$ 19,101
AP AIRPORT	$ 22,147	$ 20,078	$ 20,579	$ 20,514	$ 21,232
SEBRING:					
ORIGINAL	$ 383,721	$ 369,072	$ 320,848	$ 345,054	$ 357,131
EXPANDED	$ 146,184	$ 144,077	$ 157,352	$ 149,169	$ 154,390
AIRPORT	$ 397,520	$ 412,123	$ 392,301	$ 395,536	$ 409,380
LAKE PLACID:					
LP ORIGINAL	$ 0	$ 12,544	$ 25,717	$ 32,602	$ 33,743
TOTAL CRA FUNDING	$ 1,090,278	$ 1,138,063	$ 1,144,919	$ 1,224,429	$ 1,267,284

CONSTITUTIONAL OFFICERS

Description	FY 19-20 Adopted	FY 20-21 Adopted	FY 21-22 Recommended
Sheriff	$ 29,367,194	$ 30,507,451	$ 33,252,631
Tax Collector (est. 21/22)	$ 1,839,354	$ 1,886,694	$ 1,943,295
Property Appraiser	$ 3,255,577	$ 3,221,865	$ 3,317,018
Clerk of Courts	$ 4,159,362	$ 4,263,543	$ 4,432,977
Supervisor of Elections	$ 1,234,583	$ 898,922	$ 1,223,476
TOTAL	$ 39,856,070	$ 40,778,475	$ 44,169,397

SHERIFF
ADOPTED EXPENDITURE BUDGETS
FY 12-13 thru FY 21-22

	FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17
SHERIFF	$ 22,656,611	$ 23,208,177	$ 23,253,701	$ 23,728,040	$ 24,605,547
BCC-OTHER*	$ 957,669	$ 994,622	$ 813,355	$ 966,855	$ 894,960

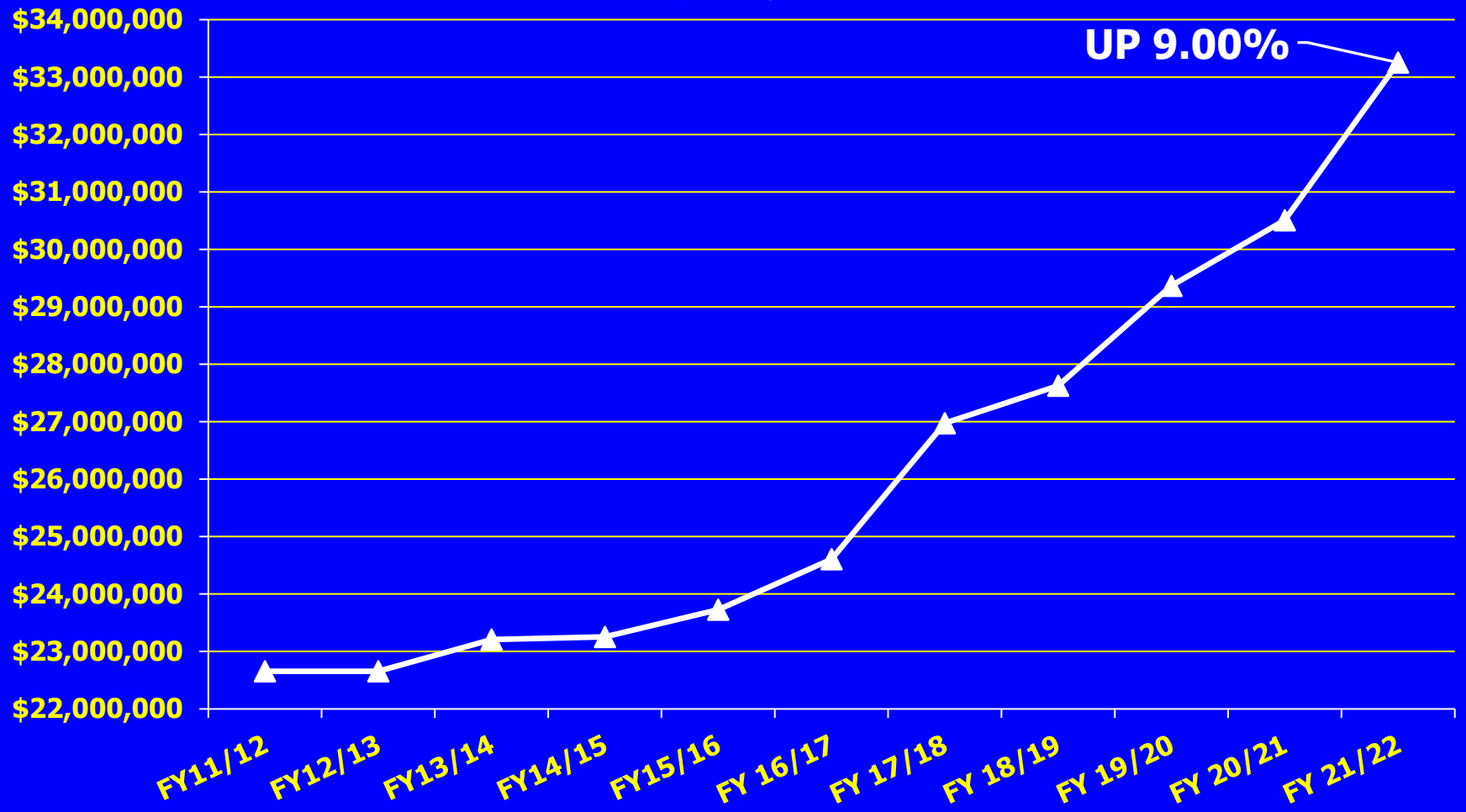
	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22(Rec.)
SHERIFF	$ 26,974,357	$ 27,626,517	$ 29,367,194	$ 30,507,451	$ 33,252,631
BCC-OTHER*	$ 967,079	$ 948,053	$ 1,013,404	$ 1,012,593	$ 1,004,695

*** BCC-OTHER – County Jail Maintenance & Law Enforcement Maintenance Only.**

SHERIFF

ADOPTED EXPENDITURE BUDGETS

FY 11-12 thru FY 21-22



SHERIFF
RETURNED FUNDS
FY 12-13 thru FY 19-20

FY 12-13	FY 13-14	FY 14-15	FY 15-16
$ 378,471	$ 176,066	$ 468,718	$ 154,003

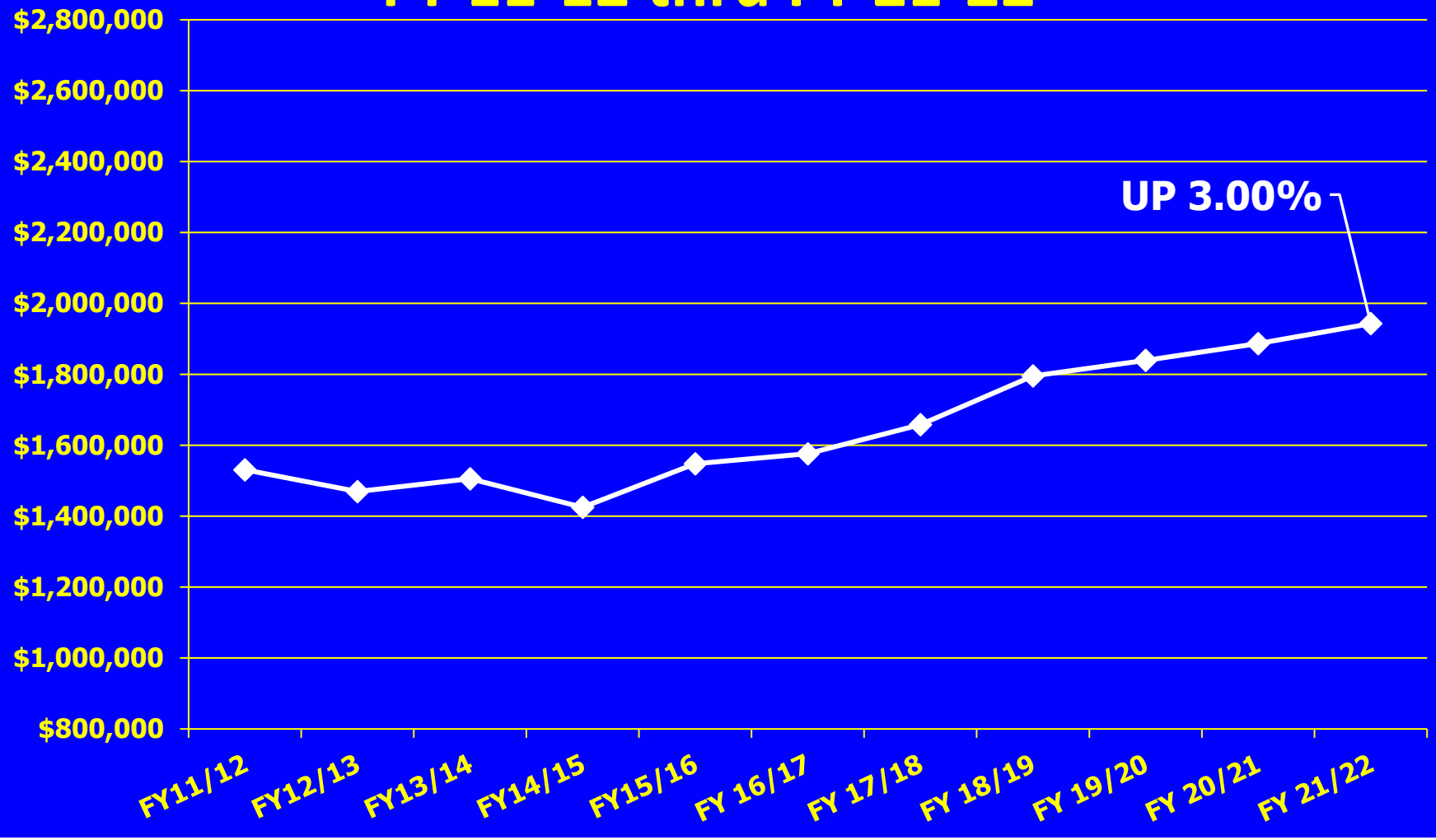
FY 16-17	FY 17-18	FY 18-19	FY 19-20
$ 492,914	$ 970,862	$ 391,706	$ 513,718

TAX COLLECTOR
ADOPTED EXPENDITURE BUDGETS
FY 12-13 thru FY 21-22

FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17
$ 1,469,450	$ 1,505,430	$ 1,425,000	$ 1,547,855	$ 1,576,000

FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22(Rec.)
$ 1,657,934	$ 1,795,488	$ 1,839,354	$ 1,886,694	$ 1,943,295

TAX COLLECTOR
ADOPTED EXPENDITURE BUDGETS
FY 11-12 thru FY 21-22



TAX COLLECTOR RETURNED FUNDS

FY 12-13 thru FY 19-20

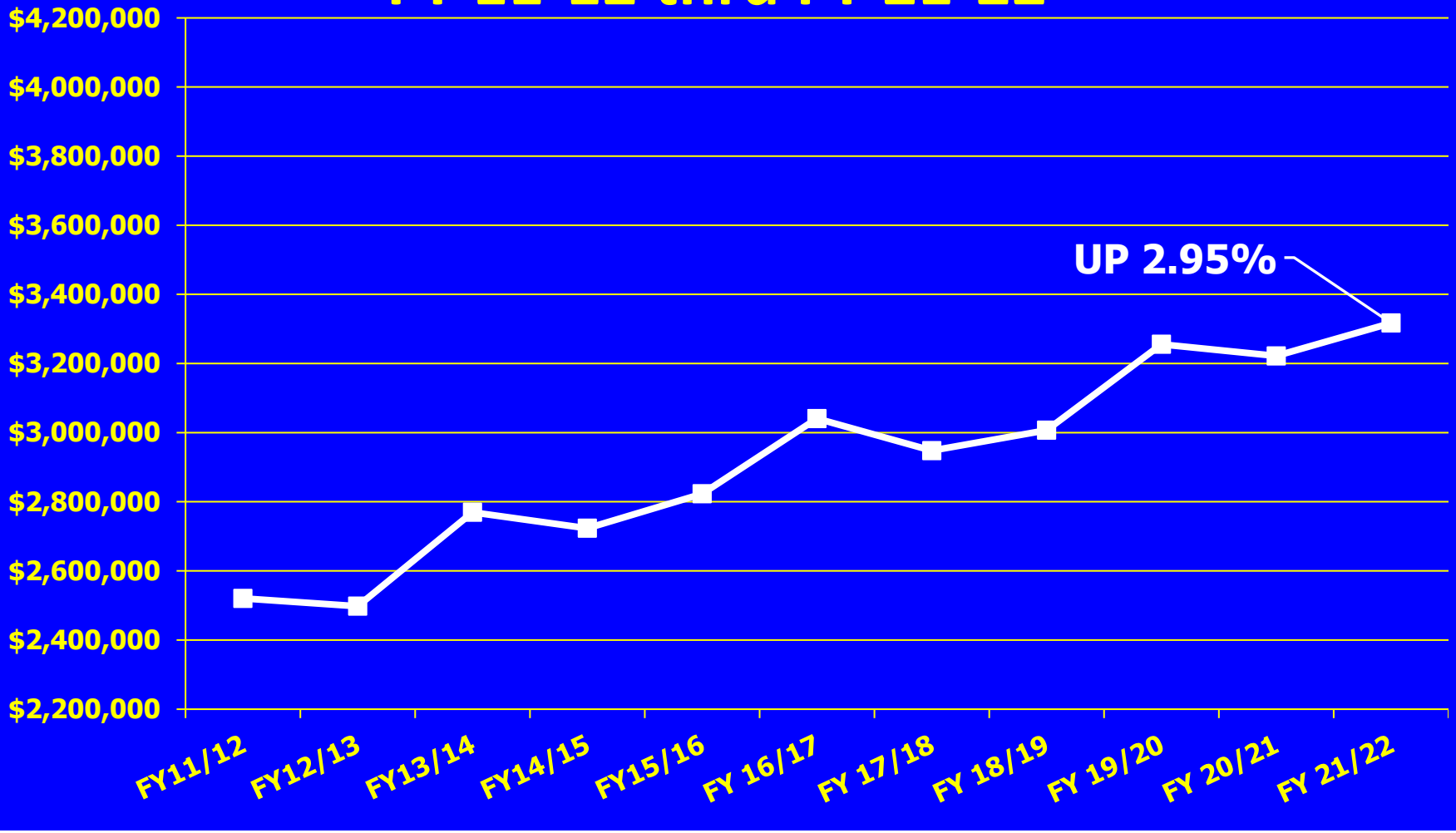
FY 12-13	FY 13-14	FY 14-15	FY 15-16
$ 245,760	$ 209,408	$ 207,323	$ 383,433

FY 16-17	FY 17-18	FY 18-19	FY 19-20
$ 386,848	$ 387,930	$ 251,931	$ 455,524

PROPERTY APPRAISER
ADOPTED EXPENDITURE BUDGETS
FY 12-13 thru FY 21-22

FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17
$ 2,497,757	$ 2,769,537	$ 2,723,310	$ 2,823,037	$ 3,040,560
FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22(Rec.)
$ 2,947,798	$ 3,006,832	$ 3,255,577	$ 3,221,865	$ 3,317,018

PROPERTY APPRAISER
ADOPTED EXPENDITURE BUDGETS
FY 11-12 thru FY 21-22



PROPERTY APPRAISER RETURNED FUNDS

FY 12-13 thru FY 19-20

FY 12-13	FY 13-14	FY 14-15	FY 15-16
$ 91,374	$ 54,577	$ 167,003	$ 129,985

FY 16-17	FY 17-18	FY 18-19	FY 19-20
$ 70,574	$ 43,147	$ 65,475	$ 19,570

CLERK OF COURTS
ADOPTED EXPENDITURE BUDGETS
FY 12-13 thru FY 21-22

FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17
$ 3,213,890	$ 3,357,614	$ 3,383,926	$ 3,438,228	$ 3,629,673

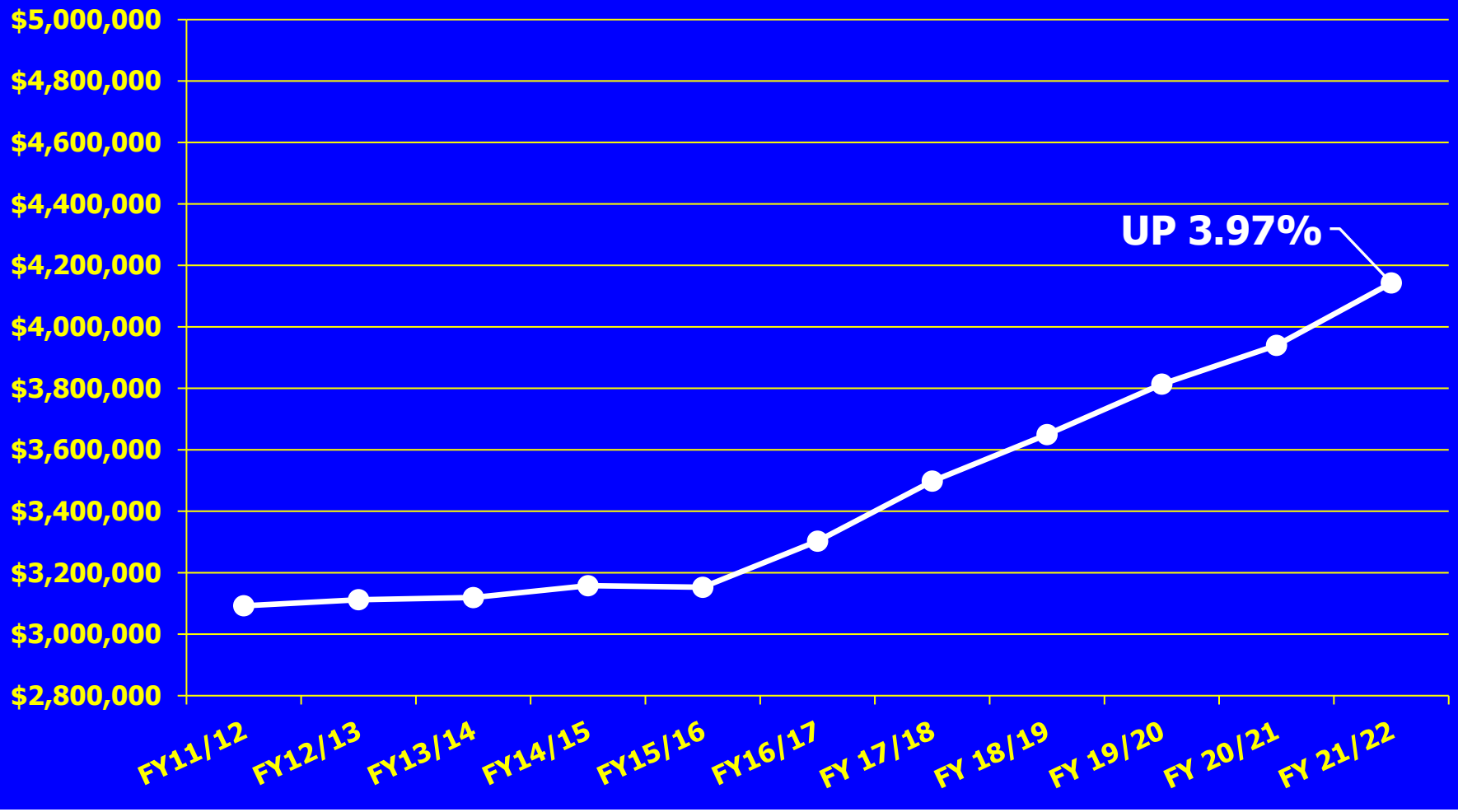
FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
$ 3,829,558	$ 3,993,028	$ 4,159,362	$ 4,263,543	$ 4,432,977

Reflects additional services added to the Clerk of Court's budget over the time frame shown above.

CLERK

ADOPTED EXPENDITURE BUDGETS

FY 11-12 thru FY 21-22



CLERK OF COURTS RETURNED FUNDS

FY 12-13 thru FY 19-20

FY 12-13	FY 13-14	FY 14-15	FY 15-16
$ 34,220	$ 120,747	$ 30,297	$ 55,864

FY 16-17	FY 17-18	FY 18-19	FY 19-20
$ 50,191	$ 546	$ 19,003	$ 54,003

SUPERVISOR OF ELECTIONS
ADOPTED EXPENDITURE BUDGETS
FY 12-13 thru FY 21-22

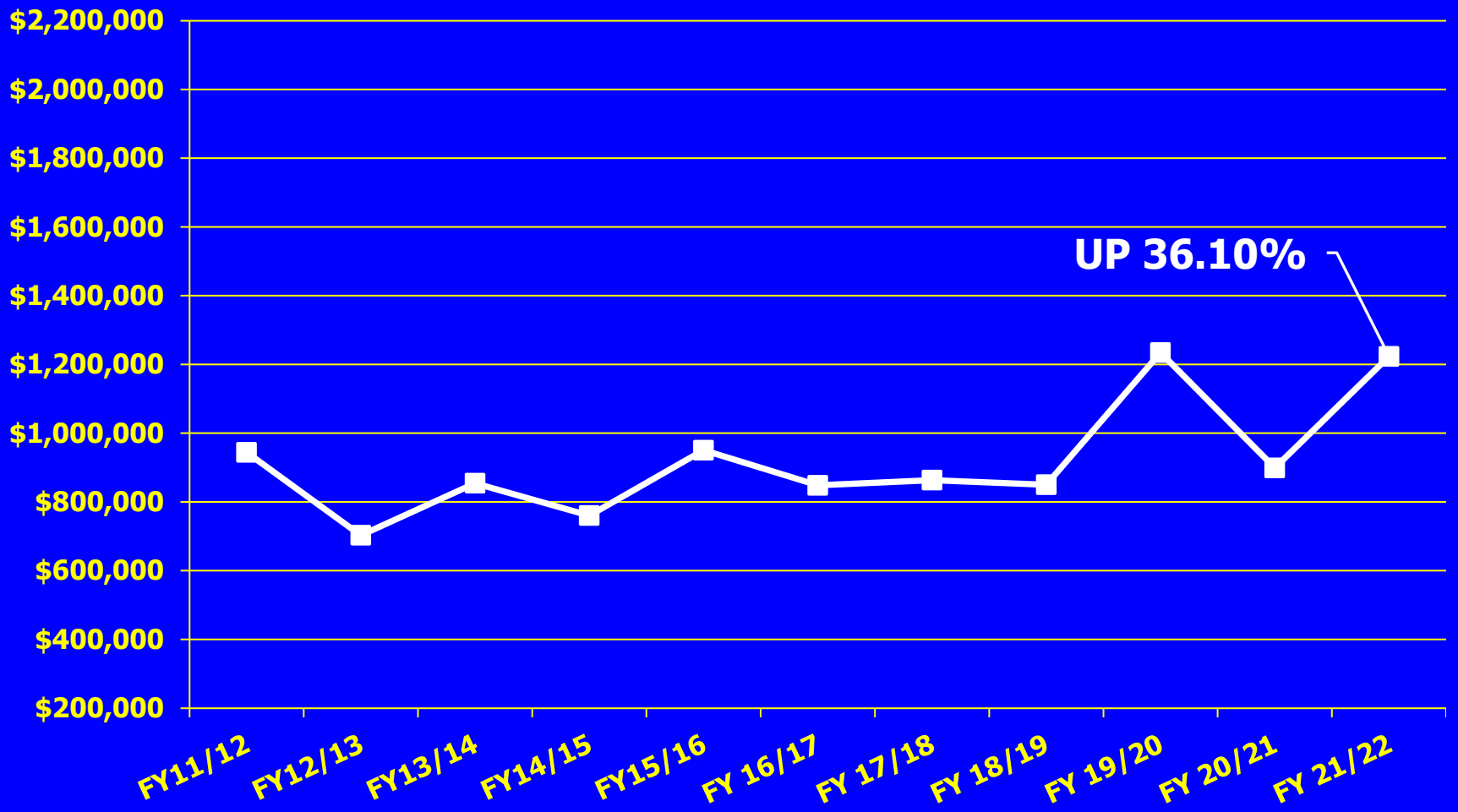
FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17
$ 702,947	$ 854,351	$ 760,378	$ 950,599	$ 848,243

FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22(Rec.)
$ 863,325	$ 849,917	$ 1,234,583	$ 898,922	$ 1,223,476

ELECTIONS

ADOPTED EXPENDITURE BUDGETS

FY 11-12 thru FY 21-22



SUPERVISOR OF ELECTIONS
RETURNED FUNDS
FY 12-13 thru FY 19-20

FY 12-13	FY 13-14	FY 14-15	FY 15-16
$ 80,097	$ 174,324	$ 125,173	$ 101,476

FY 16-17	FY 17-18	FY 18-19	FY 19-20
$ 136,012	$ 77,474	$ 35,822	$ 56,698

TAXABLE VALUE NOTE:

- Property Appraiser's Taxable Values for FY 21/22 are showing an increase of approximately 5.25% over FY 20/21.

- It is Staff's recommendation to limit the budget increase to 2.00 – 2.50% in light of the uncertain effects of COVID19 and an effort to restore the General Fund's Fund Balance to the External Auditor's recommendation and Board's Fund Balance Policy.

GENERAL FUND
MILLAGE NEEDED TO COVER INCREASE

	FY 20/21 Adopted Budget	FY 21/22 Requested Budget**	Requested Budget Increase	% Increase	Mils to Cover Increase***
General Fund Depts. – Board; BOCC – Other (mandates, etc)	$ 28,803,238	$ 29,346,102	$ 542,864	1.88%	0.101
Sheriff	30,507,451	33,252,631	2,745,180	9.00%	0.511
Law Enforcement-BOCC	3,195,819	3,340,054	144,235	4.51%	0.027
E911 Program/Dispatch	744,647	829,600	84,953	11.41%	0.016
Clerk of Courts	4,263,543	4,432,977	169,434	3.97%	0.032
Property Appraiser	3,221,865	3,317,018	95,153	2.95%	0.018
Tax Collector *	1,886,694	1,943,295	56,601	3.00%	0.011
Supervisor of Elections	898,922	1,223,476	324,554	36.10%	0.060
TOTAL	**$ 73,522,179**	**$ 77,685,153**	**$ 4,162,974**	**5.66%**	**0.775**

* Estimated 3.00% Increase

** Budgeting $4.55 million Fund Balance to balance

*** 0.1 Mils = $ 536,857

FUND BALANCE POSITION

September 30, 2020 Comprehensive Annual Financial Report	
Unassigned Fund Balance	**$17,524,589**
Fund Balance Budgeted in FY 21/22	**(4,546,372)**
Remaining Unassigned Fund Balance Available	**$12,978,217**
General Fund Recommended Budget FY 21/22	**$77,685,153**
100% Grant Programs	**(1,936,964)**
Capital Items	**(294,439)**
Transfers to Other Funds	**(1,379,345)**
Reserve for Contingency	**(481,500)**
Total General Fund Balance Per Policy	**$73,592,905**
One Month Expenditures	**$ 6,132,742**
Number of Months of Available Fund Balance	**2.12 Months**

DISCUSSION

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:

SUBJECT/TITLE: Board payables from July 7, through July 20, 2021

Attachments:

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:

SUBJECT/TITLE: **Approved Resolution 20-21-116 and Drainage & Utility Easement for 4319 Cooper Dr, Sebring, Fl.**

Attachments: EASEMENT - Hernandez Kalil to County - Recorded.pdf
RES 20-21-116 - VOE - 4319 Cooper Dr..pdf

OFFICIAL RECORDS FILE#: 2042016 OR BK 2834 PG 800 PAGES: 4
7/1/2021 10:28:34 AM REC FEES: $35.50
D.C. MBRENES JEROME KASZUBOWSKI CLERK OF COURTS, HIGHLANDS CO.

Prepared by and return to:
Sherry G. Sutphen, County Attorney
Highlands County
600 N. Commerce Avenue
Sebring, Florida 33870

MB
35.50

PERMANENT EASEMENT

THIS EASEMENT granted by Elvis J. Hernandez and Yamilet Kalil, whose address is 4319 Cooper Drive, Sebring, Florida 33872, hereinafter collectively referred to as "GRANTOR," unto the Highlands County, a political subdivision of the State of Florida, 600 N. Commerce Avenue, Sebring, Florida, 33870, hereinafter referred to as "COUNTY".

WITNESSETH:

WHEREAS, the GRANTOR is the owner of that certain property more particularly described in **Exhibit "A",** attached hereto and made a binding part hereof; and

WHEREAS, the COUNTY has demonstrated a need for a permanent easement over the property described in **Exhibit "A,"** (Easement Area) attached hereto.

NOW, THEREFORE, in consideration of the sum of ten dollars and 0/100 ($10.00) and the mutual advantages inuring each party to the other, GRANTOR does hereby grant, bargain, sell and convey to the COUNTY a non-exclusive easement for drainage and public utility related purposes, together with the right, privilege and authority to install, construct, locate, lay, operate, maintain, inspect, alter, improve, augment, remove, repair, rebuild and/or replace drainage improvements, public utility equipment and related facilities, that the COUNTY, in its sole discretion, deems necessary, desirable and/or appropriate in order to ensure the proper maintenance of its facilities and improvements; and, for any and all other purposes for which right of way is now or may hereafter be used and for any and all other purposes of the COUNTY, consistent herewith, including installation of all necessary pipes, fixtures, equipment and appliances, and/or the right of ingress and egress, over, across and beneath the real property described in **Exhibit "A"**.

IN ADDITION, the rights granted to the COUNTY by the GRANTOR specifically include: (a) the right to cut, clear and remove from the Easement Area, any trees, limbs, undergrowth or other physical objects or obstructions which, in the judgment of the COUNTY, may endanger or interfere with the safe and efficient installation use, operation or maintenance of the facilities located in the Easement Area; (b) the right to remove at any type of fencing, landscaping or any other structure of any type placed in or impeding the Easement Area; and (c) the right to do anything necessary, useful or convenient for the full enjoyment of the rights granted herein. Any impediments placed in the Easement Area by the GRANTOR are at the risk of the GRANTOR.

PROVIDED, HOWEVER, any construction or other work associated with the installation, use, maintenance, repair or replacement of the COUNTY's equipment and/or structures in the Easement Area shall not unreasonably interfere with the retained ownership rights of GRANTOR in the Easement Area.

RESERVING, HOWEVER unto the GRANTOR, the right and privilege at any time, and from time to time, to grant easements, licenses and privileges to any person, firm, corporation or other entity, over, under and upon said Easement Area, for any purpose or use that will not unreasonably interfere with the normal operation or maintenance of the COUNTY's facilities.

TO HAVE AND TO HOLD said easement and right of entry unto the Highlands County, Florida, and its successors and assigns, forever.

GRANTOR does hereby covenant with the COUNTY that it is lawfully seized and possessed to the real property above described, that is has good and lawful right to convey the same, or any part thereof, and that to the best of GRANTOR's knowledge there are no hazardous substances contaminating the Easement Area, or that area immediately surrounding the Easement Area, which is owned and/or controlled by the GRANTOR.

The terms, covenants and conditions set forth in this Easement shall run with the land described herein and shall benefit and bind the parties hereto, and any successor owner of all or any portion of the subject real property.

THIS INSTRUMENT IS INTENDED TO MAKE A DEDICATION TO THE PUBLIC.

IN WITNESS WHEREOF, said GRANTOR has caused these presents to be duly executed this 17 day of June, 2021.

WITNESSES:

Printed:

Printed:

GRANTOR:

Elvis J. Hernandez

STATE OF FLORIDA
COUNTY OF Highland.

The foregoing instrument was acknowledged before me by means of [ ] physical presence or [ ] online notarization of Elvis J. Hernandez, who personally swore or affirmed that he is authorized to execute this Easement and who is personally known to me or who produced H655-210-67-463-0 as identification, and who did/did not take an oath this 17 day of June, 2020.

(stamp)

Notary Public State of Florida
Beatriz Robaina
My Commission GG 333717
Expires 05/13/2023

NOTARY PUBLIC, State of Florida

WITNESSES:

Printed:

Printed:

GRANTOR:

Yamilet Kalil

STATE OF FLORIDA
COUNTY OF Highland

The foregoing instrument was acknowledged before me by means of [ ] physical presence or [ ] online notarization of Yamilet Kalil, who personally swore or affirmed that he is authorized to execute this Easement and who is personally known to me or who produced K440-960-75-559-1 as identification, and who did/did not take an oath this 17 day of June, 2020.

(stamp)

Notary Public State of Florida
Beatriz Robaina
My Commission GG 333717
Expires 05/13/2023

NOTARY PUBLIC, State of Florida

CIRCUIT & COUNTY COURT HIGHLANDS COUNTY FLORIDA

THE ABOVE EASEMENT accepted by the County Administrator for public use by Highlands County as authorized by Resolution No.: 20-21-116.

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

Randy Vosburg, County Administrator

CIRCUIT & COUNTY COURT HIGHLANDS COUNTY FLORIDA

EXHIBIT "A"

The Easterly 15 Feet of Lot 27, Block 52 of Sebring Country Estates, Section 3, according to the plat thereof recorded in Plat Book 9, Page 6 of the public records of Highlands County, Florida

CERTIFIED
TO BE A TRUE COPY
JEROME KASZUBOWSKI, CLERK
BY MBrener D.C.
7/1/2021

RESOLUTION NO.: 20-21-116

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF HIGHLANDS COUNTY, FLORIDA, PERTAINING TO THE VACATION OF A DESCRIBED PLATTED EASEMENT ON THE PLAT OF SEBRING COUNTRY ESTATES SECTION THREE; PROVIDING FOR LEGISLATIVE FINDINGS AND INTENT; PROVIDING FOR THE VACATION OF RIGHT OF WAY; PROVIDING FOR ACCEPTANCE OF REPLACEMENT EASEMENT; PROVIDING FOR THE IMPLEMENTATION OF ADMINISTRATIVE ACTIONS; PROVIDING A SAVINGS CLAUSE; PROVIDING FOR SCRIVENER'S ERRORS; PROVIDING FOR CONFLICTS; PROVIDING FOR SEVERABILITY; PROVIDING AN EFFECTIVE DATE

WHEREAS, the petition of Gustavo Ibanez, requesting that Highlands County vacate an easement as described herein, which encumbers certain property owned by Gustavo Ibanez, and renounce and disclaim the rights of the County and of the public in and to said easement and the lands so described on the plat for Sebring Country Estates Section 3, recorded in Plat Book 9, Page 6 of the public records of Highlands County, Florida, was presented to the County at a regular meeting of the Board of County Commissioners; and

WHEREAS, thereafter on January 15 and January 22, 2021, Gustavo Ibanez, published a notice of its intention to petition the County to vacate the easement described herein in the Highlands News Sun, a newspaper of general circulation in Highlands County, Florida; and

WHEREAS, on February 2, 2021, a public hearing was conducted and after full consideration, it has been determined that the statutory requirements have been complied with and the proper alternate easement has been provided so that the vacation of the easement described herein will not adversely affect the public.

NOW, THEREFORE, BE IT RESOLVED BY HIGHLANDS COUNTY, FLORIDA, AS FOLLOWS:

SECTION 1. Legislative Findings and Intent. Highlands County has complied with all requirements and procedures of Florida law in processing this Resolution. The above recitals are hereby adopted.

SECTION 2. Vacation of Easement. That Easement as described below is hereby vacated, abandoned, discontinued and closed, and all rights of the County and the public in and to the Easement and the lands so described are hereby renounced and forever disclaimed:

THE PLATTED DRAINAGE AND UTILITY EASEMENT OVER AND ACROSS THE WEST 7.5 FEET OF LOT 27, BLOCK 52, SEBRING COUNTRY ESTATES, SECTION 3, PLAT BOOK 9, PAGE 6 OF THE PUBLIC RECORDS OF HIGHLANDS COUNTY, FLORIDA.

SECTION 3. Acceptance of Replacement Easement. The County Administrator is hereby authorized to accept the replacement easement on behalf of the County and the same shall thereafter be recorded in the official records of Highlands County, Florida.

SECTION 4. Implementing Administrative Actions. The County Administrator is hereby authorized and directed to take such action as may be deemed necessary and appropriate in order to implement the provisions of this Resolution. The County Administrator may, as deemed appropriate, necessary and convenient, delegate the powers of implementation as herein set forth to such County employees as deemed effectual and prudent.

SECTION 4. Savings Clause. All prior actions of Highlands County pertaining to the vacation of Alderman Drive, as well as any and all matters relating thereto, are hereby ratified and affirmed consistent with the provisions of this Resolution.

SECTION 5. Scrivener's Errors. Typographical errors and other matters of a similar nature that do not affect the intent of this Resolution, as determined by the County Administrator and County Attorney, may be corrected.

SECTION 6. Conflicts. All Resolutions or parts of Resolutions in conflict with any of the provisions of this Resolution are hereby repealed.

SECTION 7. Severability. If any Section or portion of a Section of this Resolution proves to be invalid, unlawful, or unconstitutional, it shall not be held to invalidate or impair the validity, force, or effect of any other Section or part of this Resolution.

SECTION 8. Effective Date. This Resolution shall become effective immediately upon its passage and adoption.

PASSED AND ADOPTED this 8th day of July 2021.

BOARD OF COUNTY COMMISSIONERS SEAL

HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

Scott Kirouac, Chairman

ATTEST:

Jerome Kaszubowski, Clerk of Courts

HIGHLANDS COUNTY
COUNTY COMMISSION AGENDA ITEM

DATE OF ACTION REQUEST: July 20, 2021

PRESENTER:	**Sherry G. Sutphen, County Attorney**
SUBJECT/TITLE:	**Interlocal Agreement between Highlands County, Florida and the Spring Lake Improvement District for Removal of Emergency Disaster Debris**

FISCAL IMPACT

No direct fiscal impact at this time. Impacts will vary depending on terms selected and severity of activation events.

Attachments: Interlocal for Emergency Debris Removal - Final.pdf

INTERLOCAL AGREEMENT
BETWEEN HIGHLANDS COUNTY, FLORIDA
AND THE SPRING LAKE IMPROVEMENT DISTRICT
FOR REMOVAL OF EMERGENCY DISASTER DEBRIS

This Interlocal Agreement is made and entered into by and between Highlands County, Florida, a political subdivision of the State of Florida, by and through its Board of County Commissioners ("County"), and the Spring Lake Improvement District, an independent special district organized and existing under the laws of the State of Florida ("District").

WITNESSETH:

WHEREAS, from time to time, the County and the District experience unforeseen, emergency disaster events which require the removal of debris from public streets and rights of way; and

WHEREAS, the County has properly solicited for and entered into agreements with private contractors to provide debris removal from public streets and rights-of-way resulting from hurricanes, tornadoes and other similar emergency disaster events; and

WHEREAS, the County and the District acknowledge the public benefit in utilizing County contractors within the incorporated limits of the District during such emergency events and situations; and

WHEREAS, the County and the District have determined that it is in their mutual best interest to enter into an Interlocal Agreement for the purpose of defining the various methods and options available related to emergency debris removal.

NOW THEREFORE, in consideration of the mutual covenants contained herein and other good and valuable consideration, the parties hereto agree as follows:

1. Recitals.
   The above recitals are true and correct and incorporated herein.

2. District Obligations.
   A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the District hereby appoints the County to act as its agent for the purpose of collecting emergency disaster debris from streets and rights-of-way, or portions thereof, which are situated and located within the incorporated limits and/or jurisdiction of the District. If the District desires that debris be removed from LESS THAN ALL of the streets and rights of way, or portions thereof, situated and located within the incorporated limits and/or jurisdiction of the District, the District shall also provide the County with a detailed map showing exactly where emergency debris removal is to

occur in the District, for the applicable period, so that the County may instruct its contractor(s) accordingly.

B. The District understands that there are emergency debris removal requirements and agrees to notify and educate its residents located within the debris removal area of the limits of the District, as designated by the District which may from time to time be imposed by a County contractor or a State or Federal Agency related to emergency debris removal. The County shall provide the District with an Internet link of information to inform and educate the District's residents of the proper manner on preparation and placement of debris for pickup.

C. The District agrees that payment(s) to be made as set forth in Paragraph 4 of this Agreement will be made in accordance with the Florida Prompt Payment Act, Florida Statutes, Chapter 218, Part VII.

3. County Obligations.

A. Upon the declaration of state of emergency by the Governor of Florida or the Board of County Commissioners pursuant to Florida Statutes, Section 252.38, the County hereby agrees to act as the agent for the District and provide emergency disaster debris removal services using the County's contractor(s), and monitoring consultant(s), pursuant to the following:

i. Such services will be provided along ALL streets and rights-of-way, or portions thereof, situated and located within the areas and/or jurisdiction of the District OR along those streets and rights-of-way located in the specific geographical area or legal description of the limits of the District as provided by the District to the County. **Except for emergency clearing of roadways and other immediate safety concerns, the District will not conduct emergency debris removal activities in the areas of the District where it has requested the County perform the service. In the event, the District conducts any debris removal activities or emergency clearing of roadways, the County will be under no obligation to seek reimbursement from Federal and/or State Agencies for the same.**

ii. The County agrees to pay to have the debris removed, hauled and monitored by the County's contractors, in the areas of the District as designated by the District, pending Federal and/or State reimbursement.

iii. Federal and State Agencies generally will not reimburse debris removal activities from private property and will only reimburse removal of eligible debris as determined by the Agency. It is understood and agreed that the County will instruct its contractors

not to remove or dispose debris from private property in the limits and/or jurisdiction of the Ditrict.

vi. The County, at its sole cost and expense, agrees to submit, to the Federal and/or State Agencies, all required applications for reimbursement for the emergency debris picked up by County contractors pursuant to this Agreement within the limits and/or jurisdiction of the District. If the District has other expenses for debris removal which were expended outside this Agreement, the District shall submit those expenses separately to appropriate Federal and/or State Agencies. The District agrees to provide to appropriate Federal and/or State Agencies with documentation to support such expenses and to show that such expenses do not duplicate the expenses submitted by the County.

B. In the event that Federal or State Agencies determine that the County cannot perform the services for the District as set forth herein, the parties hereby agree that the County shall have no obligations to provide emergency debris removal services to the District in accordance herewith.

. Invoicing and Payment.

Upon completion of the requested emergency debris removal services and after the County has been fully reimbursed with final resolution from all Federal and/or State Agencies, the County will send an invoice to the District for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the District. Upon receipt of the invoice and pursuant to the Florida Local Government Prompt Payment Act, the District will pay the County for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the District. It is understood that Federal and/or State reimbursement and auditing activities may take several years after the emergency event and debris removal before a final resolution occurs; however, the District agrees to nonetheless be responsible for the total amount of unreimbursed costs for the portion of debris removal services conducted within the jurisdictional limits of the District.

5. Term and Termination.

This Agreement shall take effect immediately upon execution ("effective date") and shall remain in effect until terminated. Either party may terminate this Agreement upon written notice to the other party delivered before the end of December each calendar year. If no termination notice is given, this Agreement shall continue until terminated.

6. Indemnification.

A. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the District agrees to be liable for any and all damages, losses, and expenses incurred by the County, caused by the acts and/or omissions of the District arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the District, the District shall defend and hold

the County harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

B. As to any legal action brought by persons or entities who are not a party to this Agreement, to the extent permitted by law, the County agrees to be liable for any and all damages, losses, and expenses incurred by the District, caused by the acts and/or omissions of the County arising out of or in any way connected with this Agreement or any future modifications hereof. For acts or omissions caused by the County, the County shall defend and hold the District harmless from any and all legal actions, claims, demands by any person, arising out of or in any way connected with this Agreement or any future modifications hereof.

C. These provisions are in no way intended as a waiver of the parties' rights to sovereign immunity.

7. Sovereign Immunity.

The County and the District expressly retain all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in any section, article or paragraph of this Agreement to the contrary, nothing in this Agreement shall be deemed as a waiver of sovereign immunity or limits of liability which may have been adopted by the Florida Legislature or may be adopted by the Florida Legislature, and the cap on the amount and liability of the County or District or damages, attorney fees and costs, regardless of the number or nature of claims in tort, equity or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the County or the District which would otherwise be barred under the Doctrine of Sovereign Immunity or operation of law.

8. Entire Agreement.

This Agreement and any amendments hereto constitute the entire Agreement between the parties relating to the specific matters set forth herein, and no other prior agreements or understandings shall have any force or affect whatsoever on this Agreement or the parties hereto.

9. Notice.

The parties hereto agree and understand that written notice, mailed or delivered to the last known mailing address, shall constitute sufficient notice to the County and to the District. All notices required and/or made pursuant to this Agreement to be given to the County and the District shall be in writing and given by way of hand delivery or the United States Postal Service, first class mail, postage prepaid, addressed to the following addresses of record:

COUNTY: Highlands County
Attention: County Administrator
600 N. Commerce
Sebring, Florida

DISTRICT: Spring Lake Improvement District
Attention: District Manager
115 Spring Lake Boulevard
Sebring, FL 33876-6143

10. Governing Law and Venue.

The laws of the State of Florida shall govern all aspects of this Agreement. In the event it is necessary for either party to initiate legal action regarding this Agreement, venue shall lie in Highlands County, Florida.

11. Waiver.

Failure of the parties to insist upon strict performance of any of the covenants, terms, provisions, or conditions of this Agreement or to exercise any right of option herein contained, shall not be construed as a waiver or a relinquishment for the future of any such covenant, term, provision, or condition, or right of election, but same shall remain in full force and effect.

12. Amendment.

The covenants, terms, and provisions of this Agreement may be modified by way of a written instrument, mutually accepted by the parties hereto. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

13. Severability.

All clauses found herein shall act independently of each other. If a clause is found to be illegal or unenforceable, it shall have no effect on any other provision of this Agreement. It is understood by the parties hereto that if any part, term, or provision of this Agreement is by the courts held to be illegal or in conflict with any law of the State of Florida or the United States, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular part, term, or provision held to be invalid. If necessary, to preserve the intent of the parties, the parties shall negotiate in good faith to amend this Agreement, adopting a substitute provision for the one deemed invalid or unenforceable that is legally binding and enforceable.

14. Joint Negotiations.

This Agreement shall be construed as resulting from joint negotiation and authorship. No part of this Agreement shall be construed as the product of any one of the parties hereto.

15. Recording.

The County shall record this Agreement as required by the Act immediately following the execution by all of the parties, and thereafter provide a copy evidencing recordation to the District.

16. Equalization.

During the term of this Agreement, if the County shall enter into an agreement with another municipality in Highlands County, Florida, for Emergency Debris Removal on financial terms more favorable than those provided to the Spring Lake Improvement District herein, the City of Sebring will automatically be entitled to those more favorable financial terms.

IN WITNESS WHEREOF, this Interlocal Agreement is hereby effective on the date signed by the last party.

HIGHLANDS COUNTY, a political subdivision of the State of Florida
By: Its Board of County Commissioners

_____
Scott Kirouac, Chairman

Dated: _____

ATTEST:

_____
Jerome Kaszubowski, Clerk

SPRING LAKE IMPROVEMENT DISTRICT

By: Tim McKenna
Tim McKenna, Chairman

Dated: 7-15-2021

ATTEST:

Joe DeCerbo
Joe DeCerbo, District Manager