

CITY OF ST. AUGUSTINE

MEMORANDUM

TO: Mike Morea, President of Environmental Land Services

DATE: October 15th, 2019

RE: Commercial Customer Emergency Assistance

This memorandum pertains to the overwhelming support and assistance given to the City of St. Augustine Solid Waste Division during our time of need. We the City, thank you and your company's employees for stepping up to the plate and going above and beyond for helping our Division. The ELS family not only helped us achieve the goals set forth for the day, but the following day also.

To give proper background information pertaining to the situation, the Division was in dire straits at the time with three of our front loader's deadlined due to mechanical issues. Only being able to run one front loader on the three routes was putting stress, wear and tear on the lone vehicle. In doing so, this vehicle went down due to mechanical issues also. We still had routes to cover and customers waiting for their daily service. This is when, I reached out to you and your staff about assistance and you dispatched a vehicle without hesitation. Without your assistance, we would have had overflowing dumpsters and disgruntled customers. So, by the overwhelming support given to us by your company, this made an emergency go to the wayside. Thanks again for being a great help to our customers and citizens of the City. We applaud the ELS company and its great staff members.

A handwritten signature in black ink, appearing to read 'Rick Stevens', is written over a horizontal line.

Rick Stevens, Solid Waste Manager