



J. P. Mascaro & Sons

If it's service, it's us!

August 30, 2021

Dear Residents:

J. P. Mascaro & Sons apologizes for the inconvenience and frustration you have experienced with our service levels due to the direct and indirect impacts of the COVID-19 pandemic, which are continuing and which include severe labor shortages in our industry.

Be assured that your elected officials and administrators have been diligent in voicing their concerns to our company about the impact to you as a result of our service shortcomings. Although they have been realistic and sympathetic to our daily challenges, the “bottom line” is that they desire and are entitled to consistent service for their residents. **We agree with this position 100%.** However, daily realities of the pandemic are not within our control. I know this statement provides you no solace, but I only ask you, during this pandemic, if other areas of your life have been altered or inconvenienced in some manner, and how have you dealt with it?

Simply stated, the basic foundations relating to ordinary business practices are unbalanced and “out of whack.” The labor market is currently insufficient for a multitude of reasons and has hit the waste industry particularly hard. Also, the supply chain for parts and equipment is broken and cannot meet current demands. The impact of these out of the ordinary conditions has been heightened because curbside residential waste and recycling volumes have increased significantly since the pandemic started, resulting in greater waste/recycling volumes per route and in scheduled collection routes taking much longer to complete.

Our company is working long days, seven days per week in an attempt to complete work that we were originally completing in five days. This is the difficult situation that our company, and others in the waste industry, are currently faced with. At Mascaro, we have applied incredible financial resources to “right our ship,” giving no consideration to profitability, but **solely focusing on attempting to serve the customer.**

If you go to www.jpmascaro.com, you will see detailed information about the difficulties facing those in the waste industry today, including severe labor shortages, and about the many proactive steps J. P. Mascaro & Sons has taken to address and resolve those difficulties since the COVID-19 pandemic began.

Again, we apologize for the inconvenience and frustration you are experiencing, but it is extremely challenging to deliver “normal services” in the current business environment we are subject to. It is our sincere hope that during the first week of September, the government actions that have caused the labor market to shrink will cease and that the labor market necessary to our industry will improve, allowing “normalcy” to return. Thank you for allowing me to express myself.

Sincerely,

A handwritten signature in blue ink that reads "Pasquale N. Mascaro".

Pasquale N. Mascaro

PNM/cab

(Continue reading about our service plan on other side)