



COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM REQUEST FORM

The Board of County Commissioners meets the 1st and 3rd Thursday of each month in the Columbia County School Board Administrative Complex Auditorium, 372 West Duval Street, Lake City, Florida 32055. The first meeting of every month is at 9:30AM while the second meeting of every month takes place at 5:30PM. All agenda items are due in the Board's office one week prior to the meeting date.

Today's Date: 4/10/2026 Meeting Date: 4/16/2026

Department: BCC Administration

1. Nature and purpose of agenda item:

Solid Waste Collection Franchise Application - Pops Sanitation Services, LLC

2. Recommended Motion/Action:

Approve

3. Fiscal impact on current budget.

This item has no effect on the current budget.

COLUMBIA COUNTY, FLORIDA
SOLID WASTE COLLECTION FRANCHISE APPLICATION

Name of Applicant: Pops Sanitation Services, LLC
Address: 170 SW Pinckney St Madison, FL 32340
Telephone No.: 1-855-543-9400

Name of Person Completing this Application: Thomas Hardee
Title: Owner
Address: 170 SW Pinckney St. Madison, FL 32340
Telephone No.: 850-973-7809

In accordance with and subject to Article III, Chapter 90, Columbia County Code of Ordinances, Applicant requests grant of a non-exclusive franchise authorizing Applicant to engage in the business of collecting, hauling, or transporting certain solid waste within Columbia County.

YOU MUST ATTACH THE FOLLOWING ITEMS TO YOUR APPLICATION
Incomplete applications will not be submitted for Board of County Commissioners approval.

A. A detailed description of the solid waste collection, hauling, or transportation services Applicant wishes to provide in Columbia County. *Please note that certain services are the subject of an exclusive franchise granted to the County's contracted Solid Waste services provider and that the County will not authorize a competing franchise for those services.*

B. A list of the Applicants ownership, management and staff including written resumes or other materials showing the qualifications of those individuals to provide solid waste collection, hauling and transporting services.

C. Written summary of Applicant's business plan, including methodology for collecting, hauling, and transporting solid waste from accounts to be serviced in Columbia County and outlining Applicant's capability to effectively provide solid waste collection services in Columbia County within the requirements of state and local law.

D. Description of the Applicant's other experience in the solid waste collection business, including a list of other franchises granted by other units of government to the Applicant and a list of customers or contact persons for whom Applicant provided similar services within the past five (5) years. References must include contact names and telephone numbers and a brief description of the type of service performed and state when those services were provided.

E. A list Applicant's vehicles, tools, and equipment available for use in its performance of solid waste collection, hauling and transportation within Columbia County.

F. Non-refundable \$500 application fee to the Columbia County Board of County Commissioners.

Applicants may attach additional information that may assist the Columbia County Board of County Commissioners in evaluating the application.

The undersigned hereby certifies that all of the above statements and statements contained in any documents or plans submitted herewith are true and correct to the best of my knowledge and belief. The undersigned has reviewed the incorporated draft Non-exclusive Franchise Agreement below marked as "Exhibit A" and understands that compliance with its conditions is required for the enjoyment of the franchise if the same is granted.

Dated this 3rd day of February, 2020.

Pops Sanitation Services, LLC
Applicant
[Signature]
Authorized Signature of Applicant
Thomas Hardee
Print Name
Owner
Title



COLUMBIA COUNTY

January 28, 2026



Board of County Commissioners:

Pop's Sanitation Services, LLC ("Pop's") is pleased to make this offer of service in response to Columbia County for Roll-offs. Pop's Sanitation is a minority woman owned business with over 50 years of experience in the solid waste industry. Some of our experience includes having procurement responsibility overseeing over \$6 million dollars a year. One of our team members served as District Manager of one of the largest waste companies in the world and managed the transportation department which provided service to 15,500 commercial accounts and 60,000 residential accounts.

We have done our best to offer competitive pricing and thoroughly explain our company and our services in the following pages. If you require any additional information or have any follow-up questions, please don't hesitate to contact us. We look forward to serving you soon.

Kaila Hardee

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1. Our Company History and Stability:

We've all had a "Pop's" in our life, whether that be your grandfather, your father, or even a father-like figure. What is a "Pop's" you might ask? He's the person who always answers your calls and is there for you without a second thought.

When we were first starting this endeavor, we knew we had to communicate to the community how much we care and there's no better way to show that than through positioning ourselves as everyone's "Pop's".

The Hardee's have always believed that everyone should have a "Pop's" to count on, so when we were brainstorming names, we knew we had to honor the original "Pop's", owners Kaila and Tommy Hardee's grandfather, a local entrepreneur and fierce advocate for his community.

With the spirit of all the "Pop's" before us, we are proud to serve the Taylor, Jefferson, Madison, Hamilton, Lafayette, Dixie, and Suwannee counties and are actively working to expand our reach to the surrounding counties. We have multiple offices and lay down yards, our main office is in Greenville. We have over 50 years of business in the waste industry. Our goal has been, and always will be, to support our community in as many ways as possible while building strong relationships with our customers. While we don't have thousands of trucks or foreign investors and we aren't traded on Wall Street, our company is local, stable, and our outlook is strong.



Pop's- James Hardee

2. Experience & Quality of Performance in Providing Service

We have helped local businesses be able to pass their audits by taking care of their sanitation needs; therefore, we know Pop's will be a great fit. If awarded the County's contract, we can assure you that we will be focused on the businesses in Columbia County. Pop's Sanitation is a minority woman owned business with over 50 years of experience in the solid waste industry. Some of our experience includes having procurement responsibility overseeing over \$6 million dollars a year. One of our team members served as District Manager of one of the largest waste companies in the world and managed the transportation department which provided service to 15,500 commercial accounts and 60,000 residential accounts.

With over 2,900 customers in our service area, we currently perform around **17,000 collection stops every month**. We currently have contracts with City of Jasper, City of Monticello, and several state contracts including DOT, ARC, Aucilla Christian Academy, and Branford School Systems, etc.

On pages 21-33 in the Appendix is a list of references. We have also included reference letters from the Director of Solid Waste in Jefferson County and several local business owners throughout the County. These letters speak to our capabilities, experience, and reputation.

3. Our Approach to Providing Service and Fulfilling the City's Requirements:

Please see below for specific details on how we will serve your community with commercial solid waste collection.

Holiday Schedule: Pop's Sanitation will not service customers on New Year's Day, Thanksgiving or Christmas to give our employees the opportunity to enjoy these holidays with their families. Our normal hours of operation are Monday through Friday 8 am-4:30pm.



Christmas Parade supporting our local communities.

4. Methodology of Addressing Complaints

"The best missed pick-up policy is to never miss a pick-up." Pop's Team motto

Missed pick-ups are disruptive to the customer and to us. At Pop's Sanitation we have leaned forward into new technology to help us minimize missed pick-ups including the following innovations:

- a. All our trucks are tracked with GPS tracking so that we can confirm when a truck was at a certain address.
- b. All our trucks have camera systems with remote video recall capability. Our office staff can pull footage of a particular stop and determine if the trash was collected or not.
- c. All our trucks feature in-cab tablets with routing software. Our drivers must interact with the tablet for each stop and confirm if the trash was picked up or if some other issue interfered with collection.

And remember, one of our owners has experience as a local elected official. We know that as decision makers on such an important municipal service, the service provider's performance will be reflected directly on you. We understand that our job is to provide service timely, courteously, and affordably. Our goal is to make sure that citizens never need to call their County Commissioner to talk trash – unless it is to compliment the service they received!

5. Policy and Philosophy for Customer Service

We are in the business of customer service, and we will succeed or fail based upon our ability to maintain our focus on the customer. We intend to succeed! As we grow, we continue to build Pop's Sanitation around our core values of *Value, Dependability, and Community*. Let us tell you a little more:

VALUE- We don't believe in being the cheapest, but we do insist on providing the best value. Our drivers are encouraged to go above and beyond when serving the customer. Whether that is picking up the extra items by the cart or going out of the way to assist an elderly customer, this is how we deliver value.

DEPENDABILITY- Dependability should go without saying with a waste collection company but unfortunately, that isn't always true. We go the extra mile with technology that supports the driver in ensuring that every stop is collected on every route, every time. As a company, being dependable is one thing we pride ourselves on.

COMMUNITY- We don't want to just take out of your County, we want to pour back into it. In our community we provide free services to dozens of churches, food pantries, and other nonprofits. We have previously offered three months FREE residential service to all military, veterans, dispatchers, law enforcement, and first responders. Often, we run specials for teachers, postal workers, and new home buyers. After Helene, we hit the ground running to help our neighbors out with roll offs. We even supplied FREE roll offs at multiple sites for EOC. We are always looking for the opportunity to do more. We hope that you will help us find opportunities to pour back into our community.

When you get Pop's Sanitation, you get the whole team! County staff will have an assigned point of contact but will also get direct contact information for the entire management team, including cell phone numbers for emergencies or after-hours issues. In addition, direct contact information for the company owners will be provided and a company representative will attend County Commissioner meetings at least quarterly to answer questions and ensure that communication lines remain open.

6. Pricing Proposal (Costs)

- Woman Owned business
- In emergency situations if you need roll offs we can help, we are committed to helping the county. For example, we provided EOC with FREE roll offs after Helene
- We will partner with local businesses to service weekends during peak times; for example, opening of Scallop Season, July 4th, etc
- Currently our fuel, grease, etc is bought from Ware Oil and all maintenance performed by Schwab's

The only Holidays we will not collect garbage on are New Year's Day, Thanksgiving, and Christmas

7. Other Important Items

Our Family: The real key to any great organization is people. We are proud of our team and the wealth of experience they bring to Pop's Sanitation. Please see pages 14-15: in the Appendix to learn more about our team.

Emergency Management Plan: Pop's Sanitation has a mutual aid agreement with other solid waste companies located throughout the state. We are small enough to give Columbia County focused attention but large enough to have additional resources available to deploy if needed. Pop's Sanitation is pursuing growth as a company through customer satisfaction. That means we make customer satisfaction our first focus and utilize both technology and an organizational team structure that would normally be seen in much larger organizations. These investments mean smaller profits but greater resources available to get the job done when the job gets tough.

We always maintain backup trucks and reserve employees, which will be committed in the event of a disaster to meet the needs of Columbia County. We will contract with the County on residential and yard debris pick up in emergency situations. Our owners and the director of operations have extensive experience with government contracts and federal compliance. We also have contracts with other sanitation companies in the Panhandle to assist in emergencies. Should the need for FEMA reimbursable services arise, we can perform the work and provide appropriate documentation and support. We will be there when you need us.

APPENDIX

SOME OF OUR OFFICE POP'S FAMILY

The real key to any great organization is people. We are proud of our team and the wealth of experience they bring to Pop's Sanitation. Let us tell you about them!



Sierra Akins – Accounting / Office Manager

Sierra Akins worked with the owners for several years prior to the founding of Pop's Sanitation and was the first team member to join the company when it was established. She is responsible for managing billing and overseeing daily office operations, ensuring efficiency and accuracy across administrative functions. Sierra is a dedicated professional, as well as a wife and mother of two, and takes great pride in being part of the Pop's Sanitation team.



Cheryl Mathews – Customer Service Representative

Cheryl joined Pop's Sanitation in 2025 as a Customer Service Representative and brings over five years of customer service experience. She serves as a primary point of contact for customers, handling inquiries, service requests, and issue resolution with professionalism and care. Cheryl is known for her strong communication skills, attention to detail, and genuine commitment to ensuring customer satisfaction. Her proactive approach and dedication to resolving concerns efficiently reflect Pop's Sanitation's commitment to responsive, high-quality service.

Nicole – Dispatch and Routing



Nicole joined Pop’s Sanitation in 2025 as the Routing and Dispatch Coordinator. She brings a strong background in customer service and holds a degree in Business Management. In her role, Nicole is responsible for coordinating daily routes, supporting drivers, and ensuring efficient, timely service delivery. Her organizational skills, attention to detail, and ability to communicate effectively with both customers and field staff contribute to smooth operations and reliable service. Nicole plays a key role in maintaining operational efficiency and supporting Pop’s Sanitation’s commitment to dependable, customer-focused service.

Rashee Mitchell – Operations Manager



Rashee has been with Pop’s Sanitation for the past two years and currently serves as Operations Manager. He began his career with the company as a driver, giving him firsthand knowledge of daily route operations, equipment use, and customer service expectations. This operational experience allows him to effectively oversee fleet performance, driver supervision, routing, and maintenance coordination. Rashee plays a key role in ensuring safe, efficient, and compliant operations, supporting Pop’s Sanitation’s commitment to reliable, high-quality service delivery.

Twila Ball – Sales Manager



Twila joined Pop’s Sanitation in 2025 as Sales Manager, bringing extensive experience in relationship development, statewide project coordination, and business growth. Her background includes founding and scaling companies, as well as supporting the expansion of organizations into new markets. Twila has worked closely with senior leadership and executive-level stakeholders, including elected officials and agency leaders, developing strong partnerships and navigating complex, multi-level initiatives. Her experience in strategic relationship management and market development supports Pop’s Sanitation’s continued growth and commitment to building trusted, long-term partnerships.



Tommy and Kaila Hardee – Owners

Tommy and Kaila Hardee are lifelong residents of Madison County with deep roots in the communities they serve. Tommy is a graduate of a Jefferson County school and has a strong background in public service, having served as the Supervisor of Elections in Madison County for 11 years. Prior to that role, he worked in the insurance industry and served as a local firefighter. He currently oversees the day-to-day operations of Pop’s Sanitation, ensuring operational excellence and reliability.

Kaila holds a Bachelor’s degree in Communication and a Master’s degree in Political Science. She is actively involved in the daily operations of Pop’s Sanitation while also maintaining a successful career in banking.

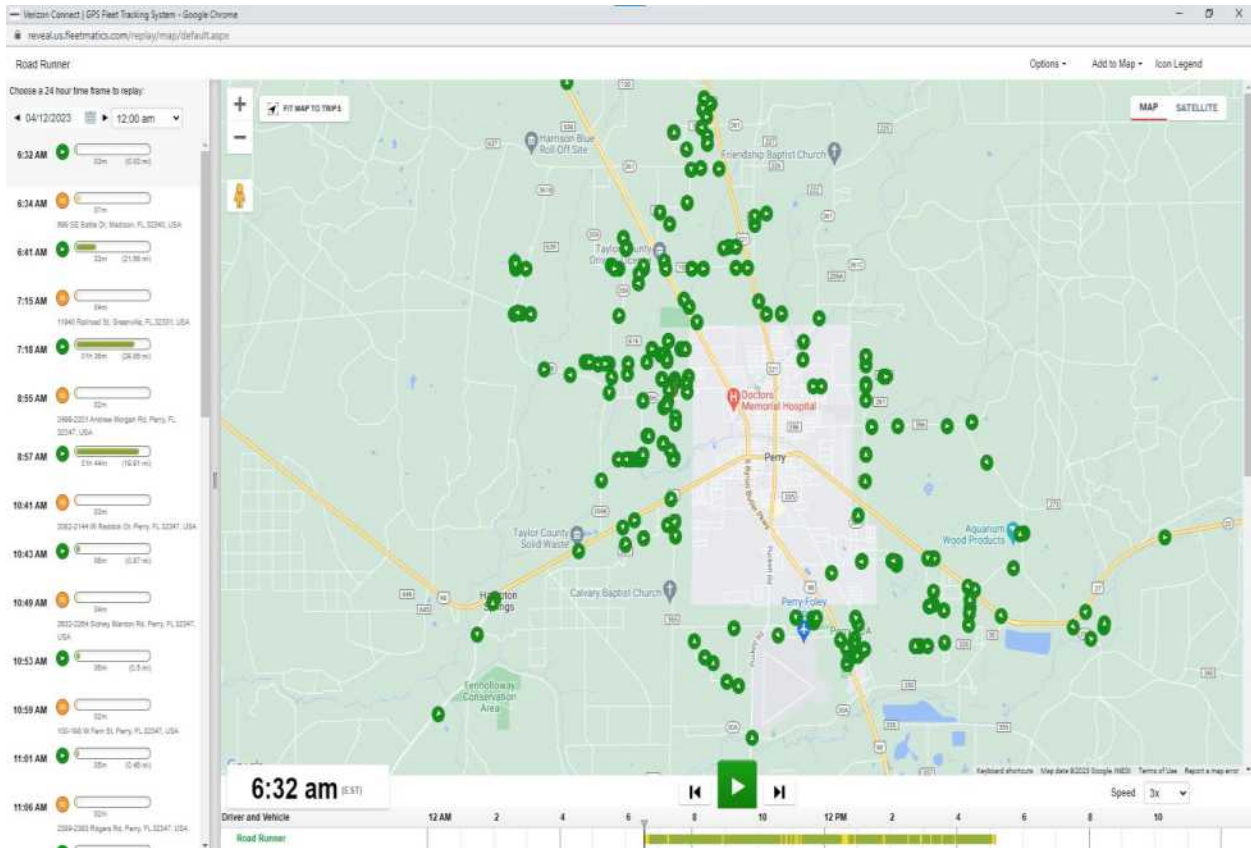
Together, Tommy and Kaila bring a strong commitment to community service, professional integrity, and responsible leadership, reflecting their longstanding dedication to the areas in which they live and work.



VIDEO RECALL SYSTEM SAMPLES

Every Pop's Sanitation vehicle is equipped with monitored GPS tracking and video collection. Our office will receive alerts for any improper driving behavior such as distracted driving, speeding, and harsh braking. We are also able to pull video and still footage to verify trash collection when needed. Below is a sample of the dashboard showing both the outward and inward camera functions.

Truck Replay screenshot:



Sample showing a “minor braking” infraction:

The screenshot displays the Verizon Connect Reveal interface. At the top, there are navigation tabs for Live Map, Reports, Replay, Video, Phones, Alerts, Dashboard, and Fleet Service. The main content area is titled "Video List" and shows a video titled "fog horn leg horn" from 2/15/23 at 12:57:48 PM EST. The video shows a first-person view from a vehicle on a road, with a speedometer indicating 25 MPH and a limit of 30. A play button is overlaid on the video. To the right of the video is a map showing the location in Perry, FL, near Perry Edley Airport and Perry K0A Holiday. Below the video is a speed graph showing a green line representing the vehicle's speed over time, with a red dot indicating a "Hard Braking" event at 12:57:44. The analysis panel on the right indicates a "Minor" event and lists the triggers: "The vehicle's tracker detected hard braking" and "Our AI software suggests there was a low risk of an accident happening." A "TRIGGER" section shows "Hard Braking" as the event type.

These systems help us hold our team members accountable, keeping your community safer and improving the reliability of your service.

REFERENCES

Enclosed, please find letters of reference from the following individuals:

Randy Maubach, Administrator, Point of Grace
(850)584-5445
rmaubach@pointofgracechristian.com

Kyle Rogers, Director Operations, Ware Oil & Supply
(850)584-6666
krogers@wareoil.com

Robbie Slack, Director Solid Waste
Jefferson County, Florida
(850) 342-0184
rslack@jeffersoncountyfl.gov

Jeral Lee, Public Works Director, City of Live Oak
(386)362-2276
jlee@cityofliveoak.org

Jennifer Campbell, Campbell Automotive
(850)838-7398
Campbelljason1137@gmail.com

Dean Faulkenberry, owner, The Fair Store
(850)584-2247
thefairstore@fairpoint.com

Kari Larson, owner, Iron Horse Mud Ranch
(319)283-4943
Karilarson24@gmail.com

Cusick Customer Services

David - 386-965-8483

Country Wide

Maria - 904-626-3701

Huntsman Tree Supplier

Lexie - 386-965-7348

Alfred Martin – Madison County County Commissioner

850-464-4516

JT Surles – Jefferson County Commissioner

850-509-1743

TO NAME A FEW OF OUR INSTUTIONAL AND GOVERNMENT CUSTOMERS

Advent Christian Village

Florida Sheriff Youth Ranch

Sheriff Enterprise

ARC North Florida

ARC Big Bend

Suwannee County River State Park

North Florida Wildlife Center

Branford Schools

James Madison

Aucilla Chirstian Academy

Madison County Schools

Per request we will be glad to supply more!