



# AGENDA REPORT

New Haven, Michigan

Meeting Type

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**MEETING DATE:** 14 January, 2025

**DEPARTMENT:** Office of the Village President

**DATE SUBMITTED:** 7 January, 2025

**PREPARED BY:** Brian Meissen

**ITEM TITLE:** Priority Waste

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**EXECUTIVE SUMMARY:** As everyone is aware, the Village staff continue to field complaints week after week of missed pickups from Priority. While overall, the number of missed pickups is low, it's the fact that we can't get a response from Priority Waste on addressing the missed pickups and the fact that it's every single week that it becomes quite frustrating for the staff and residents alike.

Since July when Priority took over for GFL, I have personally sent 26 emails to the VillageOfNewHavenLDC e-mail address that we were instructed to use. Of those 26 emails, I've gotten 7 responses. More than a few of those 7 responses were only when Priority's leadership were included on the e-mail.

When Amherst was under construction, our office staff called Priority and directly advised them that they could not drive on Channing or Adams Street while it was being re-paved with asphalt or else they could damage the road. We had made arrangements that they would pick up on Saturday in lieu of Friday. Instead, the truck drove down the fresh pavement, jeopardizing the integrity of the asphalt, and then refused to return on Saturday as was agreed upon.

My personal belief is that we have been very understanding of the issues that Priority faces – I'd like to think we've been very pragmatic and understanding that Priority inherited broken equipment from GFL and was scrambling to ramp up despite the challenges they inherited. We were assured months ago that Priority's woes would be resolved within the next 60 days. We're now 6 months into the contract and still are experiencing weekly issues with a lack of communication, lack of resolution, and lack of direction. As a result, I've asked Priority to send representatives to address Council's concerns and help us to understand what the next steps are to resolving our residents' concerns.