



# AGENDA REPORT

New Haven, Michigan

Meeting Type

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<b>MEETING DATE:</b>	12 August 2025
<b>DEPARTMENT:</b>	Office of the President
<b>DATE SUBMITTED:</b>	6 August 2025
<b>PREPARED BY:</b>	Brian Meissen
<b>ITEM TITLE:</b>	Priority Waste

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## EXECUTIVE SUMMARY:

As all of you know, Priority Waste has been a recurring topic of discussion in the community and the broader region every week due to their service issues. In talking with Trustee Pruccoli, I was asked to put something on the agenda for Priority Waste, otherwise he would be asking Council to vote to not pay Priority for their missed pickups.

Personally, as frustrating as I understand it can be – believe me, I’m fielding the majority of the complaints – I do not think that putting Priority’s bill into escrow or refusing payment is the right move, as I’m sure they’ll happily let us know that they’ll not service our community until they get paid. In my opinion, we should be letting the larger communities fight the fight with Priority Waste to improve their service, and we can continue to manage the dozen or so complaints we get per week.

Keep in mind, if we assume we have 1,400 households which are getting 3 different pickups (trash, recycling, and yard waste) that’s 4,200 pickups in the Village and we’re only getting about a dozen complaints per week – it’s typically only one type of service that is missed, very rarely is it multiple types missed. Even if we increase that to 50 missed pickups out of 4,200, that’s only 1% being missed or 99.8% success rate.

While I understand residents’ frustrations, I think we should continue to manage expectations and work through any service complaints with Priority Waste. This topic was put onto the agenda prior to the August 1<sup>st</sup> pickup, and I’m only aware of one complaint for 3 houses which had their trash missed. Alternatively, if Council feels so strongly enough to do so, I have attached a draft resolution declaring Priority Waste in breach of service of their contract, which will require our Attorney’s review, and if we want to go down that path we can bring it back to the September Council meeting to vote on.