

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: KATHERINE OPPERMAN, EXECUTIVE ASSISTANT
SUBJECT: GFL TO PRIORITY WASTE TRANSITION UPDATE
DATE: JULY 11, 2024

The purpose of this correspondence is to provide an updates on the transition from GFL to Priority Waste. City staff has seen a considerable increase in calls/requests from residents; however these requests remain lower than anticipated.

The majority of resident communications have been regarding missed pickups. Following that, residents report difficulty reaching Priority Waste through their web chat as well as long call wait times being a source of frustration. City staff has also experienced difficulty in receiving confirmation of complaint resolution from Priority Waste.

It is staff's hope that, as Priority Waste settles into our community, as well as others it recently took over from GFL, there will be better communication responsiveness and overall improved performance reducing the need for residents to reach out.

The following are the statistics of City communications with residents regarding Priority Waste service for July 2024:



All Missed Pick-Ups
37



Missed Garbage Pick-Ups
13



Missed Recycling Pick-Ups
8



Missed Yard Waste Pick-Ups
11