

NEW PRIORITY WASTE CEO AARON JOHNSON SHARES 30-DAY PROGRESS REPORT ON SERVICE RECOVERY EFFORTS



Mayor and Council –

Please see the following information that Priority Waste has recently released to the media/public/customers.

- Victor

DETROIT — JULY 1, 2026 — Priority Waste CEO Aaron Johnson today released a 30-day service recovery report in the form of a letter to Metro Detroit customers, outlining the company's progress since he assumed leadership one month ago. The report details measurable improvements in service delivery, highlights key operational changes implemented recently, and reaffirms the company's commitment to restoring reliable, consistent waste collection services across the communities it serves.

Aaron Johnson, Priority Waste's newly appointed Chief Executive Officer, wrote, "Our objective is not simply to restore service, but to build a stronger, more reliable company than the one that existed before. We will continue to communicate openly, share our progress, and hold ourselves accountable for delivering measurable results. Most importantly, we are committed to earning back your trust, not through words alone, but through sustained improvement and reliable performance which we have detailed for you "

To read the full letter from CEO Aaron Johnson, click [here](#).

Priority Waste provides residential trash, recycling, and yard waste collection services to more than 1.3 million households across Michigan, Ohio, and Indiana, making approximately 3.9 million stops each week. Over the past several months, residents and municipal officials in many communities have experienced service delays and collection disruptions that fell short of the standards customers deserve. Founded in 2018, Priority Waste is a leading independent provider of waste and environmental services, serving more than 1.3 million households and 125 municipalities across Michigan, Ohio, and Indiana, while supporting thousands of commercial customers throughout the Midwest. Powered by approximately 1,200 employees, the Company operates more than 625 collection routes and operates two transfer stations. Through continued investment in people, technology, equipment, and community partnerships, Priority Waste is focused on delivering safe, reliable, and dependable service to every customer it serves.

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