

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: KATHERINE OPPERMAN, EXECUTIVE ASSISTANT
SUBJECT: GFL TO PRIORITY WASTE TRANSITION UPDATE
DATE: AUGUST 1, 2024

There continues to be a higher than normal number of missed collections of all types, including several instances of whole streets or subdivisions being collected a day late. That said, following the discovery of an email error at Priority Waste, communication and follow-up from Priority Waste to City staff has been significantly improved. In most cases they respond and address issues within 24 hours of the reported complaint.

Unfortunately, this increased communicativeness does not yet appear to extend to Priority Waste's general phone line or webchat help box for City of Novi residents. Those who attempt to reach out to Priority Waste prior to the City have continued to report long call wait times or no response at all.

The following are the statistics of City communications with residents regarding Priority Waste service for July 2024 (*please note that these statistics represent calls/reports from individual residents, not the actual number of households affected*):



All Missed Pick-Ups
113



Missed Garbage Pick-Ups
43



Missed Recycling Pick-Ups
29



Missed Yard Waste Pick-Ups
41