



TO: VICTOR CARDENAS, CITY MANAGER
FROM: REGINA SWICK, GMA INTERN
SUBJECT: PRIORITY WASTE MISSED PICKUPS
DATE: JULY 3, 2024

MEMORANDUM

Mayor and Council –

A year end updated on the miss pickups from Priority Waste. At this point, we'll stop tracking these as they've leveled off. If you'd prefer us to continue, please let us know.

- Victor

This correspondence provides an updated analysis of missed solid waste pickups since Priority Waste assumed responsibility for collection services on July 1, 2024. The data presented reflects performance through the current date and shows notable improvements across all service categories. While early issues were observed with recycling and trash collection, those have largely stabilized since the fall. Yard waste, which was a persistent challenge in the initial months, has also seen a significant decline in missed pickups, particularly after November 2024. These trends suggest that operational adjustments have improved overall service reliability. Staff will continue to monitor performance and collaborate with the Resource Recovery and Recycling Authority of South Oakland County (RRRASOC) to ensure timely resolution of any future issues.

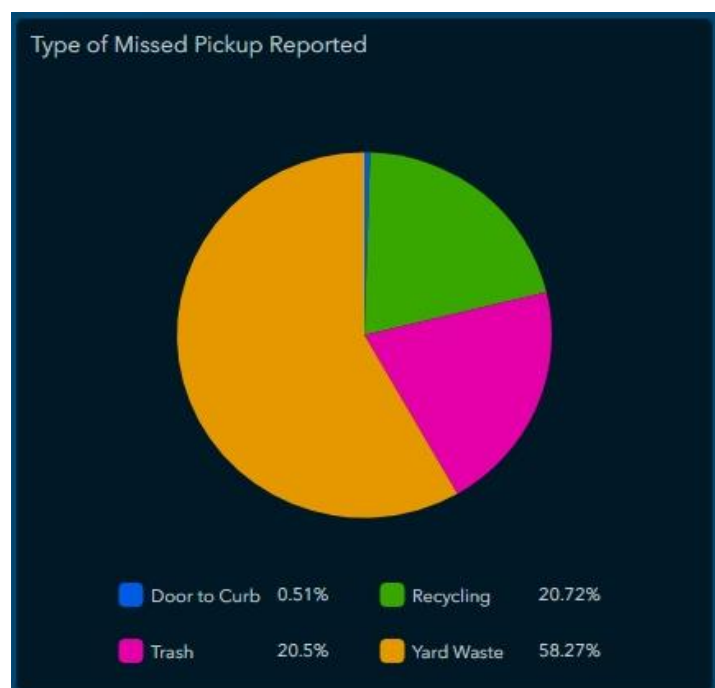
MISSED PICKUP OVERVIEW

Total Missed Pickups

10,207 missed pickups have been reported since July 1, 2024 representing **0.48%** of the **2,144,140 total scheduled pickups** year-to-date.

Collection Types

Missed pickups are heavily concentrated in **yard waste**, which accounts for **58.27%** of reported issues.



Key Insight: Early issues with recycling collection were largely resolved after July, and missed pickups for trash fell to normal levels beginning in October. Yard waste, however, remained a persistent issue through late fall, peaking in November. Since then, missed yard waste pickups have dropped significantly, reaching near-zero levels by January 2025 and remaining low through the spring. **This indicates an improvement in overall service reliability** and suggests that operational adjustments made in late 2024 have had a sustained positive impact across all collection types.

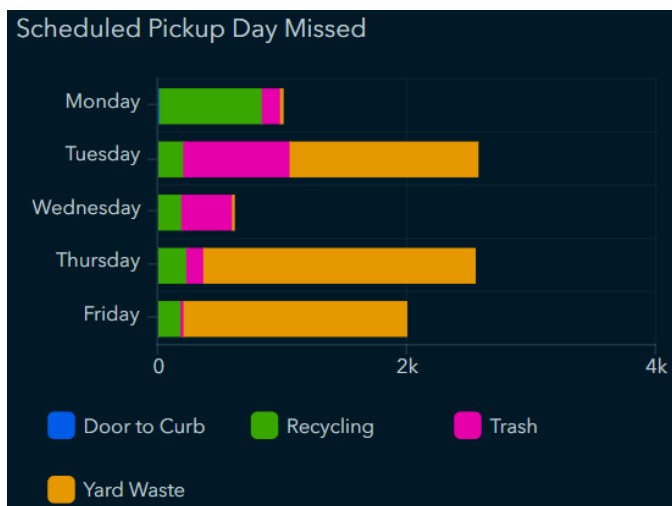


WEEKLY TRENDS

Pickup Days

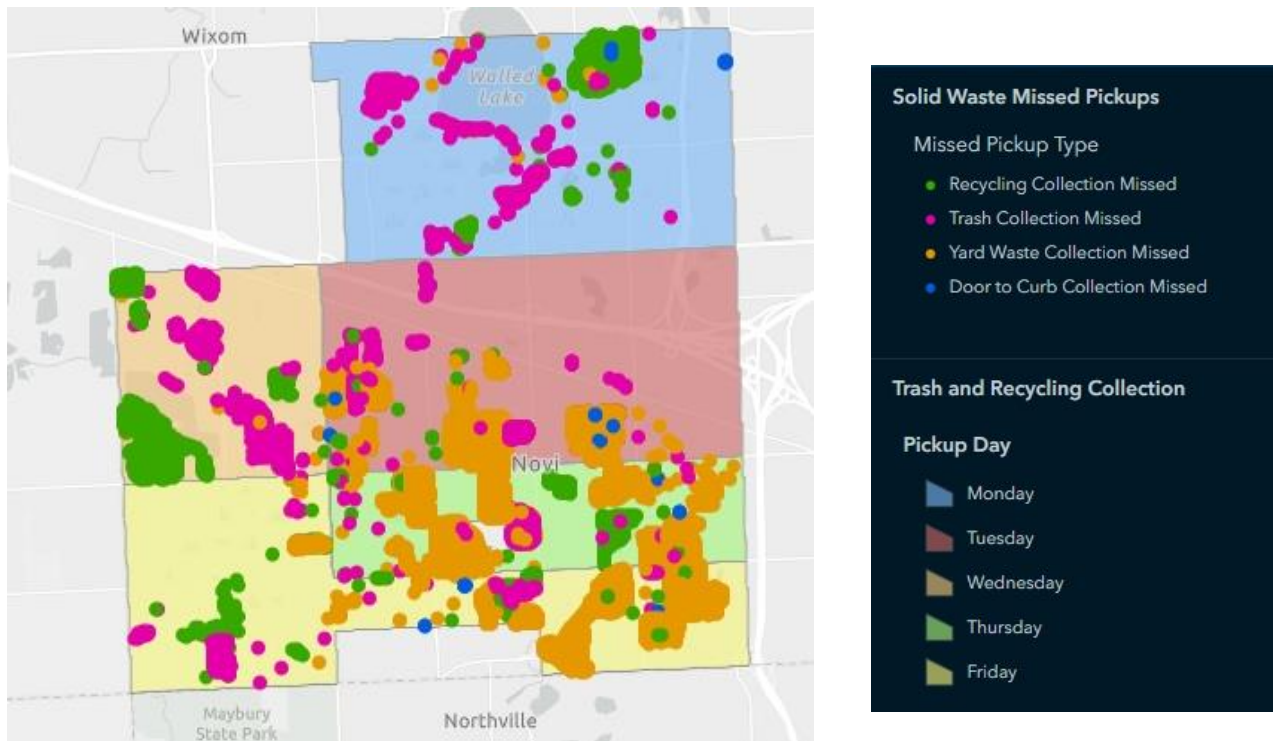
Tuesdays and Thursdays continue to see the highest number of missed pickups, with yard waste accounting for most of these service issues. Fridays also show elevated totals, while Mondays and Wednesdays remain comparatively lower. This pattern may reflect capacity challenges on busier collection days, particularly for yard waste, or may be influenced by the volume of households scheduled for service on those days. Notably, Wednesday (still the lowest in missed pickups) covers the smallest geographic area, which may contribute to the lower volume of reported issues.

JULY 18TH REPORT 2024



JULY 1ST, 2024-JUNE 30TH, 2025





CONCLUSION

After addressing initial challenges, Priority Waste has achieved stability in recycling and trash collection. However, yard waste collection proved to be a challenge; collection ended last week. They can further enhance waste collection reliability and resident satisfaction by allocating resources to high-demand days, optimizing route schedules, and utilizing dashboard insights for proactive planning.