

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: EZEKIEL CHOJNACKI, GRADUATE MANAGER
SUBJECT: PRIORITY WASTE MISSED PICKUPS
DATE: JULY 18, 2024

Mayor and Council –
A brief update on the trash collection services provided by Priority Waste.
- Victor

This correspondence aims to provide an analysis of missed solid waste pickups since Priority Waste assumed responsibility for solid waste collection on July 1, 2024. The data represented below is from their start to date. Furthermore, the report highlights trends in missed pickups, early issues with recycling and trash collection that have since stabilized, and ongoing challenges with yard waste collection. Staff will continue to track the performance issues experienced by residents and work with our colleagues with the Resource Recovery and Recycling Authority of South Oakland County (RRRASOC) to ensure they are resolved moving forward. Priority Waste continues to share its complications tied to the acquisition of GFL. However, they have not provided a timeline for when they anticipate a return to optimal service delivery.

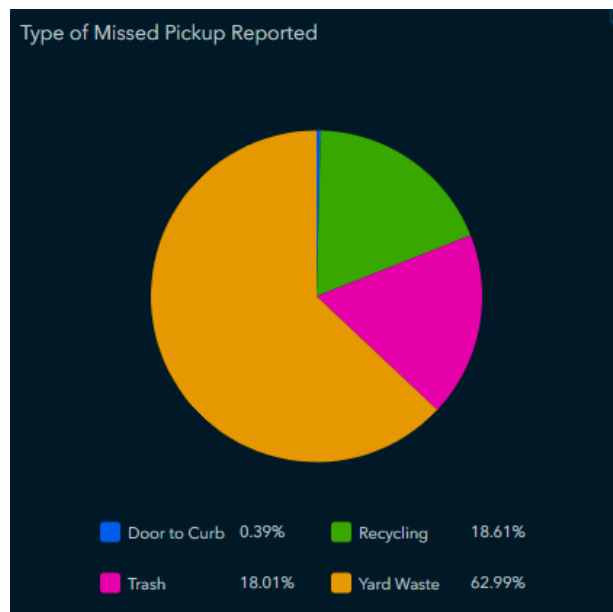
MISSED PICKUP OVERVIEW

Total Missed Pickups

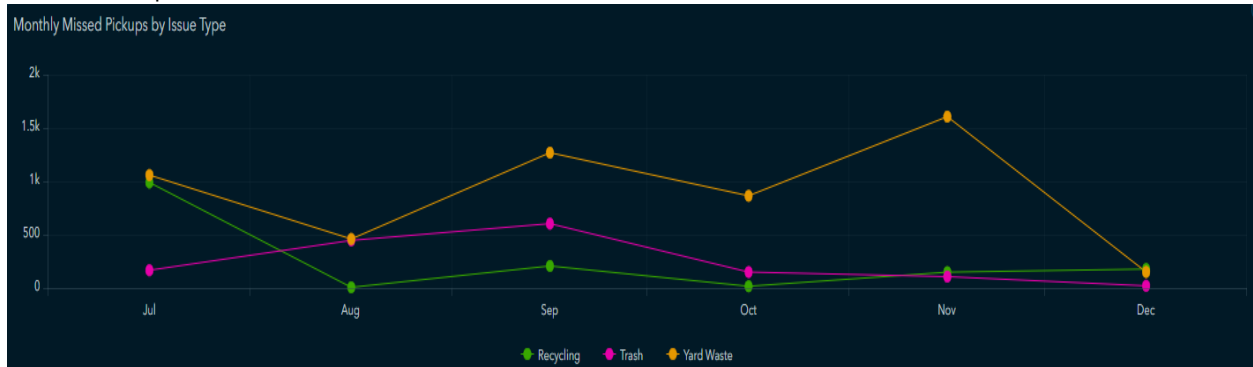
8,705 missed pickups have been reported since July 1, representing **0.75%** of the **1,154,436 total scheduled pickups** year-to-date.

Collection Types

Missed pickups are heavily concentrated in **yard waste**, which accounts for **62.99%** 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, remains a persistent issue.



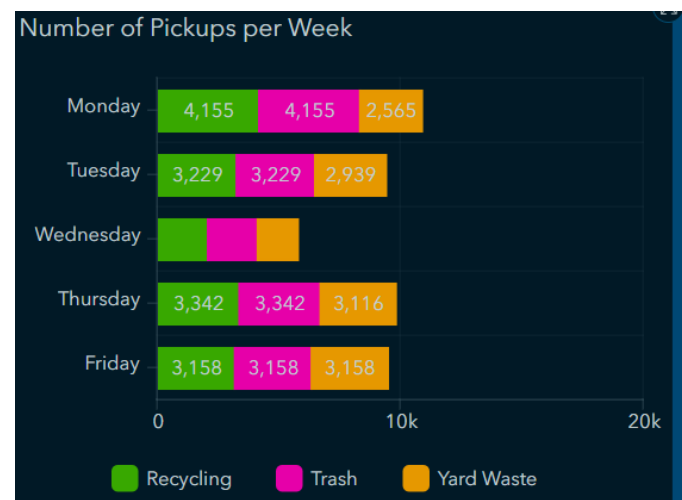
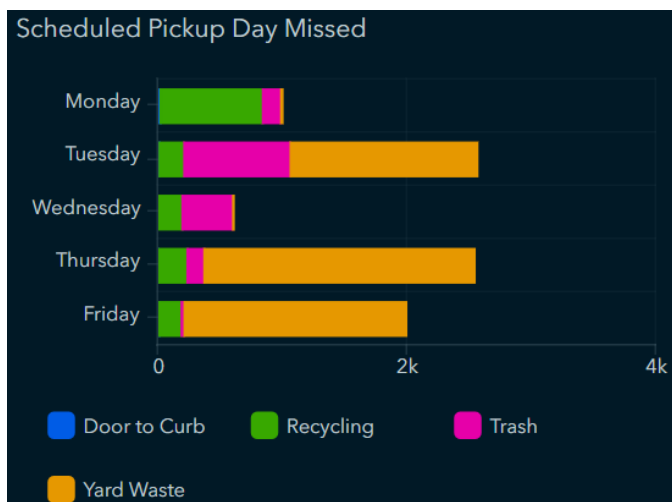
WEEKLY AND SEASONAL TRENDS

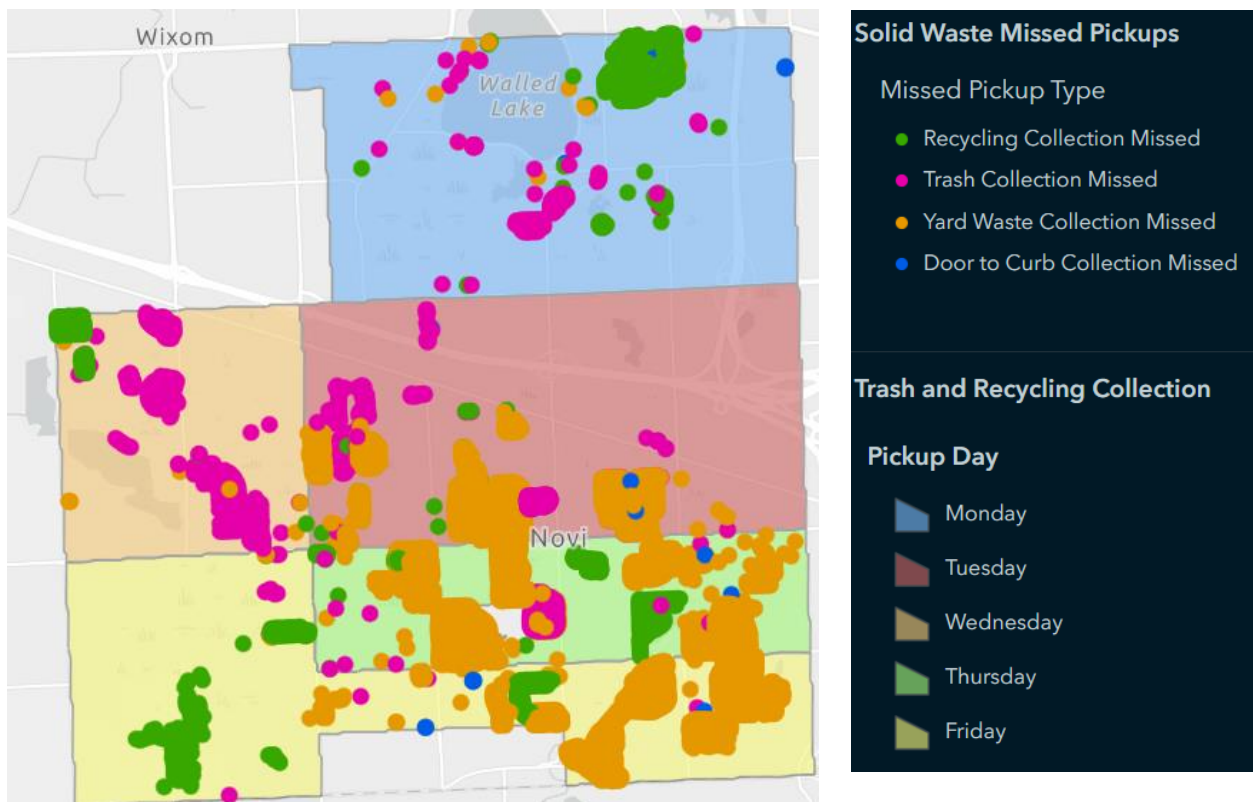
Pickup Days

Most missed pickups occur on Tuesdays and Thursdays, particularly for yard waste. This suggests a strain on collection resources during peak days but could also reflect the city's residents' distribution. For example, Wednesdays are markedly less, but they also have the smallest land area.

Monthly Trends

One notable trend not seen on the dashboard is the slight uptick around holidays as Priority works to move collection days around.





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.