



# DEPARTMENT OF PUBLIC WORKS



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## Report to the Board of Public Works May 6, 2021

### Introduction

The city has experienced an increased amount of service issues related to garbage and recycling pickups in recent months.

Of note, these issues have peaked coinciding with the acquisition by Waste Management of Advanced Disposal's contract (in November of 2020). It's hard to attribute sole credit of the transition to Waste Management as the cause of the issues – they are operating out of the same location (Hartland), using the same fleet of vehicles, and employee many of the same core drivers for the City of Waukesha. But it is also true with the transition there are new personnel in management of our contract. And, some other service-related functions like the customer-service call center experienced changes as well.

### Primary Service Issues

The following are the primary service issues the city has experienced in recent months:

- 1) **Repeat missed pickups** – certain properties and locations missed repeatedly for pickup within a time frame unacceptable per our contract terms (within 90 days).
- 2) **Delays in recovering missed pickups** – after report of missed pickup, some recoveries are pending pickup beyond a tolerable time frame per our contract terms (within 36 hours).
- 3) **Late timing servicing** – repeat servicing of residential pickup beyond a tolerable timeline per our contract terms (after 7:00 PM).
- 4) **Truck breakdowns** – a noticeably high number of breakdowns over winter.
- 5) **On street damages reporting and resolutions** – i.e. hit tree branches and fluid leaks being reported and attended to expediently and appropriately.
- 6) **Delays for other related services** – cart exchanges, cart stickers (for paid extra carts).
- 7) **Poor communication with city** – inconsistent communication from dispatchers and route managers with city.
- 8) **Customer service call center ineffectiveness** – residents are experiencing long hold times, not getting responses, or getting incorrect information.

### Steps Taken

The city has taken the following steps thus far to address the issues with the contractor:

- 1) Discussed the issues and concerns with the city Mayor and City Administrator to report and seek advisement.
- 2) Enacted contractual penalty provisions resulting in a \$2,950 credit to the city.
- 3) Sent formal correspondence to the contractor outlining the city's concerns.
- 4) Held one virtual meeting with local contract management (April 13<sup>th</sup>) to list the concerns.
- 5) Scheduled a second meeting with regional management (upcoming on May 7<sup>th</sup>) and requesting a formal response and outlined solutions to our concerns.
- 6) The city will establish an agreeable timeframe with the contractor to observe the situation for improvements.

### Outlook

The Department of Public Works recommends the Board monitors the developing situation as the city expects the contractor to make improvements to the service within an acceptable timeframe. If the situation does not improve, the Board may want to explore further punitive options within the provisions of our contractual obligation.

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