



# PRESS RELEASE

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## For Immediate Release

**Date:** May 28, 2021  
**Contact:** Mayor's Office  
**Phone:** 262-797-2441

### **New Berlin Residents Experience Garbage/Recycling Delays** ***Missed Pick Up? Please....Leave your cart out.***

*New Berlin WI* - Many City of New Berlin residents have been experiencing delays with their garbage and recycling pickup. The City is fully aware of these delays and asks for everyone's continued patience as the City seeks resolution to the situation.

Your garbage/recycling pickup time may vary on your normally scheduled pickup day. Please allow for a variance in pickup time throughout the day. If your garbage/recycling is not picked up, please have your cart(s) out the following day for collection.

Advanced Disposal Services was acquired by Waste Management in November 2020. Since that time there have been increased issues with Waste Management including missed pickups, delayed pickup and an ineffective Customer Call Center.

Waste Management has recently experienced vehicle failures and is seeking to bring in more trucks to service the New Berlin area. In addition, the company is experiencing a labor shortage in all areas of their operations – drivers, repair technicians and customer reps. Waste Management initiated a massive recruitment for employees, - offering increased wages and benefits. And finally, Waste Management should have its much anticipated data conversion completed by June 6<sup>th</sup> allowing for a better and more seamless customer service experience.

The Mayor has met with the contractor's management team in an effort to resolve the issues & work towards a solution. A timeframe has been established to observe the situation for future improvement. Your patience is most appreciated.

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cc: Aldermen, Media, Staff