



CITY OF PORT WASHINGTON | OFFICE OF CITY ADMINISTRATOR  
Anthony Brown, City Administrator

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October 7, 2021

Re: Garbage and Recycling Collection – Cart Distribution and Collection

Dear Resident:

As a follow up to the Tuesday, September 14<sup>th</sup> letter you received from me, I am writing today to talk about how the garbage and recycling cart distribution and collection plan has been modified.

The original plan was to have new carts delivered to your household, and the existing ones would be taken away at the same time.

Yesterday, on Wednesday, October 6, 2021, Harter's delivered 390 new garbage and recycling carts. However, the existing garbage and recycling carts were not collected. This was due to a piece of equipment that assists with picking up carts not being delivered.

As a result of this equipment delivery delay, new carts will continue to be delivered until all households have received them. Then, Harter's will come back around to remove the existing carts. **When you put out your existing carts on your normal collection day, please leave them at the end of your driveway (street or alley) for Harter's to pick up, i.e., this includes leaving them out during the weekend because they will continue distribution and collection. While not ideal, reclaiming the carts may take several days.**

The process of delivering 8,000 carts and collecting 8,000 carts is anticipated to take approximately two weeks. If your household has not had a new garbage and recycling cart delivered and the existing garbage and recycling cart reclaimed by Wednesday, October 20<sup>th</sup>, please contact Harter's at 1-920-207-4258.

I'd be remised if I didn't say I understand your frustration as we get the trajectory of this service on the right path, and I appreciate the grace you have shown during this time. While, again, not ideal, I believe as we work through the next few weeks we should be on that path. Let me share two quick stories the General Manager from Harter's shared with me that give me some solace as we are resolving this issue. The first is how Harter's has installed an app on the tablets within their collection trucks that tracks which streets a driver goes up and down. To me, this is an indication that they are taking efforts to hold themselves accountable to provide the services the City has partnered with them to undertake. The second story was about the positive feedback the drivers have been getting from residents and how this is starkly different from another community they are working in with the same situation. I'm sharing this with you because Harter's appears to be on the right track.

As another accountability measure, each day we will be posting how many new carts were delivered the previous day, the area carts were delivered the previous day, along with the anticipated delivery area for that day on the City website.

If you have a broken cart or have a missed pickup, please call Harter's at 1-920-207-4258. If you have any other questions or do not receive an expedient response from Harter's, please call the Department of Public Works at 262-284-2600.

Very truly yours,

Anthony Brown  
City Administrator