



Atlantic County Utilities Authority

P.O. Box 996 • Pleasantville, NJ 08232-0996

Street Address: 6700 Delilah Road, Egg Harbor Twp., NJ, 08234-5623

609.272.6950 • www.acua.com

July 18, 2023

Mayor Kim Horton
Absecon Municipal Complex
500 Mill Road
Absecon, NJ 08201

Re: Yard Waste Collection Delays

Dear Mayor Horton,

We apologize for delays in yard waste service. It's important that we share with you and Absecon residents the challenges we are facing that have resulted in the delays to yard waste collection and what we're doing to fix it.

As most had hoped, the staffing shortage brought on during the pandemic has not gone away and is not unique to the ACUA but an industry wide issue. It has been difficult to retain laborers and recruit drivers with commercial drivers' licenses (CDL). To add to the challenge, supply chain delays continue to impact our orders for replacement collection vehicles and parts. The summer months are also the busiest for our collections team, which leads to an increase in route completion times due to the increase in visitors and resulting waste.

These challenges create the perfect storm that has required our team to prioritize and rearrange schedules as necessary. Yard waste, by nature, has the least detrimental impact on public health when left behind. This is why yard waste routes in Absecon and in the other communities we serve are often delayed. That said, we understand this does not make it any less frustrating and inconvenient for your residents.

These challenges are ours to resolve, and we want you to feel confident that we are taking both short-term and long-term steps to fix them. For example, we have increased starting salaries for these positions and created an on-site CDL training program for current employees. We have purchased used vehicles from neighboring municipalities and are expecting delivery of three new collection trucks within the next two weeks. Our crews work weekends and well into the evening hours to complete routes. In addition to our normal collection crews, we have also recruited employees from other departments within the organization to assist.

We will continue to implement other changes to increase efficiency and ask for your patience as we complete collections on this delayed schedule in the interim.

We expect there will still be delays in yard waste collection through the next (6) six weeks. We will continue to communicate any changes to Absecon officials to keep everyone as informed as possible.

Residents may find it helpful to visit our website www.acua.com/reminders and sign up for our collection alert system to be notified of those delays.

Please reach out to us at anytime with concerns or questions through our website, social media pages, or by calling us at 609.272.6950.

Thank you for your continued patience over the years and for your trust in us to provide these essential services to your community.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matt DeNafo".

Matthew J. DeNafo, PE
President
Atlantic County Utilities Authority (ACUA)