

# Bad Road Conditions?

## Township Road Maintenance

Counties and their townships have a unique relationship on the issue of road construction and maintenance. Unlike incorporated cities and villages, townships do not receive gas tax revenues for roads and therefore must rely on their county to provide nearly all road-related activities.

Wayne County's Townships include Brownstown, Canton, Grosse Ile, Huron, Northville, Plymouth, Redford, **Sumpter**, and Van Buren.

## JURISDICTION

Wayne County is responsible for maintenance and construction on all primary roads [so-called "mile roads"] in townships.  
<https://www.waynecounty.com/departments/publicservices/roads/township-road-maintenance.aspx>

The best & most efficient way to report bad road conditions within our Township is the following:

1. Call Wayne County Roads @ 888-762-3273, you will be connected to an agent that will take your report and provide you with a SERVICE REQUEST NUMBER.
2. It takes up to 48 BUSINESS HOURS, which could be up to a week to get the request sent to the proper division department, and start the process for getting on the schedule to take care of the request.
3. After the 48 BUSINESS HOURS / Up to a week in time has passed, please call the Wayne County Road division again, provide them with the Service Request Number you were given, and ask for an update. You can call this number as often as you like after the initial 48 business hours has passed and get an update.

While Residents are always able to call into the Supervisors office to report bad road conditions, this is not the best way to get results. The Wayne County Roads Department wants to hear directly from the Resident about their complaint in order for the most effective and efficient resolution.

Please remind your friends and neighbors of this process and encourage them to do the same thing, as the more requests Wayne County Roads has for a specific problem, the quicker they may be able to respond.

## Trash Container Damaged?

If your Container has been damaged after pick up. Residents need to call Priority Waste at 586-228-1200 or toll free @ 855-927-8365 **WITHIN 7 DAYS**. Residents will need to let them know the reason for the call and that they are calling from Sumpter Township, and you will be transferred to the Logistics Coordinator for Sumpter Twp., They will take the complaint about the damaged container. The Logistics Coordinator will need to know the date the damage occurred, so they can review camera footage from that specific day, time & location. This needs to be done **WITHIN 7 DAYS** to avoid having to pay for a new container if a replacement is requested. The costs as of this notice are \$65 for the container and \$15 for delivery.