City of Milwaukee Flooding and Recovery Update

Friday, August 15, 2025

The City of Milwaukee teams are continuing to work across the city to address multiple flood-related issues. Below is an update on the recovery efforts.

Resources for Residents

- For residents with **flood-damaged items**, DPW is providing **free special bulky item pickups** for households with City garbage collection service. If you need a bulky item pickup, please request it through the **City's Call Center at 414-286-CITY, use milwaukee.gov/clickforaction, or the MKE Mobile app** to submit your request. Due to high call volume, phone wait times may be longer, so online or app submissions are encouraged for quicker service. New Routeware technology is also helping our crews identify and respond to bulk flood items more efficiently. When sanitation workers spot flood-damaged items, they can log and photograph them in real time, allowing instant notification, helping us identify the most impacted areas to prioritize for service.

- **The Drop-Off Centers at 3879 W. Lincoln Ave and 6660 N. Industrial Rd** are open from 7 a.m. to 6 p.m. through Sunday, August 17. These centers remain **free for residents**, and staff are available to assist with traffic direction and questions. Please remember, these are self-service locations, and residents are responsible for unloading materials. Due to high demand, wait times are longer than usual, and we appreciate the public's patience. Drop-Off Center lines may be cut off at 5 p.m. to ensure everyone in line can be served before the site closes at 6 p.m. Additionally, the **MMSD Hazardous Waste Collection at the Lincoln Ave location will also operate extended hours** through August 17, closing at 6 p.m. daily.

- Residents are encouraged to **continue reporting storm-related issues** such as flooding, downed trees, or outages by **calling 414-286-CITY (2489), using the MKE Mobile app, or through milwaukee.gov/clickforaction.** Thank you for your continued patience and cooperation as we work together to recover.

- **Residents impacted by the recent flooding should fill out the 2-1-1 Wisconsin Damage Report form** immediately: https://211wisconsin.communityos.org/damage-report. Milwaukee County and the City of Milwaukee are using this data right now to measure the full extent of damage.

- The American Red Cross has opened **two emergency shelters**. For immediate help, call 1-800-RED CROSS. These shelters provide a safe place to stay, meals, and essential services:

    - **Milwaukee Marshall High School, 4141 N 64th St, Milwaukee, WI 53216**

    - **Washington Park Senior Center: 4420 W. Vliet Street**

- Residents who **have insurance questions may reach out to the State of Wisconsin Commissioner of Insurance** by calling 1-800-236-8517, emailing ocicomplaints@wisconsin.gov, or visiting oci.wi.gov/complaints. Residents may also

refer to **storm damage tips** at https://oci.wi.gov/Documents/Consumers/PI-237.pdf.

DPW Services & Clean Up Efforts

- Crews are actively addressing electrical service interruptions across the city, and restoration efforts are ongoing. Forestry crews responded to hundreds of calls related to downed trees and limbs and are now assisting Sanitation with flood cleanup efforts. As a result, there will be delays to forestry non-emergency service requests and routine boulevard maintenance.

- DPW is also managing an increase in street lighting circuit issues. An underground electrical substation was flooded during the storm, requiring crews to first remove the water before the area could be safely accessed. Once drained, the site was inspected and the submerged electrical components were repaired. Two other substations were also impacted by flooding, though to a lesser extent. As restoration efforts continue, we expect additional service calls to be reported.

- City inspectors continue to mobilize to conduct preliminary damage assessments in partnership with county and state emergency management officials to examine the extent of the disaster, the impact on individuals and public facilities, and identify potential federal assistance that may be needed.