

RESIDENTIAL TRASH AND RECYCLABLES COLLECTION

CITY OF NEW ORLEANS

PERFORMANCE AUDIT SERVICES

Informational Brief
December 17, 2025

**LOUISIANA LEGISLATIVE AUDITOR
1600 NORTH THIRD STREET
POST OFFICE BOX 94397
BATON ROUGE, LOUISIANA 70804-9397**

LEGISLATIVE AUDITOR
MICHAEL J. "MIKE" WAGUESPACK, CPA

FIRST ASSISTANT LEGISLATIVE AUDITOR
BETH Q. DAVIS, CPA

DIRECTOR OF PERFORMANCE AUDIT SERVICES
EMILY DIXON, CIA, CGAP, CRMA, MBA

PERFORMANCE AUDIT MANAGER
CHRIS MAGEE, CIA, CGAP, CFE, MBA

AUDIT TEAM
IRINA HAMPTON, CIA, CGAP, MPA, MS
MEGHAN RICH, MA, PHD

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December 17, 2025

The Honorable J. Cameron Henry, Jr.,
President of the Senate
The Honorable Phillip R. Devillier,
Speaker of the House of Representatives

Dear Senator Henry and Representative Devillier:

This informational brief provides the results of our review of the collection of residential trash and recyclables in the City of New Orleans. This brief is intended to provide timely information related to an area of interest to the legislature or based on a legislative request. I hope this brief will benefit you in your legislative decision-making process.

We would like to express our appreciation to the City of New Orleans for its assistance during this review.

Respectfully submitted,



Michael J. "Mike" Waguespack, CPA
Legislative Auditor

MJW/ch

NOLA-TRASHANDRECYCLING





Informational Brief

Residential Trash and Recyclables Collection

City of New Orleans

MICHAEL J. "MIKE"
WAGUESPACK, CPA

Audit Control# 40250026

Performance Audit Services - December 2025

Background

New Orleans City Charter¹ establishes the City of New Orleans' (the City) Department of Sanitation as the entity responsible for the collection and disposal of trash and other refuse, either directly or by contract. The City contracts with private trash collection companies to pick up residential trash and recyclable materials throughout New Orleans in five service areas.² As of December 2025, service areas 1-4 are provided with weekly curbside residential trash collection services, while service area 5 (the French Quarter and Downtown Development District) are provided with daily curbside trash collection services.³ Exhibit 1 shows the locations of the five service areas in the City, and Appendix A shows curbside trash and recyclables collection days as of December 2025.

Why We Compiled This Informational Brief

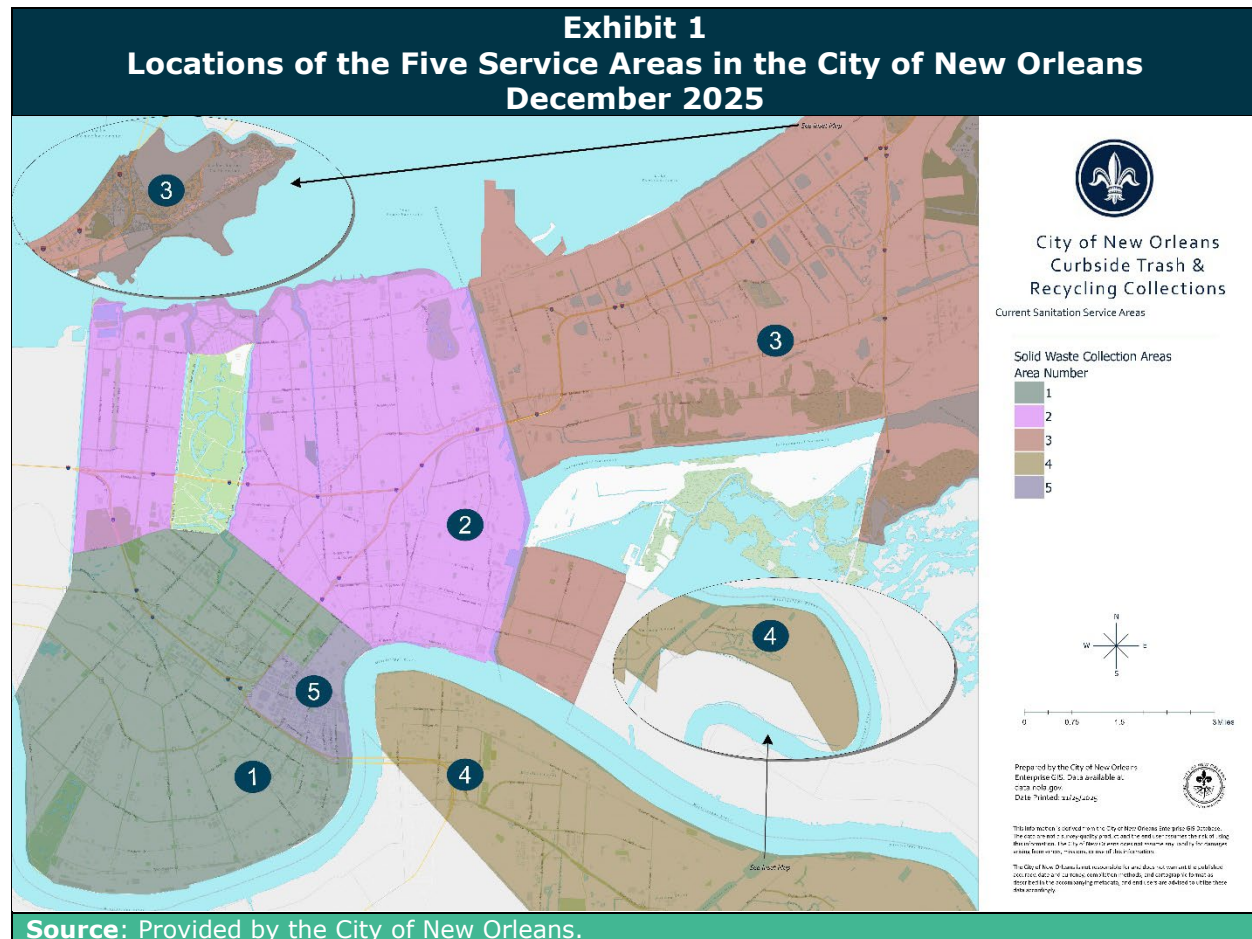
We conducted this analysis in response to a legislative request to evaluate curbside residential trash collection services in the City. Our evaluation focuses on service areas 1-4. To conduct this analysis, we reviewed City Ordinances and the City Charter, contracts between the City and private trash collection companies, the cooperative endeavor agreement between the City and the Sewerage and Water Board of New Orleans (SWBNO), and information from other city/parish governments regarding residential trash collection services. We relied on fiscal information provided by the City and SWBNO and did not independently verify all underlying data.

Informational briefs are intended to provide more timely information than standards-based performance audits. While these informational briefs do not follow *Government Auditing Standards*, we conduct quality assurance activities to ensure the information presented is accurate. We provided a draft to the City and SWBNO and incorporated its feedback throughout this informational brief.

¹ Section 4-801

² We focused on curbside residential trash collection services in service areas 1-4 because the legislative request we received was concerned with changes in the frequency of residential trash collection from twice to once per week.

³ Per City Ordinance Section 138-45, some locations are not eligible for city trash collection services and are responsible for contracting for private trash collection and disposal, such as hotels, bars, restaurants, any location containing five or more units, etc.



The City has a cooperative endeavor agreement (CEA) with the Sewerage and Water Board of New Orleans (SWBNO), whereby the fee charged for residential trash collection services is included on residents' monthly sewerage and water bill as a sanitation charge. SWBNO retains a 3.0% administrative fee for handling the billing and collection process and remits the remainder collected to the City.

What We Found

City Ordinance⁴ authorizes the City's Department of Sanitation to set the frequency of curbside trash pickups per week. Residential trash and recyclables are currently picked up weekly in service areas 1-4. Specifically, the ordinance mandates that the Director of the Department of Sanitation designate when the collection of trash shall be made in various areas of the city. Contracts and related documentation between the City and private trash collection companies dictate the frequency of pickups. For comparison of the frequency of residential trash collection services in South Louisiana locations, trash is collected once per week in Orleans and Lafayette Parishes and twice per week in East Baton Rouge and Jefferson Parishes.

⁴ Section 138-42(a)(1)

The contracts between the City and the collection companies provide for one 96-gallon trash cart for residents living in service areas 1-4, and residents can request a second 96-gallon trash cart for free through *NOLA-311*.^{*} East Baton Rouge City-Parish charges \$7 per month, Lafayette City-Parish charges a one-time fee of \$90, and Jefferson Parish charges a one-time fee of \$85 for a second trash cart.

^{*}NOLA-311 is New Orleans' primary source of local government information and non-emergency services.

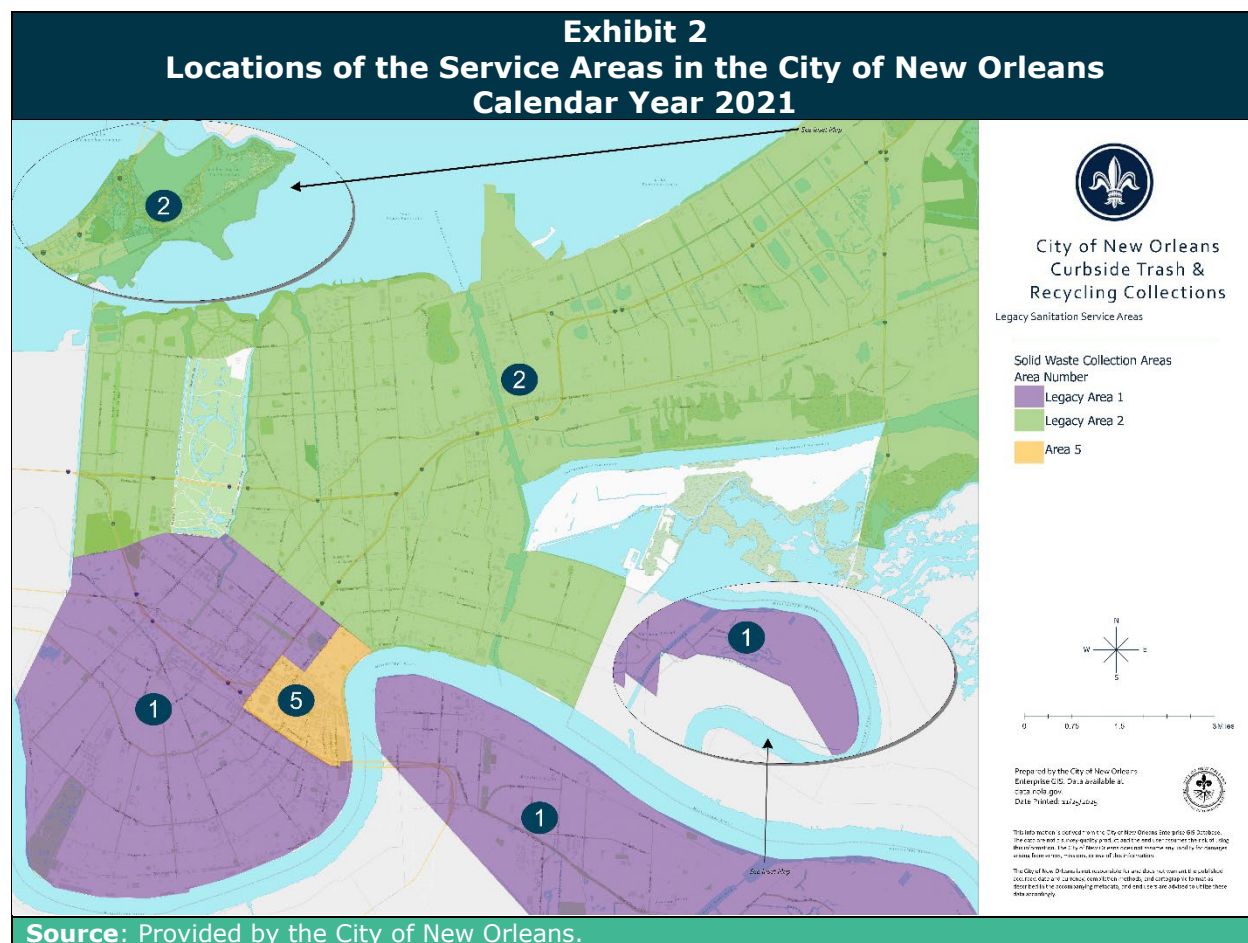
Prior to Hurricane Ida in August 2021, the City had two service areas (1 and 2) that were provided with twice-per-week curbside trash collection services and weekly curbside recyclables collection services. In a change intended to be temporary, the City reduced residential trash collection to once per week following Hurricane Ida in these service areas. However, twice-per-week services were never resumed, and companies continued to be paid at the twice-per-week rate for the duration of their contracts.⁵ According to the Department of Sanitation, prior to Hurricane Ida, the City was experiencing significant performance issues with the contractor providing trash collection in service area 2. The contractor struggled to provide contractual-level service, missing a significant number of

collections, not delivering replacement trash carts as required, etc.

Hurricane Ida exacerbated the situation in service area 2 and led to a breakdown of collection services by contractors in all service areas, preventing them from picking up trash twice per week. Media reports stated that parts of the City went weeks without trash pickup following Hurricane Ida, resulting in trash "piling up on the streets in the heat," "attracting swarms of insects and vermin," and "creating a public-health and environment concern." According to the Department of Sanitation, most of the trash consisted of food waste because residents had to empty their refrigerators after power outages, which magnified the trash's odor, and the impact of heat on the trash made it more hazardous to public health. In addition, some contractors' employees left the City because of the prolonged power outage, so these contractors did not have enough employees to provide contractually-required services. Exhibit 2 shows a map of the City with service areas as of calendar year 2021.

On August 29, 2021, Hurricane Ida made landfall and impacted the City with Category 4 hurricane force winds for over 24 hours. During the hurricane, power was lost to all residences in the City and was not returned to nearly 70% of the residences until nine days after the event. Post-event, Mayor LaToya Cantrell declared the City unsafe due to excessive power outages, extreme temperatures, and the lack of fuel available for generators. This resulted in food waste being thrown out into overflowing trash carts by households across the city, threatening a public health crisis.

⁵ The contract for service area 2 ended in October 2022, and the contract for service area 1 ended in March 2024. According to the Department of Sanitation, services under the new contracts started in November 2022 and April 2024, respectively.



According to the Department of Sanitation, as a result of accumulating trash and the hazardous conditions (such as trash building up on right-of-ways) within the City post-Hurricane Ida, the department intended to temporarily reduce trash collection services to once a week to provide some level of certainty around trash collection. To assist in the debris removal effort, the City awarded four emergency contracts and applied for Federal Emergency Management Agency funding to pay for the removal of 400,000 cubic yards of trash from household curbsides. However, according to the Department of Sanitation, twice-per-week curbside trash collection services were never resumed in service area 2 because the City did not have the capacity to do so prior to awarding new contracts (as discussed later in this report), and the City was seeking to provide continuity of trash collection services throughout service area 1. Once the City activated the emergency contracts, the City continued to receive support via those emergency contracts in service area 2 until it signed new contracts in October 2022. The contractor for service area 1 continued once-per-week trash pick-up while being paid at the twice-per-week rate until its contract ended in March 2024.

Because the City had experienced significant performance issues with the contractor in service area 2, the Department of Sanitation notified the contractor post-Hurricane Ida that the City would be procuring new trash and recyclables collection services in area 2 and canceling its contract. That contractor proceeded to

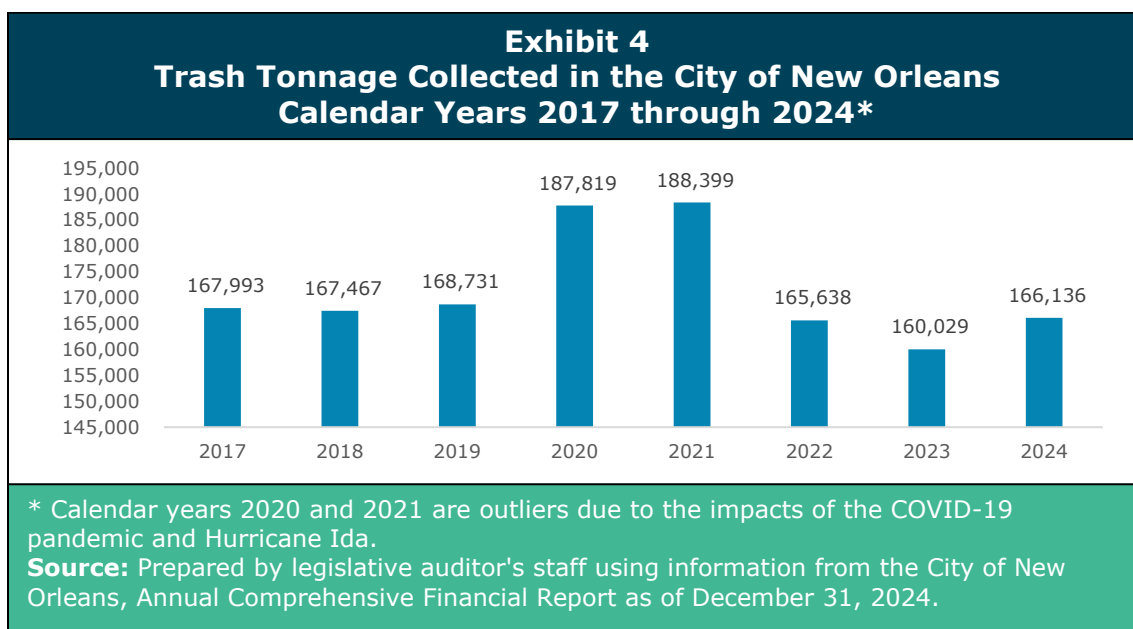
file for bankruptcy, requiring the City to settle with the contractor in order to move forward with new procurement of services. As a result of the new procurement in October 2022, the City split service area 2 into two service areas, area 2 and area 3, and new contracts stipulated once-per-week trash and recyclables collection for those areas. Exhibit 3 illustrates a timeline of major events that impacted residential trash and recyclables collection in the City.



In January 2024, the City split service area 1 into service areas 1 and 4 and entered into new contracts with private trash collection companies specifying weekly curbside residential trash and recyclables collection services, primarily due to cost. According to the Department of Sanitation, providing twice-per-week curbside collection services instead of once per week would have cost an additional \$12 million per year across service areas 1-4. The Department of Sanitation also cited additional benefits of weekly trash pickup, such as the reduction of wear and tear on the roads, of vehicle emissions and noise pollution, in the frequency of trash carts placed on the streets, and of unpleasant odors on the streets during the trash pickup days. When the Department of Sanitation analyzed the tonnage of collected trash on a weekly versus twice-per-week schedule, it found that similar amounts of trash were being collected. Specifically, the total weight of trash disposed of at the River Birch Landfill⁶ was

⁶ River Birch Landfill is located in Jefferson Parish and is the main landfill used by the City for residential household trash disposal.

167,993 tons during calendar year 2017 (when collection was twice per week), while it decreased by 1.1% to 166,136 tons during calendar year 2024 (when collected weekly), as shown in Exhibit 4.



Disruption of residential trash collection services during Hurricane Ida prompted the need for more service areas to reduce the risk of service disruption. Resulting new contracts for services included additional requirements for private trash collection companies. As a result of the previously-discussed issues with trash collection pre- and post-Hurricane Ida, the City further split its service areas into five areas instead of the previous three, to minimize any impacts due to service disruptions. According to the Department of Sanitation, residential trash and recyclables collection service contracts entered into prior to October 2022 were awarded to the lowest bidder. However, new contracts beginning October 2022 were instead focused on quality of service and included requirements for sanitation workers to wear appropriate personal protective equipment, such as safety vests, boots, and gloves. These contracts also required companies to purchase up-to-date equipment, such as new fleets of garbage trucks equipped with GPS tracking, two-way radios, and 360-degree video cameras. Further, the new contracts required companies to provide a second trash cart to eligible residents upon request at no charge. Also, the new contracts require comprehensive Continuity of Operations Plans, including the pre-positioning of lodging, meals, generator power, and fuel to facilitate the resumption of essential services within 72 hours of an event. Exhibit 5 compares contract requirements for trash collection services procured pre- and post-Hurricane Ida.

Exhibit 5 Comparison of Contract Requirements for Trash Collection Services Procured Pre- and Post-Hurricane Ida City of New Orleans		
Provisions*	Pre-Hurricane Ida	Post-Hurricane Ida**
Total Annual Cost	Area 1: \$11,386,155	Area 1: \$17,752,319 Area 4: \$5,430,000
	Area 2: \$10,709,510	Area 2: \$11,410,376 Area 3: \$7,985,231
Number of Trash Carts	One (95 gallon)	One (95 gallon), with a second provided at no cost upon request
Collection Vehicle Requirements	<ul style="list-style-type: none"> • Shall be model year 2014 or newer • Enabled GPS tracking 	<ul style="list-style-type: none"> • Vehicles manufactured in 2021 or later (for contracts procured in 2022) • Vehicles manufactured in 2023 or later (for contracts procured in 2024) • Two-way communication radio system, active real-time GPS, 360-degree view camera system
Contractor's Personnel Requirements	<ul style="list-style-type: none"> • Shall consistently demonstrate the utmost professionalism in accordance with industry standards while performing services • Shall prepare a specific health and safety plan with regard to employees, including health and safety training • Make employees available to attend annual fraud training 	<ul style="list-style-type: none"> • Shall provide and train all personnel necessary to adequately perform the service/work • Shall be permanent full-time employees • Shall provide employee benefits and worker safety programs • Shall wear appropriate personal protective equipment, including safety vests that are reflective and identifiable, safety gloves, and dust masks
* The above provisions do not include all requirements stipulated in contracts. ** Cost for the first year of the contract, subject to Consumer Price Index for All Urban Consumers (CPI-U) annual adjustments. Source: Prepared by legislative auditor's staff using information provided by the City.		

The City's new contract provisions are comparable to contracts for curbside trash collection services in other South Louisiana locations, such as in East Baton Rouge, Lafayette, and Jefferson Parishes, as shown in Exhibit 6 and in more detail in Appendix B.

Exhibit 6 Comparison of New Orleans Residential Trash Collection Service Provisions to Other South Louisiana Locations at Curbside			
Provisions	East Baton Rouge	Jefferson	Lafayette
Total Annual Cost – First Year	\$53,396,013 total for both contracts	\$38,653,284	City of Lafayette: \$14,632,189 Rural areas: \$7,103,905
Number of Trash Carts	One (96 gallon); a second cart can be purchased at additional \$7 per month	One (90 gallon); a second cart can be purchased for one-time fee of \$85	One (90 gallon); a second cart can be purchased for one-time fee of \$90
Collection vehicles requirements	1) Garbage and recycling residential collection: <ul style="list-style-type: none"> Not to exceed 7 years old; any vehicle reaching 7 years of age during the term of the contract shall be taken out of service Both in-cab and exterior cameras supported by data management platform that is 5G-enabled and compatible with City-Parish's data management system 2) Out-of-cart trash collection: All collection vehicles shall be designed to prevent leakage, spillage, or overflow	<ul style="list-style-type: none"> Must be kept in good condition and repair, be clean in appearance, and maintained in sanitary condition Broken equipment must be repaired or replaced promptly so as to avoid disruptions in service 	<ul style="list-style-type: none"> Must be new at commencement of contract, no more than 2 years old for spare vehicles Vehicles shall be removed from fleet at 5 years old and replaced by a new vehicle Vehicles must be adequately cleaned and maintained Routing software integrated directly with trucks to provide navigation and verify trash pickup
Contractor's Personnel Requirements	Both contracts: <ul style="list-style-type: none"> Contractor shall hire and maintain qualified personnel to provide service under contract Contractor must furnish each employee with a uniform and safety vest, shirt, and jacket which clearly displays the contractor's name Contractor shall provide regularly scheduled, ongoing operating and safety training for all employees 	<ul style="list-style-type: none"> Contractor shall employ, train, and supervise personnel with appropriate qualifications and experience and in sufficient numbers to provide all services required under this contract All persons engaged by contractor shall be sole and exclusive employees and shall be paid by contractor Contractor shall pay all applicable social security, unemployment, workers' compensation, and other employment taxes 	<ul style="list-style-type: none"> Contractor shall be responsible for supervision of all employees and personnel required for work under this Contract Contractor's employees at customer call center are to provide highest level of customer service; customer response time is to be monitored and tracked
Source: Prepared by legislative auditor's staff using information from governmental entities representing the listed locations.			

City Ordinance⁷ establishes two monthly fees – a \$24 sanitation fee and a \$1 recycling fee – to be paid by City residents for residential curbside trash and recyclables collection services. These fees are not related to the cost of the contracts between the City and private collection companies for the services. However, it is unclear whether the City charges the full amount of these fees, and the revenue generated from these fees is not sufficient to cover the City’s cost of providing residential trash and recyclables collection services.

While the City negotiates contracts with private collection companies regarding the City’s cost to provide services, the fees charged to residents are set in Ordinance and not based on these costs. In East Baton

The sanitation fee has not increased since 2011, while the recycling fee has not increased since it was established in 1995.

Rouge, Jefferson, and Lafayette Parishes, the fee is tied to the cost of the contract to ensure the fee covers the cost of providing services. From January 1 through October 31, 2025, the City collected \$31.7 million in sanitation fees; however, the cost of providing contractual services was \$44.7 million. The cost of providing trash and recyclables collection services is even higher when including expenses associated with the disposal of trash and processing of recyclables for the same 10-month period, which total \$4.5 million.

Prior to Hurricane Katrina in August 2005, the City charged \$13 for sanitation and recycling fees (i.e., \$12 sanitation fee and \$1 recycling fee). However, the City Council suspended the recycling fee after Hurricane Katrina until curbside

On March 17, 2010, the Office of Inspector General with the City of New Orleans issued a performance audit report on the Department of Sanitation Contract Oversight. This report found that the \$12 monthly sanitation fee collected for each City serviced location was not sufficient to pay for trash collection and was not related to the cost of collection.

recyclables collection could resume. The City resumed curbside recyclables collection in May 2011; however, it is unclear whether it resumed charging the recycling fee at that time.

According to the Department of Finance, it assumes that the \$1 recycling fee is included in the current \$24 sanitation fee.⁸ The City Council should clarify whether the \$1 recycling fee is actually included in the current sanitation fee or if an additional \$1 needs to be assessed to residents, since curbside recycling services have resumed.

City Ordinances⁹ also provide for exemption from any increase in the sanitation fee above the rates in effect December 1, 2000, (which was \$10) and from the recycling fee for 12 months for any head of household who is 65 years of age or older and whose household income does not exceed the standard for low-income households, which is established by the U.S. Department of Housing and Urban Development. In comparison, Jefferson and Lafayette Parishes do not offer reduced or exempted fees, while East Baton Rouge Parish’s reduced sanitation fee is \$30.73 per month. Because the current \$24 sanitation fee does not cover the cost of residential curbside trash and recyclables collection, the City has to use

⁷ Sections 138-57 and 138-63

⁸ The City Council increased the sanitation fee from \$12 to \$24 in January 2011.

⁹ Sections 138-58 and 138-63

other general fund revenue to cover the deficit. According to an October 2025 LLA report, [City of New Orleans Budget Deficit Analysis](#), the total estimated budget deficit for the City would be \$159.7 million as of December 31, 2025.¹⁰ Based on this estimation, the residential trash deficit of \$17.5 million represents 11.0% of the City's total projected year-end deficit, as shown in Exhibit 7.

Exhibit 7 Residential Trash and Recyclables Collection Fee Charges and Relevant Expenditures City of New Orleans, Service Areas 1-5 Period of January 1, 2025, through October 31, 2025		
Relevant Revenue and Expenditure Categories		Amount
Sanitation Fee Charges - Net Collected		\$31,671,127
Trash and Recyclables Collection Contracts Expenditures	(\$44,661,124)	
Disposal Expenditures	(\$4,509,991)	
Total Relevant Expenditures		(\$49,171,115)
Sanitation Spending Deficit		(\$17,499,988)
Estimated FY25 Budget Deficit - City of New Orleans		(\$159,775,610)
Sanitation Spending Deficit as a percentage of the City's total estimated FY25 budget deficit		11.0%
Source: Prepared by the legislative auditor's staff using information provided by the City of New Orleans and the <i>City of New Orleans Budget Deficit Analysis</i> report (October 2025).		

Contracts in East Baton Rouge, Jefferson, and Lafayette Parishes ensure that the residential fee collected increases over time to cover any increases in the cost of services. However, New Orleans City Ordinance is not tied to the actual cost of services and does not allow for fee increases despite the City's cost for private trash collection increasing twice per year, as specified in the contracts.¹¹ Exhibit 8 compares relevant key information about residential trash collection services in New Orleans and other South Louisiana locations.

¹⁰ [City of New Orleans Budget Deficit Analysis \(October 2025\)](#).
[https://app2.lla.state.la.us/publicreports.nsf/0/2902ba587cfdaa1186258d24005bf200/\\$file/00008d9c.pdf?openelement&.7773098](https://app2.lla.state.la.us/publicreports.nsf/0/2902ba587cfdaa1186258d24005bf200/$file/00008d9c.pdf?openelement&.7773098)

¹¹ One of these increases is done as an annual adjustment based on the Consumer Price Index for all URBAN Consumers.

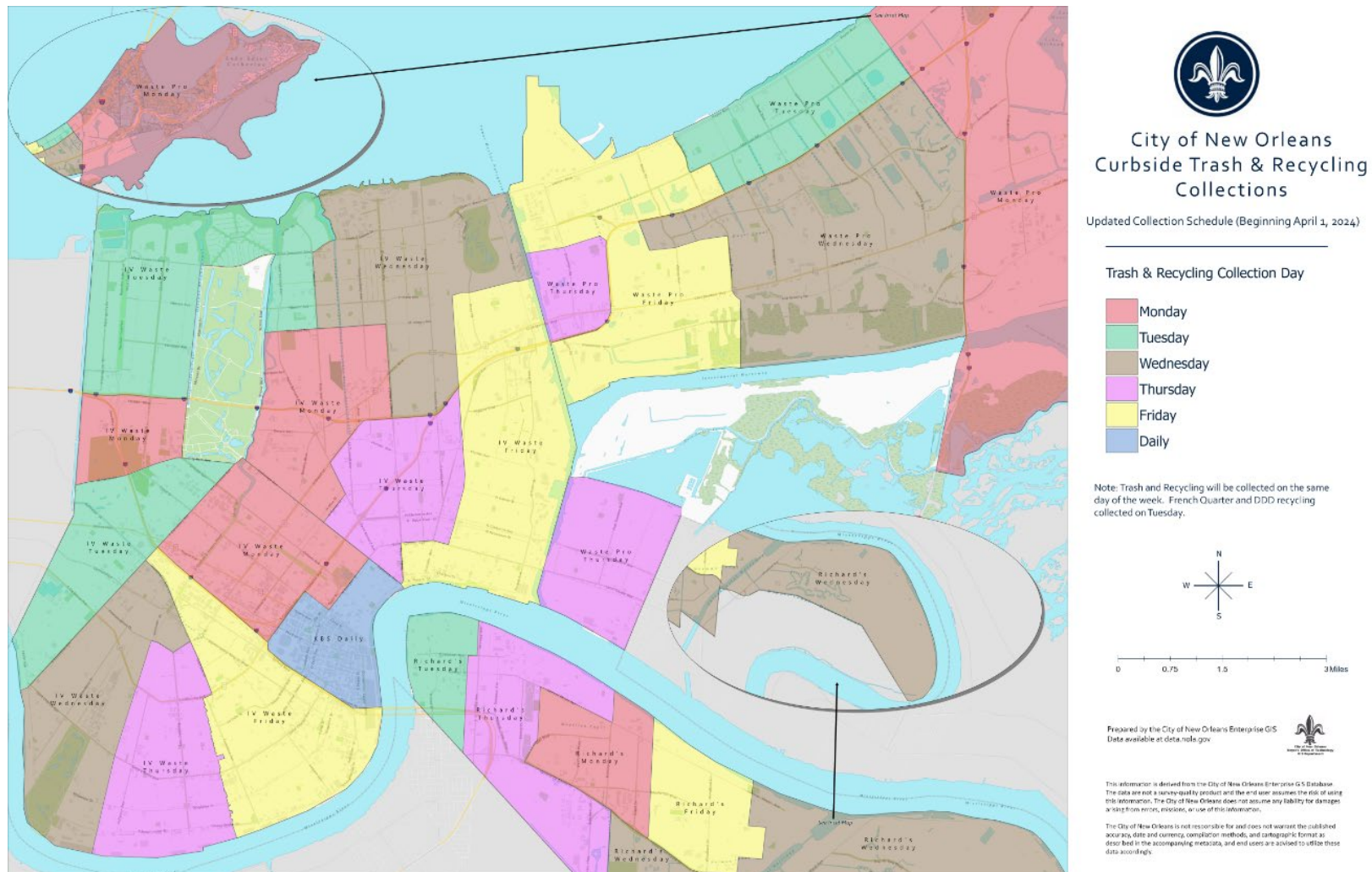
Exhibit 8 Comparison of New Orleans Residential Trash and Recyclables Collection Services to Other South Louisiana Locations Calendar Year 2025				
Location	Pickup Frequency Per Week	Current Sanitation and Recycling Monthly Fee	Annual Fee Adjustments	Reduced/Exempt Sanitation Fee for Eligible Residents
New Orleans	Weekly for both trash and recyclables collection;* Weekly and by 311 requests for out-of-cart trash collection	\$24.00	None	Yes, <ul style="list-style-type: none"> • reduced sanitation fee is \$10 per month • exempt recycling fee is \$0 per month
Baton Rouge	Twice-per-week garbage collection; Weekly out-of-cart trash collection; Weekly recyclables collection	\$35.23	Yes, once a year on January 1 to cover all costs associated with services - subject to the council approval	Yes, reduced fee is \$30.73 per month
Jefferson	Twice a week trash collection; Weekly out-of-cart trash collection; No curbside recyclables collection	\$25.93	Yes, adjusted annually based on 12-month percentage change in the CPI-U	None
Lafayette	Weekly for both trash and recyclables collection;** Weekly out-of-cart trash collection	\$32.91***	Yes, to defray the expense of collection, transportation, and disposal of solid waste, yard waste, bulky waste, and recyclables	None
<p>* Service areas 1-4</p> <p>** No curbside recyclables collection services for residents in unincorporated areas of Lafayette Parish.</p> <p>*** The monthly fee is \$29.75 for residents in unincorporated areas of Lafayette Parish.</p> <p>Source: Prepared by legislative auditor's staff using information from governmental entities representing the listed locations.</p>				

Matter for City Council Consideration 1: The New Orleans City Council should consider whether the \$24 monthly sanitation fee needs to be increased to cover the costs of providing curbside residential trash collection services.

Matter for City Council Consideration 2: The New Orleans City Council should clarify whether the \$1 recycling fee is included in the current sanitation fee or if an additional \$1 needs to be assessed to residents since curbside recyclables collection services have resumed.

Matter for City Council Consideration 3: If the New Orleans City Council determines that the \$1 recycling fee should be assessed, it should consider whether the recycling fee needs to be increased to cover the costs of providing residential curbside recyclables collection services.

APPENDIX A: CITY OF NEW ORLEANS CURBSIDE TRASH AND RECYCLABLES COLLECTION DAYS AS OF DECEMBER 2025



APPENDIX B: COMPARISON OF NEW ORLEANS RESIDENTIAL TRASH COLLECTION SERVICES TO OTHER SOUTH LOUISIANA LOCATIONS

Provision	New Orleans	East Baton Rouge	Jefferson	Lafayette
Services	<ul style="list-style-type: none"> • Curbside solid waste collection (includes solid waste, bulky waste, white goods, E-waste, waste tires, dead animals, Christmas trees) • Curbside recyclables collection (including collection, transport, processing, and marketing) • Emergency collection 	1) Curbside garbage and recycling residential collection: <ul style="list-style-type: none"> • Municipal solid waste and recycling services • Recyclables processing services • Additional services (e.g., city-parish events services, large container services, compactor services) 2) Curbside out-of-cart trash collection	<ul style="list-style-type: none"> • Collection from residential and small business units, bus stops and terminals • Operation of trash drop-off sites • Special collection of Christmas trees, and services such as special event waste collection and emergency post-disaster waste collection services 	<ul style="list-style-type: none"> • Collection and disposal of waste material (including at special events) • Operation of the Environmental Quality Convenience Center (primarily for the use of residents to dispose garbage, bulky waste, construction debris, white goods, recycling, and other residential solid waste at no charge)
Geographic Area	City of New Orleans, service areas 1-4	Parish of East Baton Rouge, including the City of Baton Rouge and the City of Central, and excluding the city limits of the City of Baker and the City of Zachary	All unincorporated areas of East and West Banks of Jefferson Parish, including the Town of Jean Lafitte (Consolidated Garbage District No.1)	The city limits of Lafayette and the rural area of the Parish of Lafayette
Contract Start Date	Area 1 & 4: 4/1/2024 Area 2 & 3: 11/1/2022	Both contracts: 3/1/2023	1/1/2024	11/1/2023
Contract Term	7 years; no renewal	Both contracts: 7 years; not to exceed a combined total of 3 years for renewal	5 years; up to 5 additional years upon the same terms, costs and conditions of the original agreement for renewal	5 years; may be extended for a single additional term of 5 years
Curbside Trash Collection Services	Weekly	Twice per week	Twice per week	Weekly

Provision	New Orleans	East Baton Rouge	Jefferson	Lafayette
Curbside Recycling Services	Weekly	Weekly	No curbside recycling services	Weekly*
Total Annual Cost – First Year	Area 1: \$17,752,319 Area 2: \$11,410,376 Area 3: \$7,985,231 Area 4: \$5,430,000	\$53,396,013 total for both contracts	\$38,653,284	City of Lafayette: \$14,632,189 Rural areas: \$7,103,905
Number of Eligible Units/ Service Locations	Area 1: 64,404 Area 2: 45,021 Area 3: 25,321 Area 4: 18,100	133,307	113,000	<ul style="list-style-type: none"> • 40,216 within the City of Lafayette • 18,728 rural area households
Collection Vehicles Requirements	<ul style="list-style-type: none"> • Vehicles manufactured in 2021 or later (for contracts procured in 2022) • Vehicles manufactured in 2023 or later (for contracts procured in 2024) • Two-way communication radio system, active real-time GPS, 360-degree view camera system 	1) Garbage and recycling residential collection: <ul style="list-style-type: none"> • Not to exceed 7 years old; any vehicle reaching 7 years of age during the term of the contract shall be taken out of service • Both in-cab and exterior cameras supported by a data management platform that is 5G-enabled and compatible with the City-Parish's data management system 2) Out-of-cart trash collection: All collection vehicles shall be designed to prevent leakage, spillage, or overflow	<ul style="list-style-type: none"> • Must be kept in good condition and repair, be clean in appearance, and maintained in sanitary condition • Broken equipment must be repaired or replaced promptly so as to avoid disruptions in service 	<ul style="list-style-type: none"> • Must be new at commencement of contract, no more than 2 years old for spare vehicles • Vehicles shall be removed from fleet at 5 years old and replaced by a new vehicle • Vehicles must be adequately cleaned and maintained • Routing software integrated directly with trucks to provide navigation and verify trash pickup
Number of Trash Carts	One (95 gallon), with a second provided at no cost upon request	One (96 gallon); a second cart can be purchased at additional \$7 per month	One (90 gallon); a second cart can be purchased for a one-time fee of \$85	One (90 gallon); a second cart can be purchased for a one-time fee of \$90

Provision	New Orleans	East Baton Rouge	Jefferson	Lafayette
Trash carts	<p>Contractor shall be responsible for:</p> <ul style="list-style-type: none"> • purchasing, storing, and distributing all curbside solid waste collection carts for eligible locations • maintaining carts to ensure carts are in a serviceable condition • proactively repairing or replacing broken lids and wheels • replacing any cart that is no longer in a serviceable condition • locating and replacing missing or stolen carts • maintaining a comprehensive database of all carts issued to service locations, including the cart serial number and date issued 	<p>Contractor:</p> <ul style="list-style-type: none"> • shall utilize existing City-Parish owned carts for provision of services • is responsible for cart operations • shall repair or exchange existing carts with replacement carts as requested by the City-Parish • shall develop and maintain a database which contains Cart ID or serial number; location and date of delivery of each cart; occurrences of maintenance, repairs, and replacement performed for each cart; number, type, and capacity of carts • shall be required to conduct infield cart data collection activities to establish number of carts being serviced - once every 3 years <p>City-Parish retains ownership of all solid waste carts</p>	<ul style="list-style-type: none"> • Contractor is solely responsible for the purchasing, storage, and distribution of solid waste material carts • The replacement of carts shall be solely the Contractor's responsibility if a cart is stolen and a police report is provided • Contractor shall also repair or replace carts free of charge if damaged during collection operations • Contractor should anticipate replacing carts at least once over the course of the first 5 years of the contract 	<ul style="list-style-type: none"> • All solid waste carts and recycling carts must be new and be different colors • All carts, containers and any other equipment that contractor furnishes under this contract shall remain contractor's property • Contractor agrees that if the initially furnished cart is broken through no fault of the resident or if the cart cannot be used as a result of normal wear and tear, or if a cart is stolen and the resident owner has filed a police report, contractor shall replace same without charge • Contractor shall maintain a complete inventory of all real and personal property, building, furnishings, containers, vehicles and any other pieces of equipment necessary for the performance of this contract
Personnel standards	<p>Contractor:</p> <ul style="list-style-type: none"> • Shall provide and train all personnel necessary to adequately perform the service/work • Shall be permanent full-time employees 	<p>Both contracts:</p> <p>Contractor:</p> <ul style="list-style-type: none"> • Shall hire and maintain qualified personnel to provide service under contract • Must furnish each employee with a uniform 	<ul style="list-style-type: none"> • Contractor shall employ, train, and supervise personnel with appropriate qualifications and experience and in sufficient numbers to provide all services 	<ul style="list-style-type: none"> • Contractor shall be responsible for supervision of all employees and personnel required for the work under this contract • Contractor's employees at the customer call center are to provide the highest level

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	<ul style="list-style-type: none"> • Shall provide employee benefits and worker safety programs • Shall wear appropriate personal protective equipment, including safety vests that are reflective and identifiable, safety gloves, and dust masks 	<p>and safety vest, shirt, and jacket which clearly displays the contractor's name</p> <ul style="list-style-type: none"> • Shall provide regularly scheduled, on-going operating and safety training for all employees 	<p>required under this contract</p> <ul style="list-style-type: none"> • All persons engaged by contractor shall be the sole and exclusive employees and shall be paid by contractor • Contractor shall pay all applicable social security, unemployment, workers' compensation, and other employment taxes 	<p>of customer service; customer response time is to be monitored and tracked</p>
Customer Service	<ul style="list-style-type: none"> • Contractor must provide a public information, complaint intake, and complaint resolution system, including a telephone number and email address manned during collection hours • The City's 311 system will serve as the database of record for all service requests and complaints • Contractor shall be responsible for the daily entering of all relevant data from calls/emails and service requests in the City's 311 system • Contractor shall take any and all steps necessary to resolve service requests within the timeframes outlined in the contract 	<p>1) Garbage and recycling residential collection:</p> <ul style="list-style-type: none"> • Contractor shall maintain a customer service office at a location approved by the City-Parish • All customer service requests are directed to the contractor • For all complaints and/or service requests, whether received by the City-Parish or the contractor, the contractor shall resolve each complaint <p>2) Out-of-cart trash collection:</p> <ul style="list-style-type: none"> • Contractor shall maintain a customer service office at a location approved by the City-Parish • City-Parish personnel shall receive and document all 	<ul style="list-style-type: none"> • Contractor must provide a public information, complaint intake, and complaint resolution system, along with other customer related services • Minimally, contractor must provide four customer service representatives and a Customer Service Manager available to take calls during collection hours • Customer service representatives shall handle questions regarding collection schedules, quantities, size limitations, acceptable materials, other services provided, and resolve customer complaints and collection requests • Contractor must maintain broadband internet and shall have the 	<ul style="list-style-type: none"> • Contractor shall maintain an office or such other facilities which it can be contacted by direct visit or by local (toll free) call from anywhere in service area during regular collection days • All complaints shall be made or referred to contractor and should be given prompt and courteous attention • The contractor shall report the number and nature of complaints and missed collections received from the public

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		<p>customer service requests received through the 311 system pertaining to out-of-cart waste services</p> <ul style="list-style-type: none"> • Upon receipt of each 311 report, the contractor shall be responsible for handling, responding to, and resolving customer complaints and/or fulfilling service requests 	<p>capabilities to connect with the Jefferson Parish Work Management System</p>	
Annual Rate Adjustments	<ol style="list-style-type: none"> 1) Adjusted annually to the Consumer Price Index for All Urban Consumers (CPI-U). In no instance shall the service fees of the Contractor be decreased. 2) Service Location adjustments every six months (semi-annually) 	<ol style="list-style-type: none"> 1) Garbage and recycling residential collection: <ul style="list-style-type: none"> • All established rates will be increased by 4.0% per year • The contractor may petition the City-Parish for additional rate adjustments at reasonable times based on increases in cost of operations, caused by factors, such as revised laws, ordinances, regulations, and for other similar reasons 2) Out-of-cart trash collection: <ul style="list-style-type: none"> • All rates as established in the contract may be adjusted, increased or decreased. Rate adjustments may be requested by the 	<p>The service fee will be adjusted upward or downward annually based on the percentage change in the CPI-U or 5%, whichever is less.</p>	<p>Base residential rate may be adjusted annually to reflect changes in the cost of operations as reflected by fluctuations in the CPI-U "Garbage Index" and the average price data for diesel. The composite positive or negative change shall be applied to the existing Base Residential Rate to derive the rate that will be applied during the following 12-month period of the contract. The increase in any one fiscal year shall be limited to a maximum of 8%.</p>

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		<p>contractor on an annual basis and shall meet requirements specified in contract.</p> <ul style="list-style-type: none"> • Company shall increase the rates for all services effective on each anniversary of the effective date of this Agreement in an amount equal to 4.0% • The contractor may petition the City-Parish for additional rate adjustments at reasonable times based on increases in cost of operations, caused by factors, such as revised laws, ordinances, regulations, and for other similar reasons 		
Liquidated Damages/ Administrative Charges	<ul style="list-style-type: none"> • If the contractor breaches its designated obligations as set forth in the contract, the contractor shall pay to the City liquidated damages as set in the contract • The City reserves the right to offset the foregoing liquidated damages from any monthly payment due to contractor 	Both contracts: The City-Parish may withhold payment from the contractor in specified amounts for failure to fulfill its obligations (subject to rate adjustments resulting in upward adjustments)	<ul style="list-style-type: none"> • Failure by contractor to properly collect solid waste from a service unit on the designated curbside collection day shall subject contractor to liquidated damages as described in the contract • The parish reserves the right to offset the foregoing liquidated damages from any monthly payment due to contractor 	Any penalties associated with failure to perform as described in contract shall be deducted from monthly payment to contractor
<p>* Curbside recycling services are provided to households in the City of Lafayette and not to households in unincorporated Lafayette Parish. Source: Prepared by legislative auditor's staff using information from governmental entities representing the listed locations.</p>				