



**LaToya Cantrell**  
Mayor

**CITY OF NEW ORLEANS  
DEPARTMENT OF SANITATION  
1300 PERDIDO STREET  
SUITE 1W30  
NEW ORLEANS, LA 70112**



**Matt Torri**  
Director

August 3, 2021

**Via Email and U.S. Mail**

Mr. Jimmie M. Woods  
Mr. Glenn H. Woods  
Metro Service Group, Inc.  
9641 Old Gentilly Road  
New Orleans, LA 70127

**RE: METRO COLLECTIONS STABILIZATION UPDATE**

Gentlemen:

We write to notify you of the status of twice weekly solid waste collection services and once weekly recycling collection services in Service Area 2 pursuant to the contract between the City of New Orleans (the "City") and Metro Service Group, Inc. ("Metro"), which contract relates to Bid Proposal No. 3010-02080.

We trust that you would agree that among other things, this last month has shown us that we need to continue to work collaboratively to further stabilize Metro's operations to protect against old and new challenges, including limited resources, severe weather, and COVID-19 resurgence.

As you know, during our joint presentation at the City Council Special Budget and Public Works Committee Meeting on July 8, 2021 ("Council Meeting"), we communicated a plan for stabilizing collections by July 31, 2021.

To that end, the City applauds the steps that Metro has taken to stabilize collections, hiring seven new drivers since the July 8<sup>th</sup> Council Meeting and solidifying partnerships with solid waste providers to provide additional crews and equipment.

Unfortunately, as of August 3, 2021, Metro reported that collections in Service Area 2 remain a half-day behind. Metro has communicated that it expects to be completely caught up by August 10, 2021, and we fully anticipate that Metro will realize this goal by the target date.

Furthermore, in order to maintain this momentum, Metro has outlined plans in recent meetings to continue to aggressively expand its workforce via increased compensation and direct

recruitment campaigns, while also finalizing long-term agreements with the solid waste providers to supplement Metro's operations. The City fully supports Metro's plans, and as a byproduct of the stabilized collections, the City looks forward to Metro returning the proper focus to their fleet maintenance and timely service request fulfillment via its 311 queue.

Lastly, while the City is optimistic that Metro will be able to maintain their stabilized collections, failure to consistently deliver these contracted services for the duration of the contract may result in the City assessing damages, as nothing contained herein shall be deemed to waive or limit any rights or remedies that may be available to the City under the contract or at law or in equity.

Sincerely,

A handwritten signature in blue ink, consisting of a series of connected loops and a long horizontal stroke that tapers to the right.

Matt Torri  
Director, Department of Sanitation

cc: Ramsey Green  
Sunni LeBeouf  
Clifton Davis  
Daniel Davillier