



October 14, 2022

Matt Torri  
Director, Department of Sanitation  
City of New Orleans  
Department of Sanitation  
1300 Perdido Street, Suite 1W30  
New Orleans, Louisiana 70112

Via Email

RE: Response to your October 14, 2022 Letter to Metro Service Group, Inc.

Mr. Torri:

I am in receipt of your letter from earlier today. With respect to the request to resume twice weekly solid waste collection and once weekly recycling materials collection, Metro will comply with the contract terms, as it has for many years. However, we would like to meet to discuss a mutually acceptable schedule to resume such work under the contract. As you know, the City directed Metro to switch to once per week solid waste collection, and the City directed Metro to cease recycling collections after the start of the pandemic. Additionally, the City publicly announced that Metro's contract was ending and new contracts were starting on November 7, 2022. That caused several of Metro's drivers to leave and accept work with the other companies that the City announced would be handling Metro's service area starting on Nov. 7. This was real harm caused to Metro by the City's announcements. As you well know, changing the collection schedule requires planning and coordination. We also need to ensure that the message to the public about service under the contract is clear and coordinated.

With respect to the directive that Metro "shall immediately discontinue use of the emergency transfer station", we have asked you to clarify whether such emergency transfer station is closing, or if it will continue to operate for other waste collection companies in the City, just not Metro. Please clarify that issue. You also indicated in your letter that the City will continue to utilize additional contractors at its discretion. Obviously, it is important to Metro to know whether any other contractors are being engaged to collect solid waste in Metro's service area under its contract. We ask again that Metro be informed if any other contractors are authorized by the City to pick up solid waste in Metro's service area.

Please let us know when you are available to meet to discuss a reasonable timeline for resuming twice weekly solid waste collection and once per week recycling collection in Metro's service area. I'm sure you would agree that it is important to get accurate information to the citizens about the service schedule. Thank you.

Regards,

A handwritten signature in black ink, appearing to read "Glenn Woods".

Glenn Woods

CC: Jimmie Woods  
Douglas Drapper