

OFFICE OF INSPECTOR GENERAL
CITY OF NEW ORLEANS



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IG Releases Results of Citizen Survey

The New Orleans Inspector General today released the results of a survey conducted to verify the accuracy of the address lists used by the City's trash collectors to bill for their services. The survey was undertaken by the OIG and Common Good, with assistance from the Beacon of Hope Resource Center and lowernine.org. Sixty-five citizen volunteers participated in the survey by inspecting properties throughout the City.

Six percent of the addresses sampled from Metro Disposal, Inc.'s list and seven percent of the sample from Richard's Disposal, Inc.'s list were determined to be ineligible for City-funded trash collection. The sample selected from SDT Waste and Debris Services, LLC's collection area, which includes the French Quarter and the Downtown Development District, had a much higher proportion of ineligible addresses. Twenty percent of SDT's sample consisted of hotels, bars, multi-unit residential complexes or other properties that should not be receiving trash collection services from the City.

Inspector General Ed Quatrevaux said, "The City owes a debt of gratitude to the citizens who volunteered their time to make this survey possible. The results show that the error rates for the Metro and Richard's contracts are not extraordinary given the difficulty inherent in maintaining an accurate count. The proportion of ineligible properties on the SDT list, however, is unacceptable. The results also show that the City could save between \$600,000 and \$3.6 million by investing more effort in contract oversight to ensure that the housecounts are accurate."

The report is attached to this press release. Other reports issued by the Office of Inspector General can be viewed and downloaded from the website at <http://www.nolaoig.org>.

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