

WELCOME HOME TO BATON ROUGE



Whether you are new to our community, returning home after some time away, or recently relocated to a new part of town, I want to extend to you a warm welcome home. Baton Rouge is a wonderful place to live and our community is only getting better. Please take a moment to review the information below that includes a helpful overview on some of our City-Parish services that you will utilize often in your new home. I hope you enjoy your time here, and again – welcome to your new home and neighborhood. Please don't hesitate to contact my office should you ever have questions, needs, or concerns.

Sincerely,

Sharon Weston Broome
Mayor-President
(225) 389-3100 | mayor@brla.gov

RED STICK 311

Requesting a service or reporting an issue has never been easier in Baton Rouge thanks to our Red Stick 311 system, which was designed for the "on the go" user. Contact our 311 Call Center any time Monday through Friday between 7:30 a.m. and 5 p.m., request services online at 311.brla.gov, or download our free Red Stick 311 mobile app, which allows you to take pictures of your issue to submit with your service request and easily pinpoint the location where to send our crews. Some of the services we provide through our 311 system include:

GENERAL INFORMATION (HOURS AND LOCATION)

MISSED PICKUPS FOR GARBAGE, TRASH AND RECYCLING

POTHoles

TREE/BRANCH HAZARDS

UNPERMITTED CONSTRUCTION ZONING VIOLATIONS

SEWER BACKUPS

TRAFFIC SIGNAL MALFUNCTIONS (STREET SIGN AND TRAFFIC LIGHT RELATED CONCERNS)

SIDEWALK CONCERNS (DAMAGED OR IN NEED OF REPAIR)

HOUSING CONDITIONS (OVERGROWN LOTS, JUNK OR INOPERATIVE VEHICLES)



SEWER AND SOLID WASTE USER FEES

Each month, you will receive a single bill to cover two service fees for solid waste (garbage and recycling) and sewer services*:

SEWER USER FEE: DETERMINED BY YOUR AVERAGE WATER CONSUMPTION

SOLID WASTE USER FEE: COVERS THE EXPENSES ASSOCIATED WITH CURBSIDE COLLECTION AND DISPOSAL OF GARBAGE, TRASH, AND/OR RECYCLING FOR RESIDENTIAL CUSTOMERS

*Please note that your sewer user fee is determined by your average water consumption. For new residential customers, this fee is based on an average water consumption of 11.5 hundred cubic feet. Billing adjustments are made after three full months of water consumption is available. A credit is issued to customers with water consumption below the average and the monthly fee is adjusted.

If you have questions about your bill, call our Service Fee Business Office at (225) 389-5378. For more information on these fees and the City-Parish ordinances that govern them, visit brla.gov/servicefees.

CITY OF BATON ROUGE
PARISH OF EAST BATON ROUGE

BR

 WWW.BRLA.GOV

 THE CITY OF BATON ROUGE

 @THECITYOFBR

 NEXTDOOR.COM/AGENCY/CITY-OF-BATON-ROUGE

GARBAGE AND RECYCLING



GARBAGE

All garbage, trash, and recycling should be at your curbside with lids closed for pick-up between 5 a.m. and 8 p.m. on your scheduled days, otherwise, they may not get picked up. Garbage carts are assigned a permanent address and should not be removed from their designated address. If you do not have a garbage cart at your new address, you can request one by calling 3-1-1, going online to 311.brla.gov, or downloading the free Red Stick Ready 311 mobile app.

If you aren't sure when your garbage is typically collected, visit brla.gov/mgs to access the "My Government Services" portal. From there, you can simply enter your address and learn more about your collection schedule, as well as other services available near your home.





BULKY TRASH SUCH AS OLD FURNITURE, BAGGED YARD WASTE, WOODY WASTE, MATTRESSES, AND LUMBER SHOULD BE PLACED IN AN UNBUNDLED TRASH PILE FOR ONCE-WEEKLY COLLECTION

Please remember to set any bulky trash piles at least three feet from your garbage cart, which will help our crews quickly collect these items and move onto the next house.


RECYCLING

As a resident of East Baton Rouge Parish, you pay a monthly solid waste service fee that covers the costs associated with year-round garbage and recycling services. By paying this fee, you are entitled to a recycling cart and the services that come with it. You must request a cart in order to begin your recycling service – simply call 311, go online to 311.brla.gov, or download the free Red Stick 311 mobile app to request yours today. Your weekly recycling cart pick-up schedule can be found at the My Government Services portal, located at brla.gov/mgs.


The following are some of the most commonly used materials that you may put into your recycling cart. For a full list of what is good and bad for your recycling cart, and our environment, visit brla.gov/recycle.




GLASS: CLEAR, BROWN, AND GREEN FOOD AND DRINK BOTTLES AND JARS



PLASTIC: PLASTICS #1-#6, FOOD AND BEVERAGE CONTAINERS, PRESCRIPTION BOTTLES, DETERGENT AND SHAMPOO BOTTLES, RINSED HOUSEHOLD CLEANER AND BLEACH BOTTLES, FLOWER POTS, BUCKETS (REMOVE HANDLES)



PAPER: DRINK BOXES AND CARTONS, PAPER BAGS, NEWSPAPER, MAGAZINES, PAPERBACK BOOKS, GIFT WRAP, ENVELOPES, SHREDDED PAPER (SEAL IN CLEAR PLASTIC BAG), CORRUGATED CARDBOARD AND PAPER BOXES (PLACE FLATTENED BOXES TOO LARGE BESIDE THE CART)



METAL: RINSED ALUMINUM, TIN, AND METAL ALLOY, AND BEVERAGE, FOOD, AND PET FOOD CANS AND LIDS; ALUMINUM FOIL, PIE PANS

WHAT NOT TO RECYCLE


Garbage should NEVER be put into your recycling cart, which contaminates other recyclables when they are processed at our material recovery facility

No household hazardous waste allowed in your recycling cart or at the curb. If you find yourself needing to dispose of hazardous materials like chemicals, paint, and bleaches, please store these materials safely and bring them to our semi-annual Household Hazardous Materials Collection Day – held each spring and fall. Join us for one of these collection days or recycling many of these materials year-round – learn more at brla.gov/recycle.


HELP STOP THE FOG

Sewer systems face problems when trash and debris accumulate in pipes or in pumping stations. Your toilet and sink drains are the most common way that trash and debris enter the sewer system. Sewer back-ups create major inconveniences for residents, while costing taxpayers millions of dollars each year to compensate affected homeowners and fix damaged sewer pipes. Fats, oils, and grease – codenamed FOG – often come from leftovers related to food preparation, packaged foods, and food scraps, and should NEVER be put down the sink or drain. Remember, the next time you go to put something down the drain, remember what's good. For more information about what's good for our sewer system and other ways to stop the FOG, visit brla.gov/des.


Check out these helpful tips for how to stop the FOG next time you're cooking up a great meal:



1 COOL IT: LET GREASE SIT AFTER COOKING UNTIL IT IS COOL AND SAFE TO HANDLE.



2 CAN IT: TRANSFER GREASE TO A DISPOSABLE CONTAINER, LIKE AN ALUMINUM FOOD CAN.



3 TRASH IT: PUT GREASE INTO A TRASH BAG AND YOUR GARBAGE CART FOR NORMAL COLLECTION.

YOUR STORM DRAIN IS NOT A COMPOST BIN



LEAVES, MULCH, GRASS CLIPPINGS, AND TRASH SHOULD NEVER BE PUT DOWN YOUR STORM DRAIN, WHICH CAN CAUSE STREET FLOODING IN YOUR NEIGHBORHOOD.