



# Solid Waste Management – Special Waste Services Audit (A2026-01)

ISSUED JANUARY 2026

## Office of Internal Audit

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## **OUR MISSION**

Provide independent, objective assurance and consulting services designed to add value and improve the City of Fayetteville's operations.

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# Audit Report Summary

Issued January 2026

## **Why We Did This Audit:**

The Solid Waste Division provided collection services for waste materials that were not included in the annual residential solid waste fee. These services were offered for a fee as detailed in the annual fee schedule adopted by the City Council.

This audit was performed to provide assurance the Division's process was working as intended and fees were assessed in compliance with the adopted fee schedule.

## **Objectives:**

Determine if Solid Waste Division special waste services were:

1. Performed and fees were assessed in compliance with the fiscal year 2025 adopted fee schedule, and
2. Delivered in accordance with the Division's turnaround standards.

## **Scope:**

Special waste service requests for the period July 1, 2024 through June 30, 2025.

## **What We Did:**

- Conducted process walkthroughs with Division staff.
- Compared completed work orders to payments collected to determine if payments were collected for the services provided.
- Selected a sample of work orders and traced them to corresponding service requests and point of sale payment transactions to test timeliness of services provided.

## **What We Found:**

- The Solid Waste Division was providing timely service based on the Division's turn around standards.
- 35 of 36 work orders were closed within 6 days of opening, excluding weekends and holidays. The remaining work order was for an event scheduled one month later.
- The Division had processes in place for the execution of special waste services that appeared to be effective.
- Fees were not collected for the 278 work orders for the pickup of commodes; however these fell under the Household Construction Debris Pickup fee on the fee schedule.

### **Household Construction Debris Pickup**

Generated by contractor	Not offered
Under 10 cubic yards	\$50.00 per load, scheduled
10 - 20 cubic yards	\$100.00 per load, scheduled
More than 20 cubic yards	\$357.00 per load, scheduled

## **What We Recommended:**

The Solid Waste Division should either update the fee schedule to be consistent with current practice which would require City Council adoption or begin charging for the collection of commodes as required by the current fee schedule.

# Solid Waste Management – Special Waste Services (A2026-01)



The Office of Internal Audit has completed the audit of Solid Waste Management – Special Waste Services as approved by the Audit Committee as part of the Fiscal Year 2026 Annual Audit Plan.

## Objective and Scope

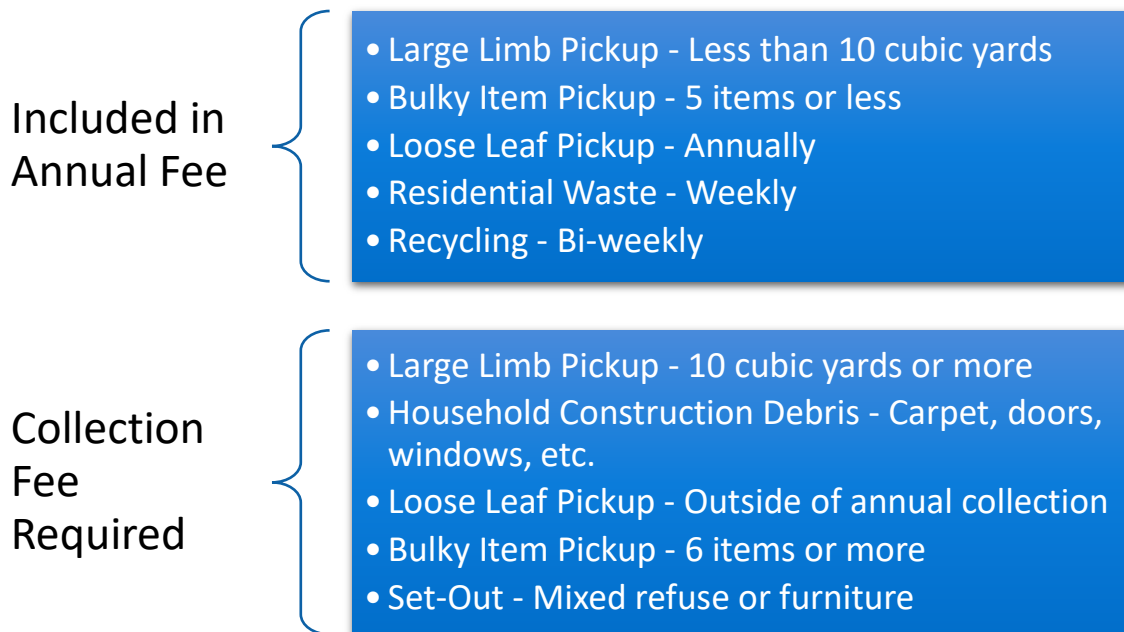
The objectives of this audit were to determine if Solid Waste special waste services were:

- Performed and fees were assessed in compliance with the fiscal year 2025 adopted fee schedule; and
- Delivered in accordance with Division’s turnaround standards.

The scope of the audit included special waste service requests for the period July 1, 2024 through June 30, 2025.

## Background

The Solid Waste Division provided solid waste services which were paid by City residents through the 'Residential Solid Waste Fee'. The City also provided other collection services at an additional cost as detailed in the fee schedule adopted by the City Council annually.



For collection outside of the weekly residential waste, bi-weekly recycling and annual loose leaf pickups, residents can initiate a service request through several channels, including contacting the 1FAY Call Center, the FayFixIt mobile app and web page, or contacting the Division directly. Once a request is submitted, the Division inspects the waste to determine the type of collection and any fees associated.

After the resident paid the assessed fee, a work order was created, and the collection was scheduled for the next available date. Special waste services took place on the Wednesday following the work order creation, unless the week contained a holiday. In this case, the collection would take place the following Wednesday.

Refuse collected by the Division was disposed of at different locations, depending on the type of materials collected. Most of the refuse collected by the City was taken to the Cumberland County Landfill for disposal. The Landfill had an established fee schedule which was used to bill the City for the disposal of refuse collected from residents.

## ***Audit Methodology***

The primary techniques used to review compliance and determine the level of internal controls included:

- **Documentation Review:** Internal Audit reviewed the fiscal year 2025 adopted fee schedule, City Code of Ordinances Chapter 22 and other relevant documentation related to special waste services.
- **Walkthroughs:** Internal Audit conducted walkthroughs with Solid Waste Division staff for the inspection of loads, determination of fees, collections, service request and work order processes.
- **Financial Data Analysis:** Completed work orders from CityWorks, a work and project management software, were compared to the payment transactions in the City's point-of-sale system to determine if work completed was in alignment with fees collected.
- **Service Request and Work Order Data Analysis:** CityWorks data was used to examine types of services provided and timeliness of services completed.

## Results

Internal Audit determined the Solid Waste Division provided timely service to residents requesting special waste services. The sample of work orders confirmed requests for service were completed within six days of initiation (excluding weekends and holidays), with an average turnaround time of just two days.

Audit testing indicated that while service delivery is prompt and responsive, the Solid Waste Division did not consistently apply the adopted fee schedule to all special paid collections.

### **Finding 1 – Fees were not assessed for all collections.**

<b>Criteria</b>	The fiscal year 2025 fee schedule, adopted by the City Council, required a minimum fee of \$50 for the pickup of household construction debris.  <i>Solid Waste Ordinance Chapter 22 defines household construction debris as "lumber, carpet, plumbing materials, floor coverings, pool liners, roofing material, gutters, and other materials or substances accumulated as a result of new construction, repairs, remodeling, or additions to existing residential structures or accessory structures, or demolition of such."</i>
<b>Condition</b>	During the audit scope, there were 278 work orders for commode pickup for which no fee was assessed.
<b>Cause</b>	Division staff stated they were previously instructed not to assess fees for the collection of commodes; however, staff was unable to provide any documentation or formal approval supporting this directive.
<b>Effect</b>	Fees for paid collections of construction debris were inconsistent.
<b>Recommendation</b>	The Solid Waste Division should either update the fee schedule to be consistent with current practice which would require City Council adoption or begin charging for the collection of commodes as required by the current fee schedule.

### **MANAGEMENT'S RESPONSES**

#### **Recommendation 1.1:**

We concur. Management is in full agreement with the recommendation.

Solid Waste will seek Council approval to revise the fee schedule during the upcoming budget cycle to clearly define and standardize the term "load" for all applicable fees. This clarification will help ensure transparency and consistency in fee application. Also, Solid Waste has begun implementing the existing fee for commodes as outlined in the current schedule to align with established cost recovery practices for Household Construction Debris Pickup.

Responsible Party: Public Services Director Sheila Thomas-Ambat and Public Services Assistant Director Daniel Edwards

Implementation Date: Construction "Commode" fees have already been implemented

**The term "Load" will be revised and clearly defined by June 30, 2026, with the adoption of the Fiscal Year 27 budget.** This clarification will ensure consistent application and understanding of the fee schedule across all Solid Waste services.

## ***Conclusion***

Internal Audit has concluded work on the Solid Waste Management – Special Waste Services Audit.

Internal Audit would like to thank department personnel for their assistance and numerous courtesies extended during the completion of this audit.