



# Residential Waste Collection

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- Introduction
- Safety Requirements
- Tour of Facility
- Preview some Trucks
- Q & A Session about the Tour



# Background

- Franchise waste collections contract started Jan. 1, 2020
- 5 Year contract with (2) 2 year extension options
- Weekly trash and every other week recycling collection in the unincorporated areas of Buncombe County



# Program

- Exclusive contract
- Not mandatory and based on subscribership
- Residents may subscribe or elect to self-haul material to transfer station or landfill
- Waste Pro direct bills customers for services (quarterly)
- Subscribers are provided with trash and recycling roll carts
- Designated collection point is mailbox or curbside for basic service



# CPI Contract

- No increase in subscriber fee for first 2 years of current contract
- CPI increase apply for remainder of contract on yearly basis
- 2021 CPI, Urban Wage Earners and Clerical workers was 6.9%
- Basic service subscriber fee was \$19.21/month at start of contract
- With CPI increase, new subscriber fee for CY 2022 is \$20.54/month





- Current subscriber count: 30,395
- Premium Service subscriber count: 76
- Backdoor subscriber count: 444





- Increases investment in employees/payroll
  - Payroll increased ~ 50% conversion of day rates to hourly
- Challenges – Labor Shortages
  - Consistently recruiting strong candidates in a difficult labor market with increased volume in collection materials
  - Referral Bonus Program (internal) ~ \$2,000
  - Sign-on Bonus Program (external) ~ \$3,500





- Job fair
- Investments in Buncombe County
- Opportunities: Redefine normal collections
- Split-Body trucks – implemented 2 for Buncombe County
- CNG trucks
- Diesel trucks
- Statistics on CNG vs Diesel







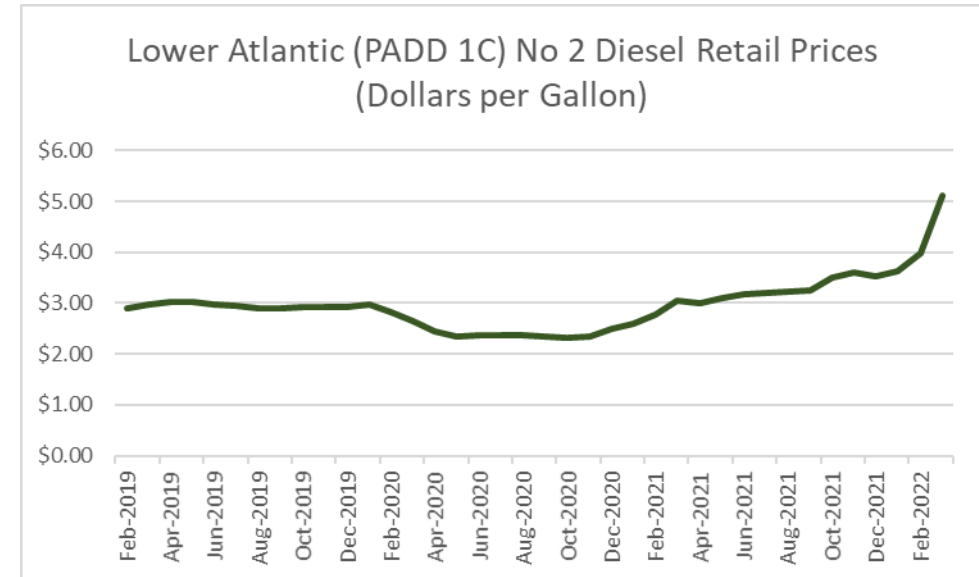
- Customer Service

- Recruiting additional agents
- Approximately 98% of all calls are answered by agent
- Utilize Call-Em-All to communicate with subscribers
  - Route delay for weather, etc.
  - Continuously updating subscriber database





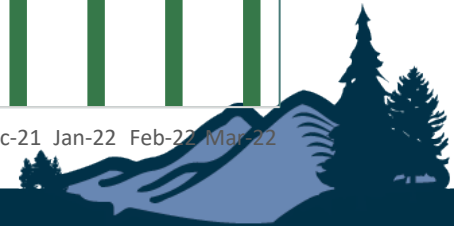
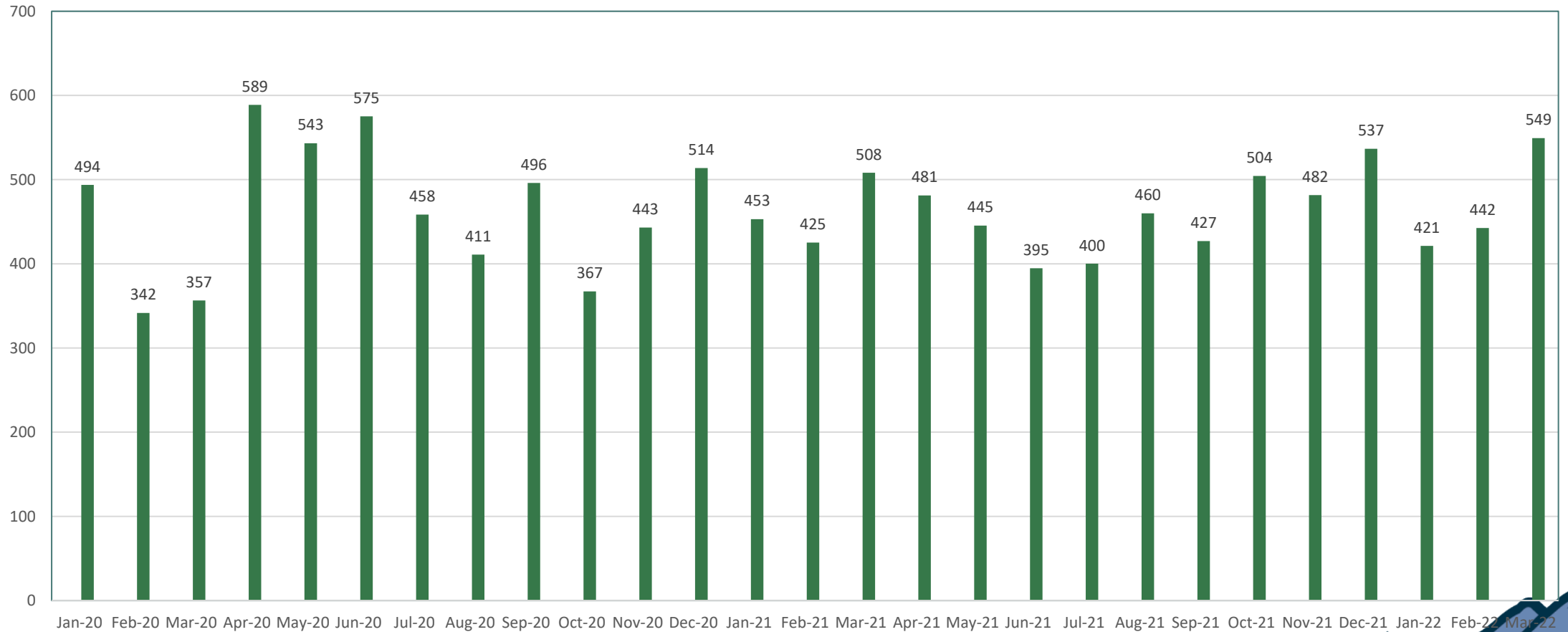
- Cost increases/Fuel/Materials
  - Fuel increase cost
    - March 2020 \$2.58 p/gallon
    - October 2021 \$3.61 p/gallon
    - March 2022 \$ \$5.11 p/gallon



- Materials cart increase
  - ~ 25% as a result of supply chain shortages and COVID slow downs



# Recycling Tonnage January 2020 – March 2022



Questions?

