



Buncombe County Update

02/18/2025



Environmental Services

Partnering for a more sustainable future

Buncombe County Updates: 02-18-2025

- 1. Cart Deployment**
- 2. Route Collection %**
- 3. Call Center Update**
- 4. Service Improvements**
- 5. Community Outreach**
- 6. Questions**



1.0 Cart Deployment

On December 2, 2024, FCC began delivery of multiple sized carts based on the most current subscriber list and to any new customers who wished to sign up for service

- Current FCC Customer Count: 38,983 (3,285 additional households)
- 77,966 carts delivered through 02-07-25
- Completed decaling bear carts, and continue to process new subscribers daily
- Drivers calling dispatch daily on locations of WP carts – “some subscribers are using both WP and FCC carts”
- Cart inventory on-hand:



96G MSW	64G MSW	48G MSW	BEAR 96G*	96G REC	48G REC	64G REC
20	0	132	7	804	48	84

- 300 Bear Carts have been ordered
- 702 96G Carts have been ordered



2.0 Route Collection %



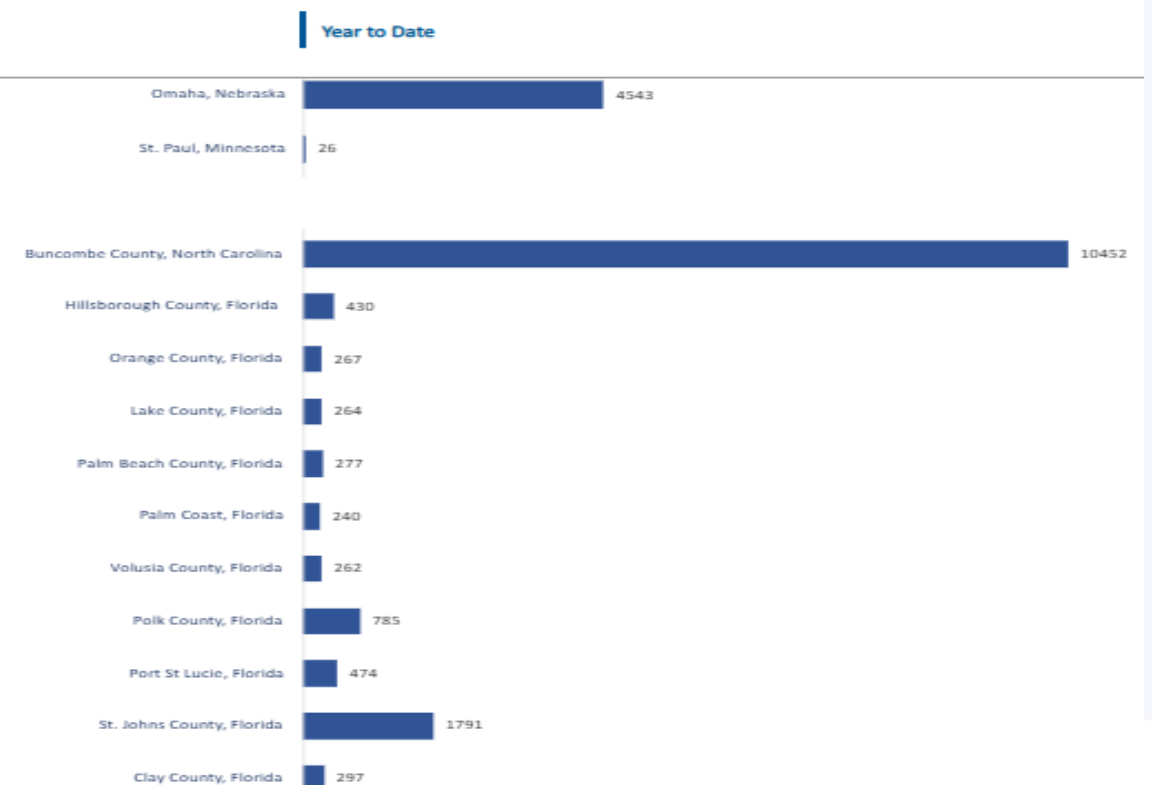
	2-10	2-11	2-12	2-13	2-14
	Monday	Tuesday	Wednesday	Thursday	Friday
MSW	100%	99%	100%	100%	100%
RECYCLING	100%	100%	100%	100%	100%



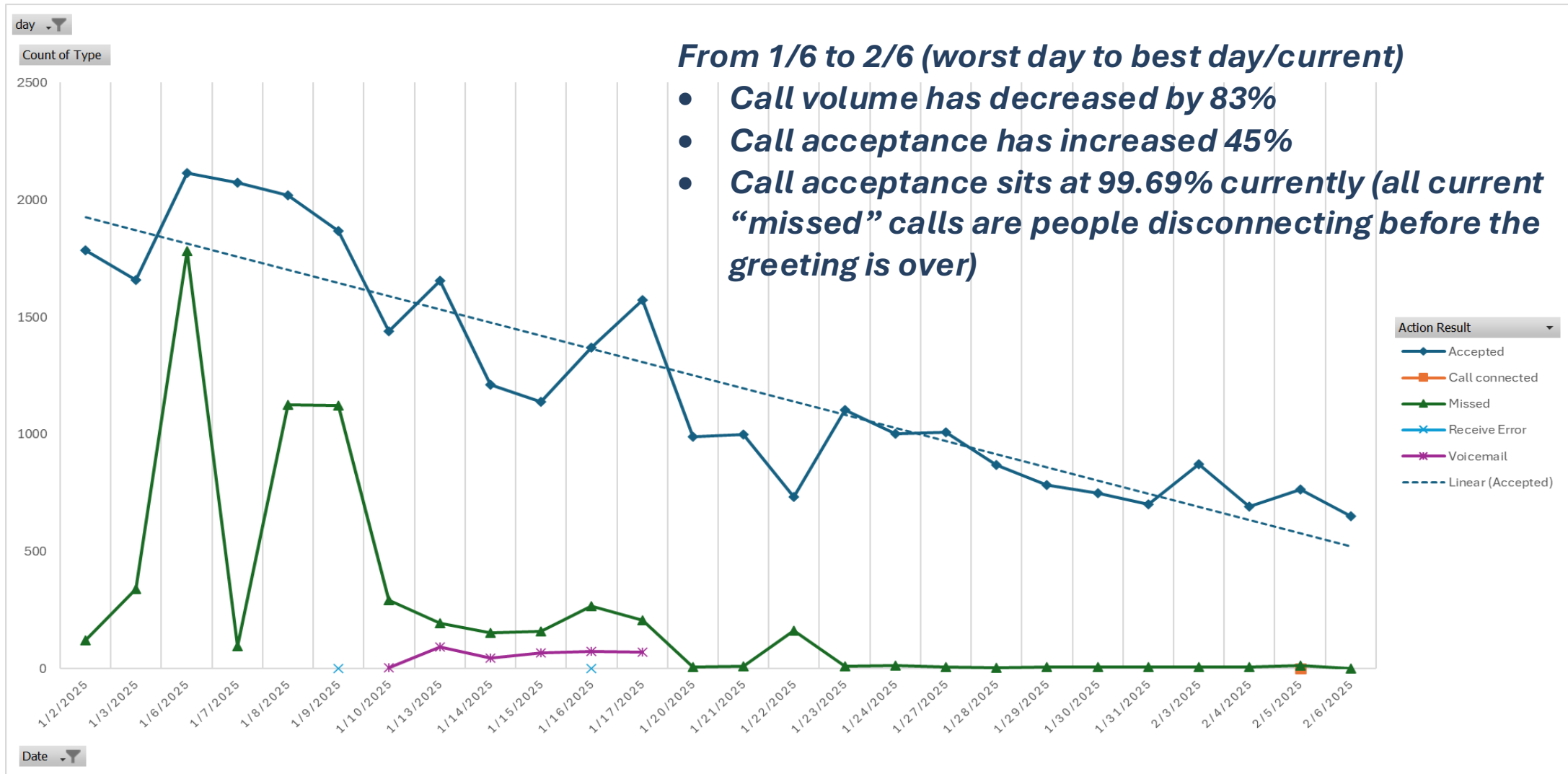
Quality of Service

Top Site [Highest Monthly Completion %]

	-25	YEARLY	DEC %	JAN %	FEB %	MAR %	YEARLY
Residential							
Omaha, Nebraska		4543	99.770%	99.795%	99.871%		99.81%
St. Paul, Minnesota		26	99.795%	99.744%	99.773%		99.77%
West Region		4569					
Buncombe County, North Carolina		10452		97.028%	98.042%		98.04%
Hillsborough County, Florida		430	99.991%	99.989%	99.997%		99.99%
Orange County, Florida		267	99.984%	99.995%			99.99%
Lake County, Florida		264	99.950%	99.974%	99.983%		99.97%
Palm Beach County, Florida		277	99.991%	99.994%	99.996%		99.99%
Palm Coast, Florida		240	99.989%	99.983%	99.981%		99.98%
Volusia County, Florida		262	99.986%	99.978%	99.971%		99.98%
Polk County, Florida		785	99.939%	99.962%	99.964%		99.95%
Port St Lucie, Florida		474	99.980%	99.983%	99.980%		99.98%
St. Johns County, Florida		1791	99.947%	99.936%			99.94%
Clay County, Florida		297	99.983%	99.979%	99.969%		99.98%
East Region		15539					



3.0 Call Center Update

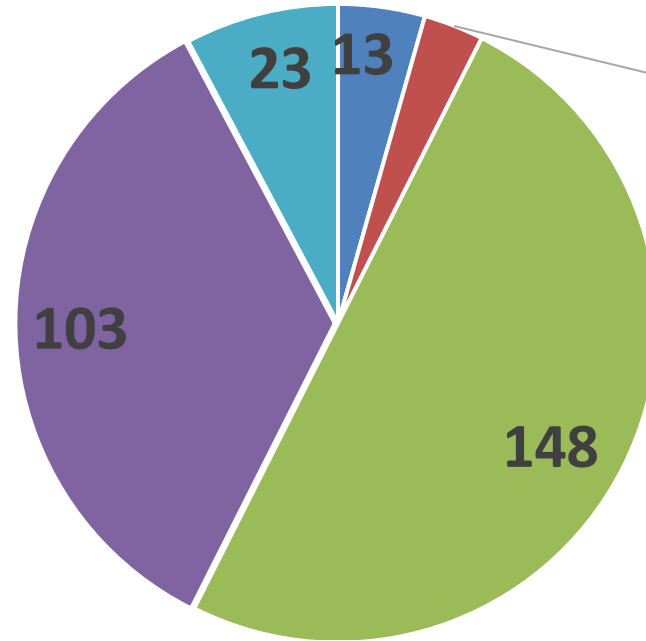


3.1 Call Center Update

Call Types
(per day)-(5 days=1480)

Highlights:

- ~296 per day calls = 0.7% of customers
- 46 call takers daily in addition to 6 local staff



9 **Premium Service = Back Door Collection, Disabled**

- Need New Carts
- Need Old Carts Collected
- Missed Trash
- Missed Recycling
- Missed Premium Service



- Top Site [Least Misses]
- Top Site [Best Completion %]
- Most Improved [By QOS %]

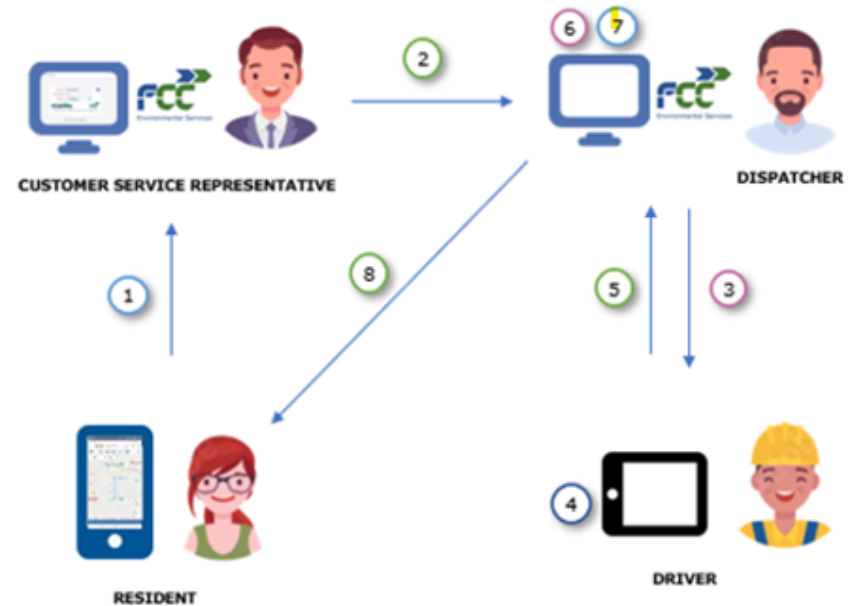
	Month of February Trend	FEB-02		FEB-09		CURRENT WEEK
		MPU	QOS	MPU	QOS	
Residential						
Omaha, Nebraska		279	99.871%			279
St. Paul, Minnesota		4	99.773%			4
West Region						
Buncombe County, North Carolina		1,478	98.042%		+0.52%	1,478

3.2 Service Interruption Resolution Process



Missed Pickup Resolution Process:

1. A resident has called in a miss pickup.
2. CSR will create the miss pickup ticket in Trac-Ez.
3. Dispatcher will research the miss pick up and assign the work order to the proper route Driver.
4. Driver receives the notification on their tablet.
5. Along with Step 4, FCC's Route Manager will receive an actionable notification similar to the one that the driver receives while in the field to provide follow up for the miss.
6. Driver closes the notification once the service has been recovered.
7. Dispatcher will be able to see the work order be completed in real time and verify the collection through the 3rd Eye GPS.
8. All necessary notes will be added to the work order in Trac-Ez and closed.
9. Customer automatically notified by email/text that work order is resolved.



4.0 Service improvements

- To address incomplete collections:
 - *Research the customer by address to confirm account.*
 - *Dispatch our Route Managers and drivers to collect ASAP*
 - *Report back to dispatch*
 - *Route by day to hand out each morning to ensure proper collection*
 - *Credit for service for the month of January*

- *To address Premium Service concerns:*
 - *421 premium service customers*
 - *Improved identification of premium service customers in software*
 - *Identified unnamed roads/driveways in software*

- *Increased staffing through Feb*
 - *10 Regional Drivers*
 - *1 Regional Manager*
 - *2 Manufacturer Techs*
 - *6 Regional/Corporate Managers*

- *All equipment online and additional units are in place for a total of 31 collection vehicles*

5.0 Community Outreach

FCC representatives will attend all four Helene Recovery Resource events

- [Barnardsville Fire Station](#)
100 Dillingham Rd., Barnardsville
Thursday, February 13, 5-7 PM
- [Owen High School](#)
99 State Rd. 2468, Black Mountain
Thursday, February 20, 5-7 PM
- [Reynolds High School](#)
1 Rocket Dr., Asheville
Tuesday, February 25, 5-7 PM
- [Leicester Community Center](#)
2979 New Leicester Hwy., Leicester
Thursday, February 27, 5-7 PM

6.0 Questions



Thank you

www.fccenvironmental.com