



Buncombe County Update

03/18/2025



Environmental Services

Partnering for a more sustainable future

Buncombe County Updates: 03-18-2025

- 1. Carts**
- 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: 38,888*
- *Ordered new bear carts, expected by 3-26-25*
- *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
587	38	90	0	194	179	101



2.0 Route Collection %



	3-3	3-4	236	3-6	3-7
	Monday	Tuesday	Wednesday	Thursday	Friday
MSW	100%	100%	100%	100%	100%
RECYCLING	100%	100%	100%	100%	100%

Reported Miss Pick Ups

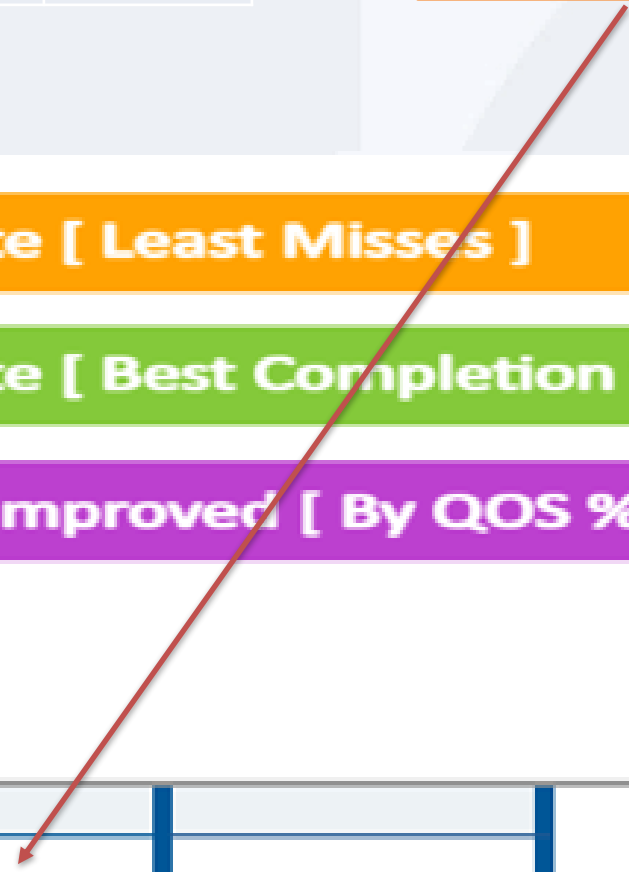


2025 Residential Weekly

Top Site [Least Misses]

Top Site [Best Completion %]

Most Improved [By QOS %]



Buncombe County, North Carolina	511	99.12%
---------------------------------	-----	--------

2.1 Route Collection %



Quality of Service

Top Site [Highest Monthly Completion %]

Continuous Improvement

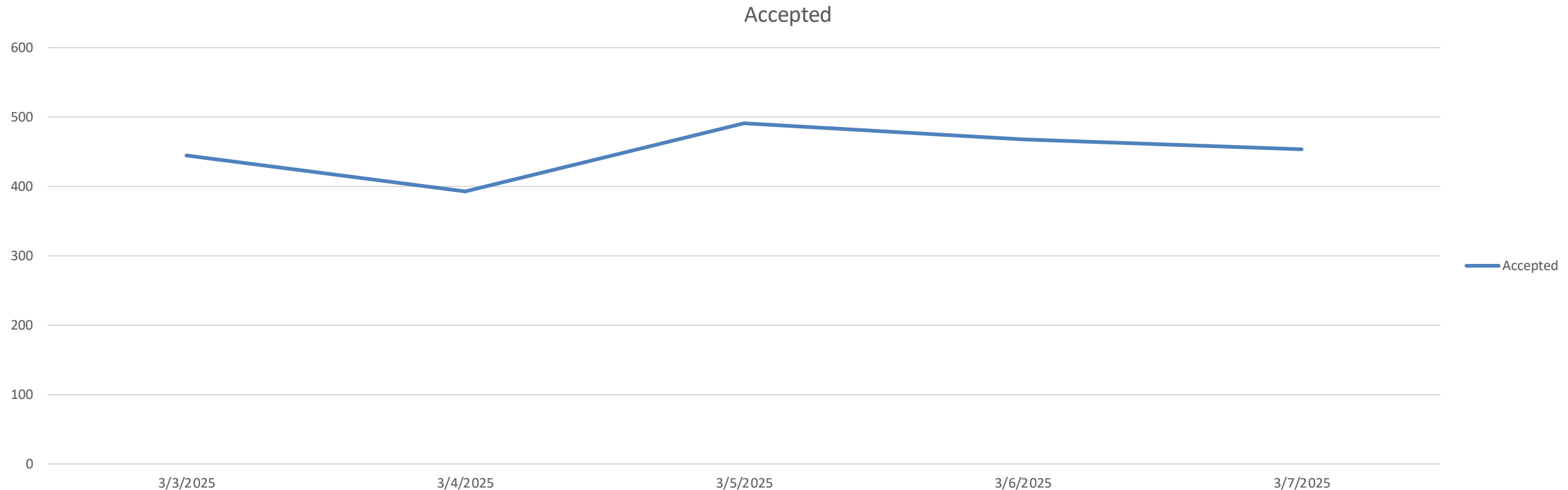
	DEC %	JAN %	FEB %	MAR %
Residential				
Buncombe County, North Carolina		96.155%	98.377%	99.12%

3.0 Call Center Update

Date	Day	Calls Offered	Calls Answered	Unique Calls	Percent Answered
2025/03/07	Friday	429	429	393	100.00%
2025/03/06	Thursday	415	415	376	100.00%
2025/03/05	Wednesday	417	417	374	100.00%
2025/03/04	Tuesday	291	291	263	100.00%
2025/03/03	Monday	431	431	381	100.00%

From 3/3 to 3/7

- *Call acceptance sits at 100%*

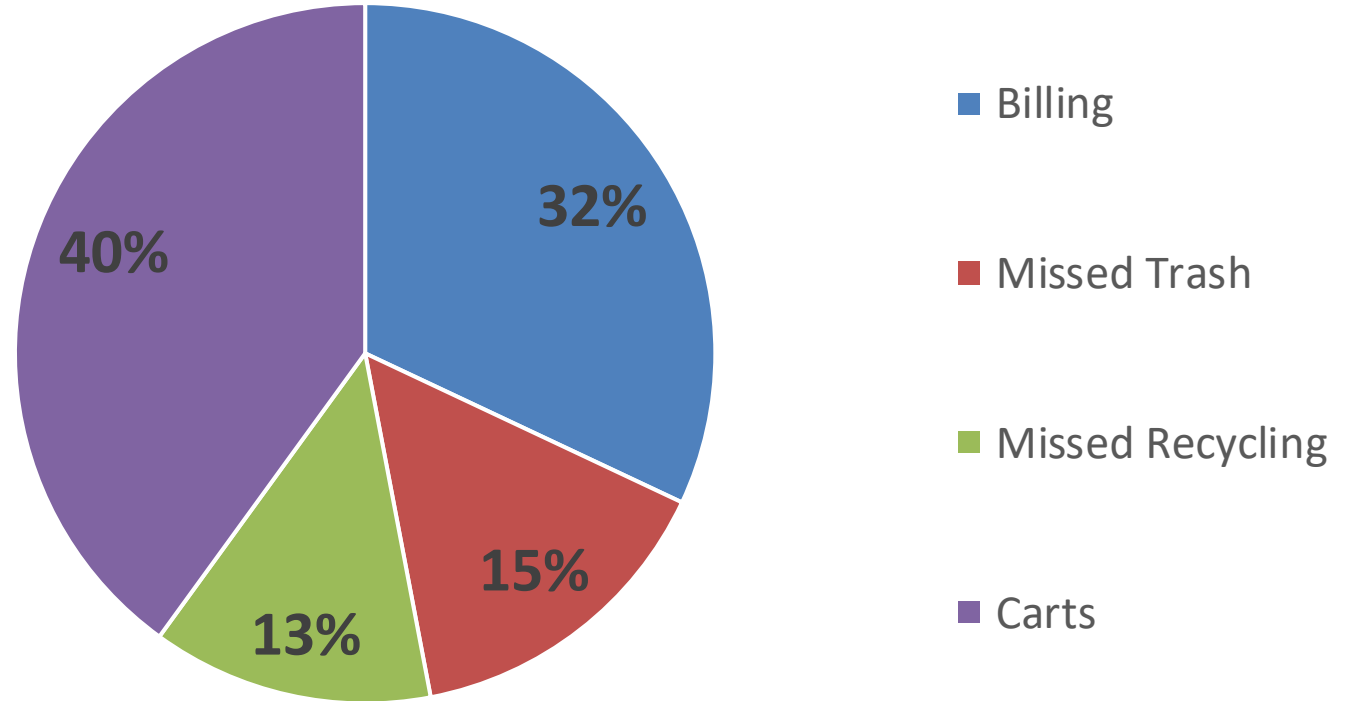


3.1 Call Center Update

*Call Types
(497 per day)*

Highlights:

- ~497 per day calls = 1% of customers*
- 46 call takers daily in addition to 6 local staff*

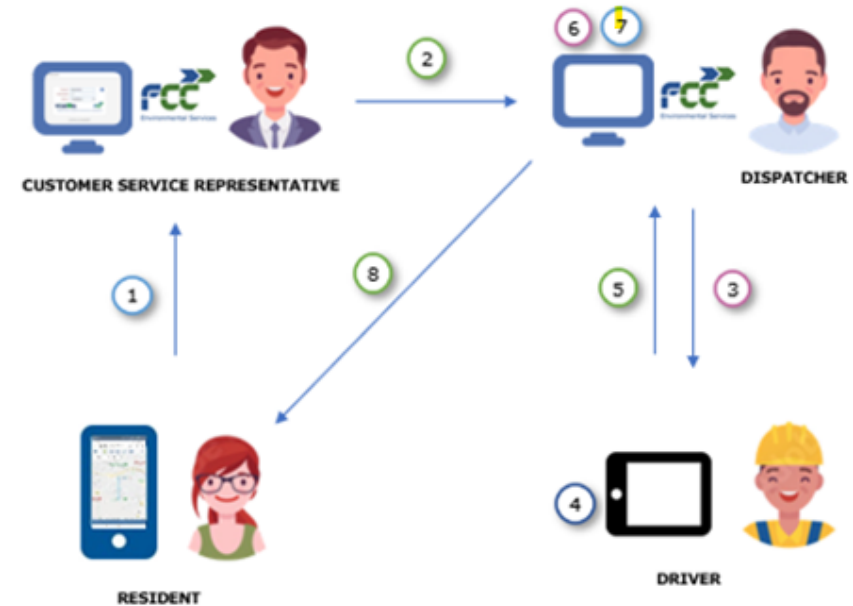


4.0 Service Interruption Resolution Process



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.



5.0 Community Outreach

- 1. FCC representatives attended all four Helene Recovery Resource events.*
- 2. Hosted event at Evergreen Charter School on February 27, 2025*

6.0 Questions



Thank you

www.fccenvironmental.com