Residential Waste Collection Update

Presented by
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Solid Waste Director
Background

- New franchise waste collections contract started Jan. 1
- The new program is roll-cart based collection
- Weekly trash and every other week recycling collection in the unincorporated areas of Buncombe County
Waste Pro Data

• Current subscriber count: 31,688

• Increase in subscribers: 3,667

• 62,601 carts delivered

• Over 300 ton increase in recycle material from 2019 to 2020 in Q 1.

• There have been over 459 bear cart deliveries.
Waste Pro Complaints

• Jan. 1-April 30 Solid Waste has logged and tracked 249 complaints
• Approximately 768K total trash and recycle pick ups since Jan 1

<table>
<thead>
<tr>
<th>Calls as of 10/1</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>69</td>
</tr>
<tr>
<td>February</td>
<td>87</td>
</tr>
<tr>
<td>March</td>
<td>75</td>
</tr>
<tr>
<td>April</td>
<td>18</td>
</tr>
<tr>
<td>TOTAL</td>
<td>249</td>
</tr>
</tbody>
</table>

Majority of complaints have been for missed trash/recycling pick up. As Waste Pro has gotten carts delivered and worked to adjust routing, call volume has dropped substantially for April.
Timeline

- Beginning of new contract
- Cart delivery begins
- Senior Discount Programs begins

- Cart delivery continues

- Cart delivery complete

- Full month of service with new carts in place
Elderly/Low-Income Discount Program

• BC and WP negotiated a total of 700 allowances for discounted premium service charge for qualifying subscribers

• In return, WP remains eligible for the SW rebate program for residential volumes delivered to BC transfer station or landfill

• So far we have 10 subscribers participating in the discount program
# Elderly/Low-Income Discount Program

<table>
<thead>
<tr>
<th>Eligible Subscribers</th>
<th>Discount(s)</th>
<th># of Subscribers</th>
<th>Value of Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly AND Low Income AND Difficult Driveway</td>
<td>$0 Premium service *</td>
<td>700</td>
<td>$210,000 ($25 x 12 months x 700 subscribers)</td>
</tr>
</tbody>
</table>

*Subscriber still responsible for $19.21 basic service
Elderly/Low Income Discount Program - Advertising

- County Website, solid waste and public assistance pages
- County social media
- BC Press release
- WLOS
- Citizen Times
- Mountain Xpress
- AVL Today

Application Locations
- BC Landfill
- BC Transfer Station
- Waste Pro’s Arden Location
- BC Libraries
- Register of Deeds
- BC Health & Human Services
Elderly/Low Income Discount Program - Next Steps in Communication

- Enlist Community Engagement
- Develop Flyers and Brochures
- 2nd Round of Press
Questions?