



Residential Waste Collection Update

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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

Calls as of 10/1	Count
January	69
February	87
March	75
April	18
TOTAL	249

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

Jan.

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

Feb.

- Cart delivery continues

March

- Cart delivery complete

April

- 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

Eligible Subscribers	Discount(s)	# of Subscribers	Value of Discount
Elderly AND Low Income AND Difficult Driveway	\$0 Premium service *	700	\$210,000 (\$25 x 12 months x 700 subscribers)

*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?

