



Residential Waste Collection Update

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Background

Contract 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

Cost Background

- Subscriber fee at onset of contract was \$19.21/month
- No increase was allowed for first 2 years of contract
- 6.9% CPI adjustment last year 2022, increased fee to \$20.54/month



Contract Cost Increases

Annual CPI Increase (automatic)

- Courtesy notification of increase
- 2023 request is 7.9% increase
- Current rate is \$20.54/month
- New rate will be \$22.16/month
- Monthly increase is \$1.62/month
- Effective Jan 1, 2023

Recycling Increase (request)

- Per the contract, contractor must *request* approval from BOC
- 2023 increase request is \$.39 cents/month
- Request is for recycling fee increase to be effective on Jan 3, 2023 (if approved at BOC meeting)



Waste Pro Updates

- Current subscriber count: ~ 34,900
- 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
 - Fuel increase cost
 - October 2021 \$2.54 p/gallon
 - October 2022 \$4.08 p/gallon



Waste Pro Updates

- Increases investment in employees/payroll
 - ❑ Hourly wages increased ~ 17.4% in 2022
- 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



Waste Pro Updates

Benefits

- Utilize staff from other areas as needed ~ 5 employees from our Charlotte markets
- We will be adding two (one man) ASL trucks in 2023 reducing injury risks
- We will be adding one small truck in 2023 to service areas with narrow roads
- This year during COVID we continued to pick up material outside of cart to assist subscribers working from home and producing more material



Consumer Price Increase (7.9%)

- CPI increase apply for remainder of contract on yearly basis
- Current basic service subscriber fee is \$20.54/month
- Current premium service subscriber additional fee is \$26.73/month
- Current bear cart subscriber fee is additional \$10.16/month
- With the CPI increase, new subscriber fee for CY 2023 will be \$22.16 beginning January 1, 2023



Recycling Market Conditions





Questions

