



Residential Waste Collection Update

Presented by
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Solid Waste Director



Contract Background

- Waste Pro is current service provider
- 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
- Subscription based program
- Currently 33,600 subscribers



Contract Decision

- Base term of contract set to expire on Dec 31, 2024
- Contract requirement for County to formally notify Waste Pro by August of this year if extension

Can use contract option to extend Waste Pro for 2 or 4 years that would carry through December 31, 2026 or 2028

Extension can include renegotiation of services

OR

Option to seek competitive bids for these services that would need to be sent out by early 2024



Monthly Rate Comparison

County	Cost	Provider
Henderson County	\$27.45 (trash/recycling weekly)	Waste Pro
Forsyth County (1)	\$26.67 (trash/recycling 2/month)	ABC Garbage
Guilford County	\$25.50 (trash/recycling 2/month)	Republic
Forsyth County (2)	\$24.42 (trash/recycling 2/month)	GFL
Buncombe County (exclusive franchise)	\$22.50 (trash/recycling 2/month)	Waste Pro
Catawba County (exclusive franchise)	\$21.57 (trash/recycling 2/month)	Republic



Survey Results

Surveys completed with a goal of getting residential feedback

1. **Community wide survey results:** Over 68% of survey respondents were very satisfied or satisfied with Waste Pro trash service

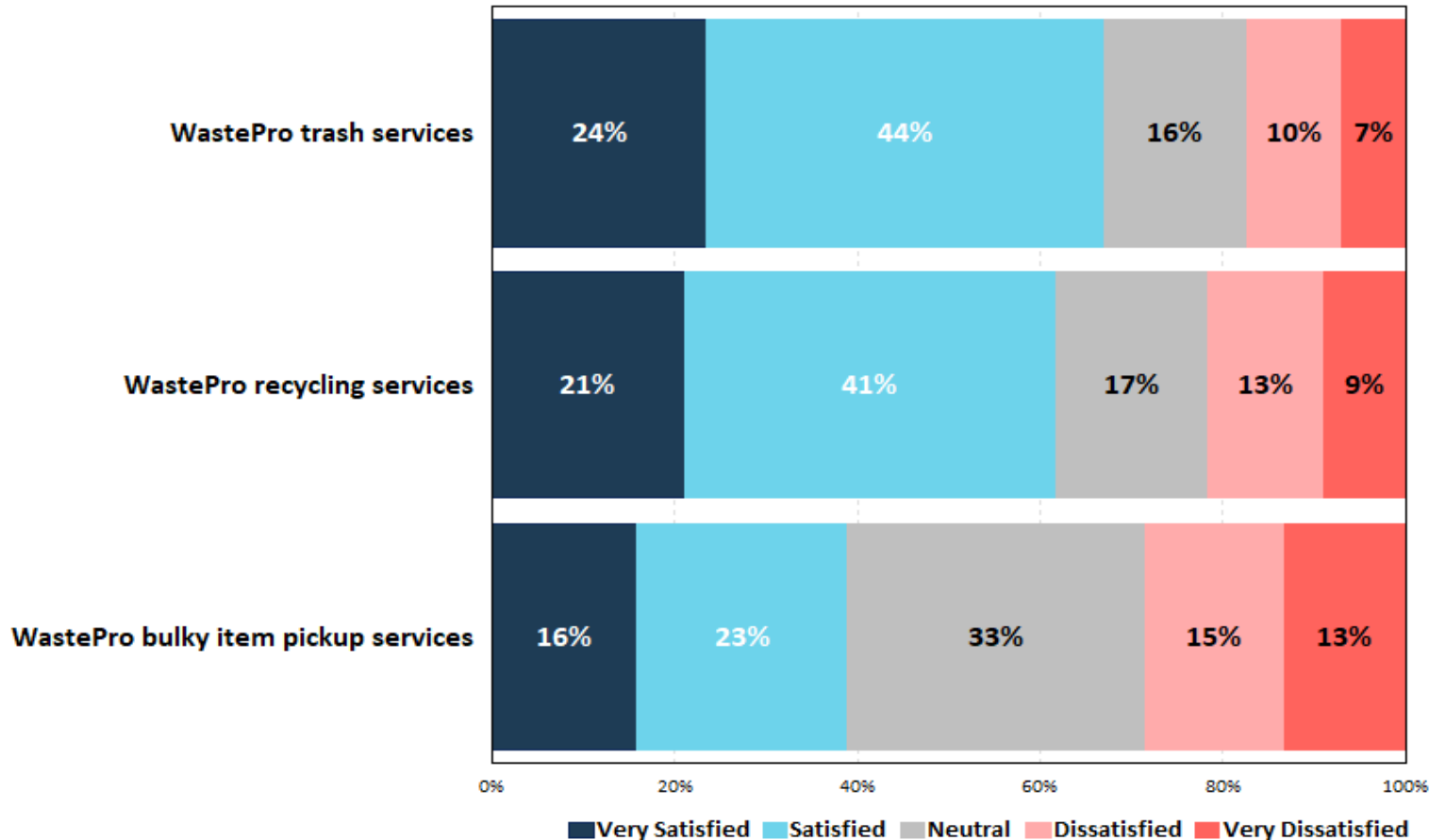
2. **Open survey**
 1. Customer Satisfaction
 2. Any additional/different services?
 3. Surveys Completed-1,383
 - Current Waste Pro Customers-1,229
 - Former Waste Pro Customers-110
 - Eligible Residents Who Never Subscribed-44



Community Survey Results

Q17a. Level of Satisfaction with Solid Waste Services

by percentage of respondents that use WastePro services using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



METHODOLOGY: Statistically valid random sample
Confidence Interval and Margin of Error

Confidence Interval: 95% level of confidence
Margin of Error: +/-3.5%

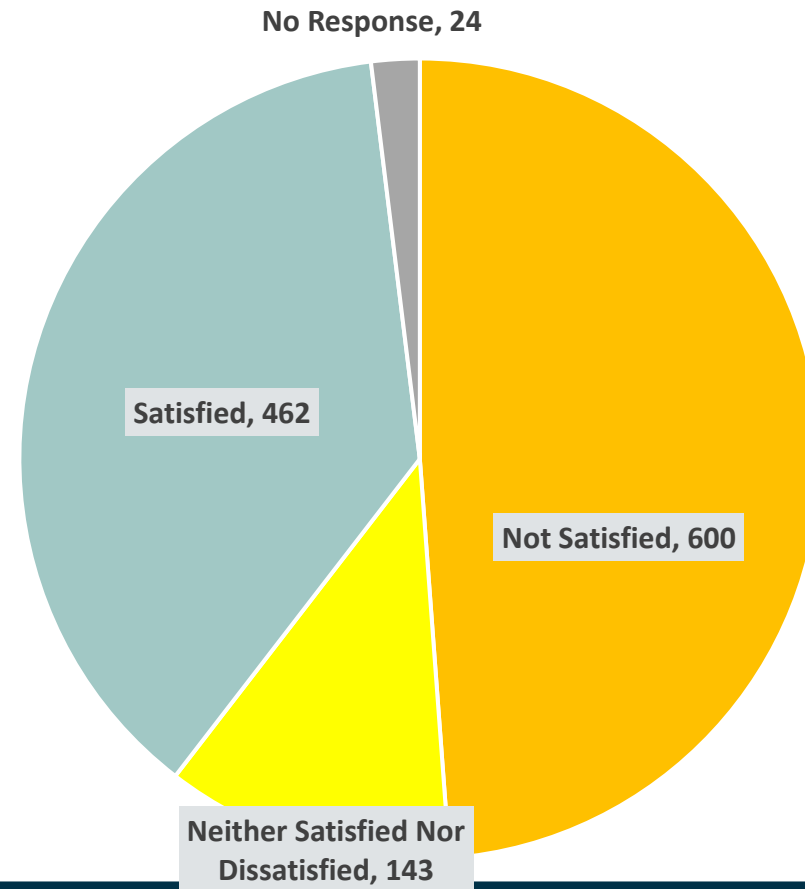
68% of residents are very satisfied or satisfied with Waste Pro trash services



Open Survey Results

TOTAL SURVEYS - 1,229

Are you Satisfied with Waste Pro's Service?

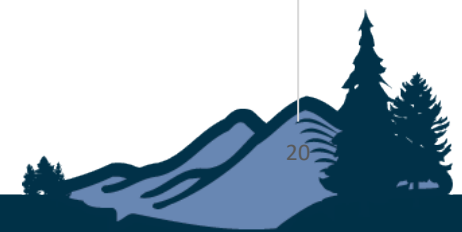
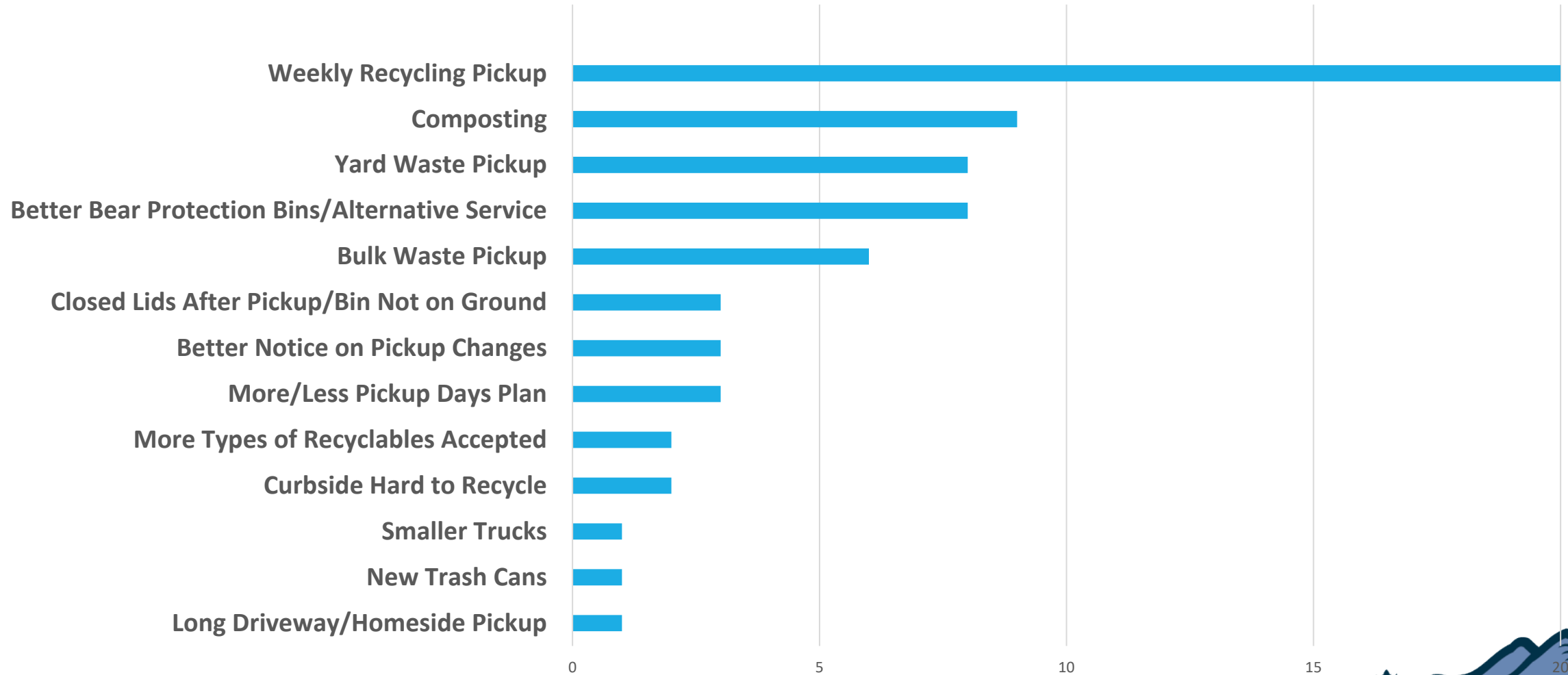


METHODOLOGY: Survey was open to all residents



Open Survey Results

Requested Additional Waste Pro Services

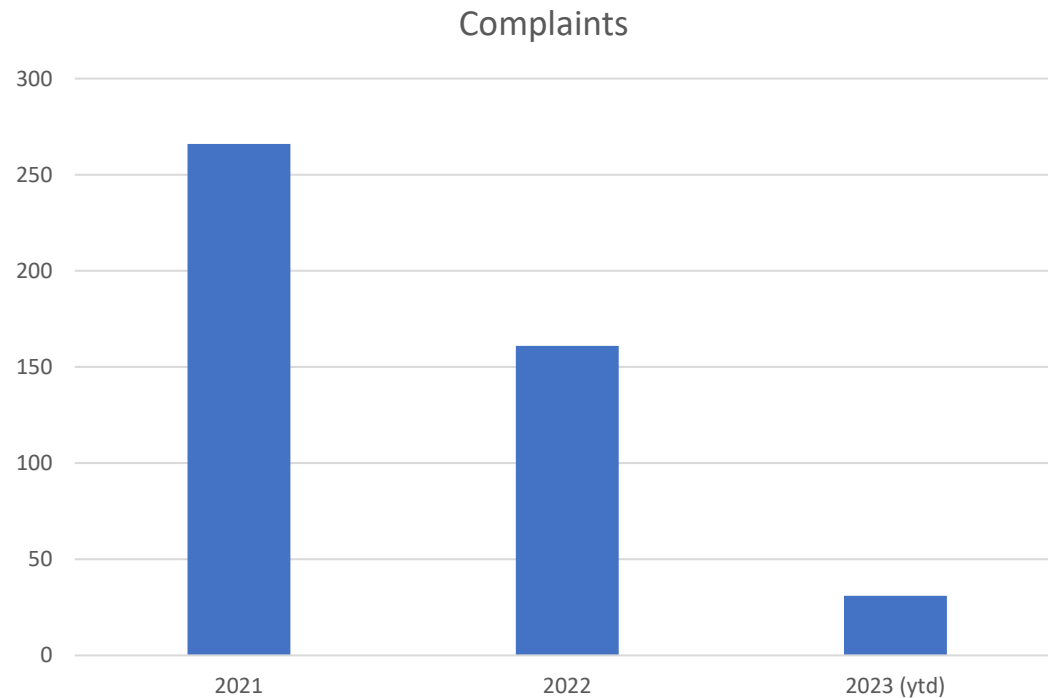


Contractor Performance

- Over 7.87 Million waste and recycling collection events
- \$42,700 fines in liquidated damages
- Fines primarily associated with missed collection



Waste Pro Complaints



Majority of complaints have been for missed trash/recycling pick up.

Liquidated Damages: \$14,500 in fines associated with missed service or non-compliance items

31 complaints received in 2023, thus far



Env Subcommittee Recommendation

- Environmental Subcommittee made recommendation to support using contract extension
- Work with Waste Pro to negotiate certain terms of contract identified through outreach



Next Steps

1. Notify Waste Pro of BOC's intent
2. If franchise extension is selected, 2 votes needed to approve



Questions?

