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

<table>
<thead>
<tr>
<th>County</th>
<th>Cost</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henderson County</td>
<td>$27.45 (trash/recycling weekly)</td>
<td>Waste Pro</td>
</tr>
<tr>
<td>Forsyth County (1)</td>
<td>$26.67 (trash/recycling 2/month)</td>
<td>ABC Garbage</td>
</tr>
<tr>
<td>Guilford County</td>
<td>$25.50 (trash/recycling 2/month)</td>
<td>Republic</td>
</tr>
<tr>
<td>Forsyth County (2)</td>
<td>$24.42 (trash/recycling 2/month)</td>
<td>GFL</td>
</tr>
<tr>
<td>Buncombe County (exclusive franchise)</td>
<td>$22.50 (trash/recycling 2/month)</td>
<td>Waste Pro</td>
</tr>
<tr>
<td>Catawba County (exclusive franchise)</td>
<td>$21.57 (trash/recycling 2/month)</td>
<td>Republic</td>
</tr>
</tbody>
</table>
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

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?

- Satisfied, 462
- Not Satisfied, 600
- Neither Satisfied Nor Dissatisfied, 143
- No Response, 24

METHODOLOGY: Survey was open to all residents
Requested Additional Waste Pro Services

- Weekly Recycling Pickup
- Composting
- Yard Waste Pickup
- Better Bear Protection Bins/Alternative Service
- Bulk Waste Pickup
- Closed Lids After Pickup/Bin Not on Ground
- Better Notice on Pickup Changes
- More/Less Pickup Days Plan
- More Types of Recyclables Accepted
- Curbside Hard to Recycle
- Smaller Trucks
- New Trash Cans
- Long Driveway/Homeside Pickup
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?