



Residential Waste Collection Update

Presented by
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Solid Waste Director



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
- BC staff and WP have been negotiating on extension term through CY28



Waste Pro Extension Offer

Weekly Trash and Bi-Weekly Recycling

Date	Monthly Cost
Current	\$22.55
1/1/2024	\$25.16
1/1/2025	\$28.52
1/1/2026	\$32.05
1/1/2027	plus CPI
1/1/2028	plus CPI

Weekly Trash and Weekly Recycling

Date	Monthly Cost
1/1/2024	\$27.19
1/1/2025	\$30.55
1/1/2026	\$34.08
1/1/2027	plus CPI
1/1/2028	plus CPI



Historic Price Increase Comparisons

Weekly Trash/Bi-Weekly Recycling Comparison

2020-2024 Price Increases

Date	Monthly Cost	% Increase	NOTES
1/1/2020	\$19.21	-	No increase allowed per contract
1/1/2021	\$19.21	0%	No increase allowed per contract
1/1/2022	\$20.54	6.92%	CPI only
1/1/2023	\$22.55	9.79%	CPI (7.9%) + recycling cost increase
1/1/2024	\$23.64	4.83%	CPI (3.5%)+ \$.30 disposal fee

Proposed Weekly Trash and Bi-Weekly Recycling Rates

Date	Monthly Cost	% Increase
1/1/2023	\$22.55	-
1/1/2024	\$25.16	11.57%
1/1/2025	\$28.52	13.35%
1/1/2026	\$32.05	12.38%
1/1/2027	Plus CPI	TBD
1/1/2028	Plus CPI	TBD



Market Rate Comparisons

County	Monthly Cost	Company	Service
Catawba County	\$22.15	Republic	Weekly Trash/Bi-Weekly Recycling
<i>Buncombe County</i>	<i>\$22.55</i>	<i>Waste Pro</i>	<i>Weekly Trash/Bi-Weekly Recycling</i>
<i>Proposed Buncombe County CY24</i>	<i>\$25.16</i>	<i>Waste Pro</i>	<i>Weekly Trash/Bi-Weekly Recycling</i>
Guilford County	\$25.50	Republic	Weekly Trash/Bi-Weekly Recycling
Catawba County	\$28.77	Republic	Weekly Trash/Weekly Recycling
Alamance County	\$32.29	GFL/ Republic	Weekly Trash/Bi-Weekly Recycling
Henderson County	\$36.16	Waste Pro/Open Market	Weekly Trash/Bi-Weekly Recycling

Current Offer Weekly Trash Bi-Weekly Recycling

Date	Monthly Cost
Current	\$22.55
1/1/2024	\$25.16
1/1/2025	\$28.52
1/1/2026	\$32.05
1/1/2027	plus CPI
1/1/2028	plus CPI

Current Offer Weekly Trash Weekly Recycling

Date	Monthly Cost
Current	\$22.55
1/1/2024	\$27.19
1/1/2025	\$30.55
1/1/2026	\$34.08
1/1/2027	plus CPI
1/1/2028	plus CPI



Waste Pro Extension Pros and Cons

- PROS

- Multi-year increase of service cost instead of upfront “all at once” cost increase.
- Existing presence, knowledge of market, and infrastructure in place.
- Transparent schedule of fee increases

- CONS

- Documented complaints from residents and customer satisfaction survey results.
- Lack of competition for pricing



RFP Pros and Cons

- PROS

- Potential for competitive bidding process and new company
- First opportunity for bids with carts currently in place
- Monthly cost for residents could be less

- CONS

- Disruption in service if new company took over
- Lack of acceptable bids from service providers
- Monthly cost for residents could be more
- Cost increase anticipated for Waste Pro with bid (instead of multi-year increase)



Discussion Points

- Rates- Proposed fee schedule; increase over three years to \$32.05 (Bi-weekly recycling plan)
- Adding weekly recycling collection
- Waste Pro price proposal to begin in CY24-last year of base term
- Increases on top of the three-year increase (disposal fee, recycling fee)
- Review CPI vs. CPI-W (Garbage and Trash Collection CPI)

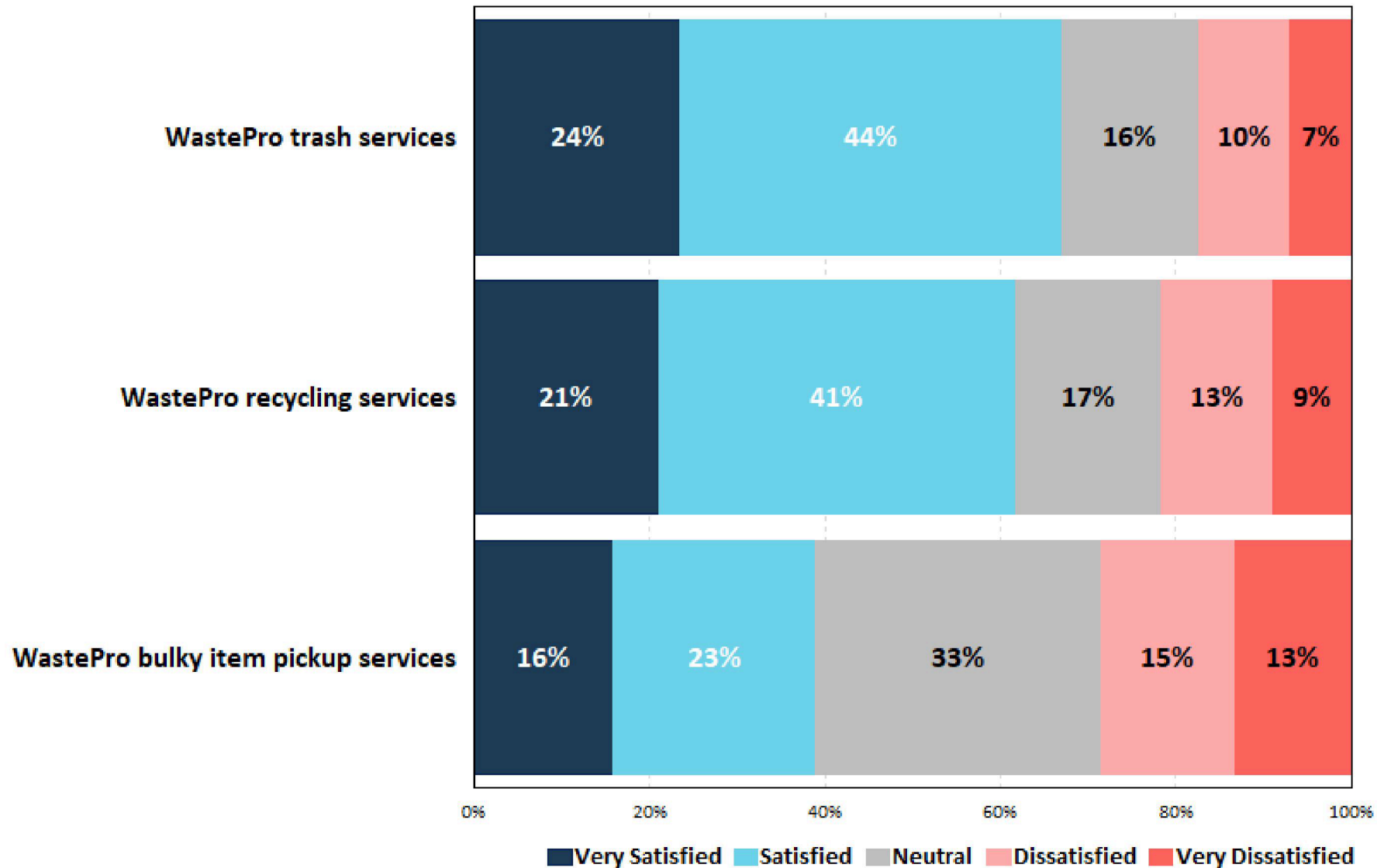


APPENDIX



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)

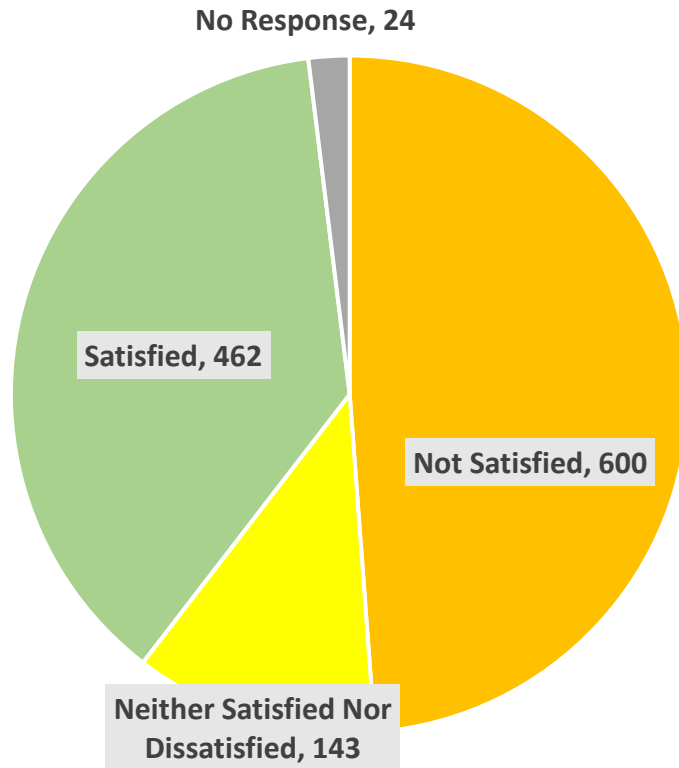


59.9% of respondents indicated they receive solid waste services from WastePro

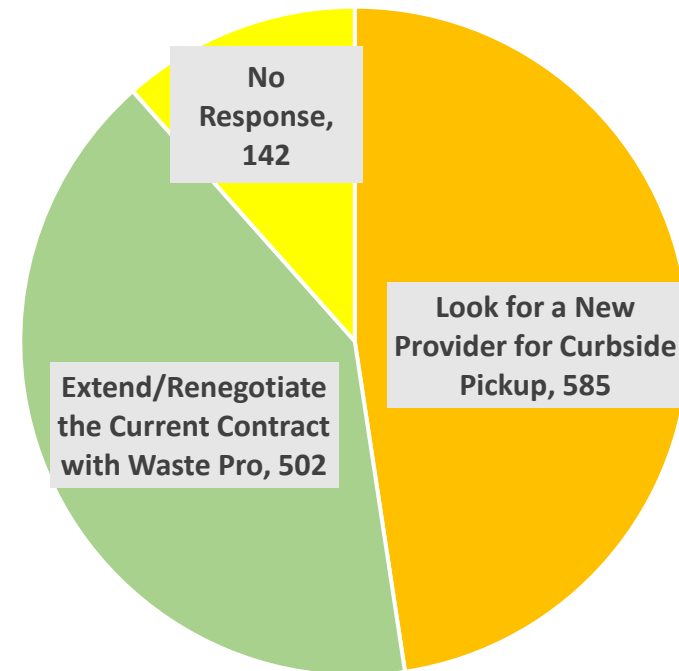
2023 Current Customer Results

TOTAL SURVEYS - 1,229

Are you Satisfied with Waste Pro's Service?



Buncombe County should



Waste Pro Complaints - County

2020 complaints 76

2021 complaints 179

2022 complaints 159

2023 complaints 82 (through Oct 31st 2023)

Grand total for complaints 496

