



**Buncombe County Presentation**  
**4.16.2024**



Environmental Services

**Partnering for a more  
sustainable future**



**BUNCOMBE COUNTY**

# FCC Environmental Services Team



**Dan Brazil**  
Chief Operating Officer



**Charles Merkley**  
Director of Municipal Sales



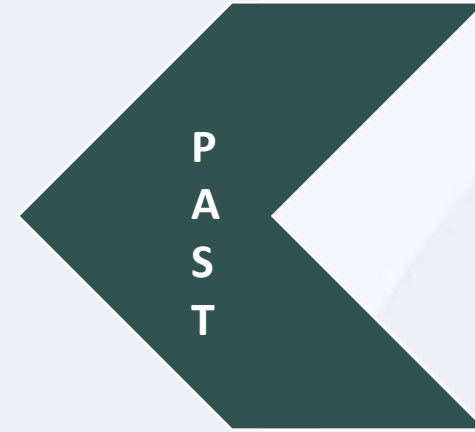
**Rob Canciamille**  
Senior Logistics Manager



**Mitch Dahlstrom**  
Regional Vice President  
East Region



# 1.1 FCC Early Stages



**Municipal Services dating back to 1911 with our first collection contract in the City of Barcelona (Spain) where we still maintain the contract today**



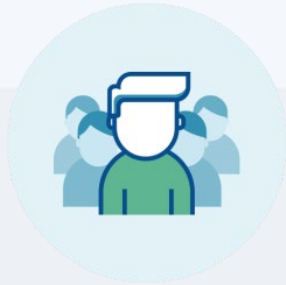
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# 1.1 FCC Globally



**124 years**  
of experience



Over  
**60,000**  
employees



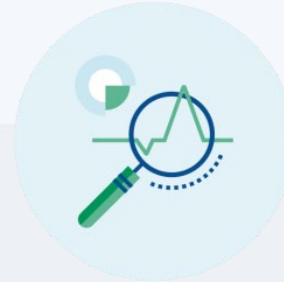
Working in  
**Over 30 countries**



High degree of  
**revenue  
visibility**



**Leader**  
in Environmental, Water  
and Infrastructure  
Development



**\$9.77B** revenue and  
**\$1.66B** EBITDA in 2023



**Comprehensive range**  
of services

Environmental  
Services



End-to-End Water  
Management



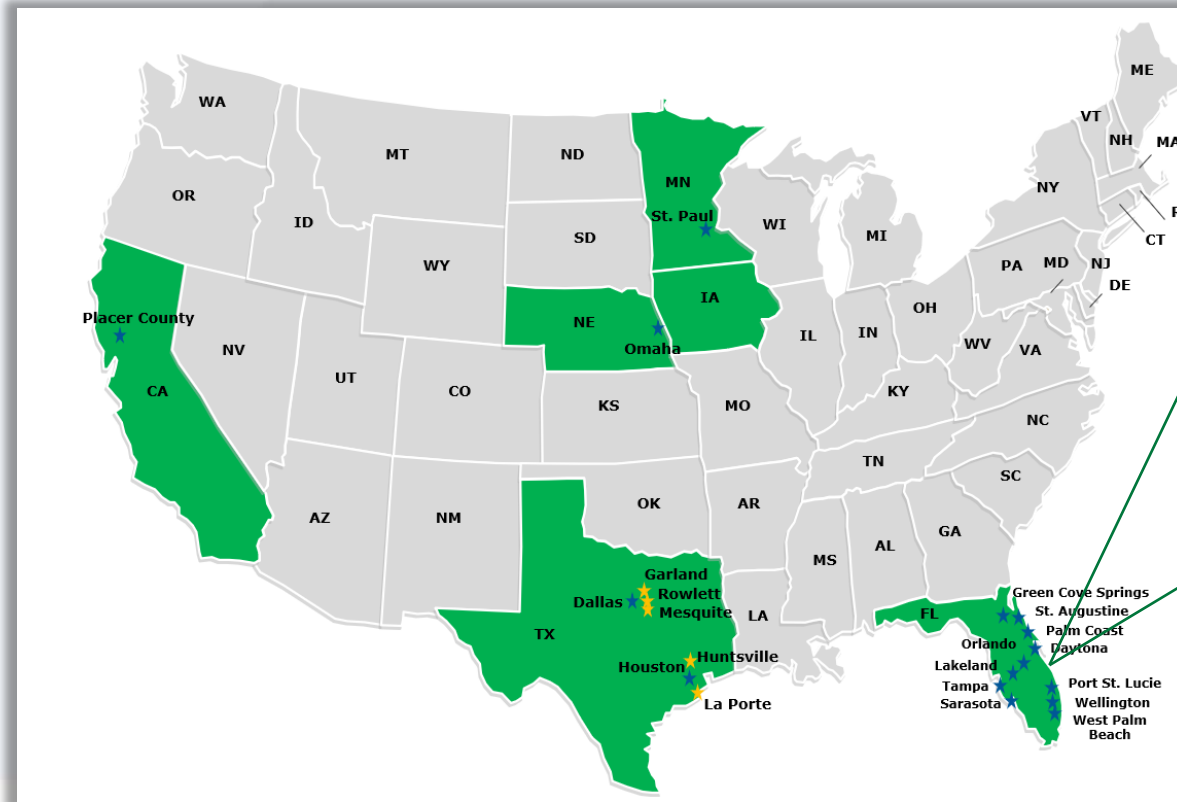
Infrastructure



# 1.1 FCC Global Presence



# 1.1 FCC US Footprint



**12 Million people being serviced by FCC**

# 1.1 FCC US Overview



**Serving  
over  
12 Million  
Americans**



**Operating in  
more than  
35 Cities**



**More than  
1,000  
vehicles  
with over  
300 CNG  
fueled**

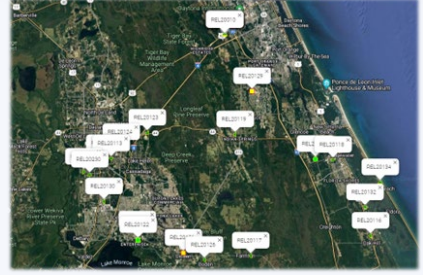
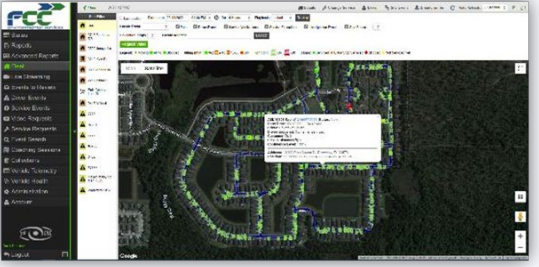


**Over 2,000  
employees**

# 1.2 Benefits with FCC

- Service Developed with Buncombe County Terrain in Mind
- Over \$17M in investment
  - Brand New Trucks & Equipment
  - Brand New Carts
  - Facility within Buncombe County
- Fully Local & Dedicated Customer Service to Buncombe County Contract
- Industry-Leading Compensation Package
  - Competitive Wage
  - Sign-On & Retention Program
  - Benefits to Start on 1st of the Month
- Community Partner to Enhance Awareness & Participation
- Reliable Rates for Residents
  - No CPI 1<sup>st</sup> 2 Years
- Service-Focused Technology
  - GPS & Service Verification
  - County Staff to Receive Untethered Access







# 1.3 Smooth transition (1 of 3)

- All FCC transitions have varied in amount of time from award to service commencement
- FCC will transition without any problem by January 1, 2025
- Detailed transition plan has already been submitted:
  - *Once awarded, we will provide to the County with an updated plan*
  - *Communication and transition plan will ensure County receives a high-quality transition*
- Letters of Recommendation Received by FCC
  - *City of Omaha, NE – 150k homes*
  - *Palm Beach County, FL – 111k homes*
  - *City of Port St. Lucie, FL – 84k homes*
  - *Village of Wellington, FL – 24k homes*



# 1.3 Smooth Transition (2 of 3)

## Experience in Transition Large Communities with the Incumbent

- **City of Palm Coast, FL**

- Purchased over 34 collection trucks in 11 months
- Upgraded current facility & shop to support City contract
- Hired over 70 personnel in 11 months
- Transitioned over 30,000 residential units



- **City of Port St. Lucie, FL**

- Purchased over 80 collection trucks in 3 months
- Purchased and furnished a new facility capable of waste collection operations
- Hired over 85 personnel in 3 months
- Transitioned over 1,200 commercial accounts with incumbent
- Worked with the City to transition from Customer-Owned Containers to Carted service for 84,000 residents



# 1.3 Smooth Transitions (3 of 3)

## Expertise in Transitioning Services in Inclement Weather & Terrain

- **Omaha, NE**

- Delivered 300,000 Carts to residents despite severe snow/freezing weather
- Purchased over 80 collection trucks in 11 months
- Specialized 4-wheel drive Pup Trucks to collect difficult areas
- Purchased and furnished a new facility capable of waste collection operations
- Provided Removal Services of Customer-Owned Containers to 150,000 residents



- **Palm Beach County, FL**

- Delivered Carts to over 111,000 households prior to Commencement
- Purchased over 100 collection trucks in 8 months
- Purchased and furnished a new facility capable of waste collection operations
- Transitioned over 2,900 commercial accounts between multiple incumbents





# 1.4 Quality of the Service



To: James Kee City of Omaha (NE)  
 (Name of Contract Administrator completing survey) (Name of Customer)

Approximate number of dwelling units serviced annually under this contract 144,407

Email: james.kee@cityofomaha.org Phone Number: (402) 444-3909

Omaha Solid Waste Collections Contract 2021-2030  
 (Project Name)

Cost of Services: \$25,700,000 Contract Term: 10 years, 2 x 5 years extension

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm again) and 1 representing that you were very unsatisfied (and would never hire the firm again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

NO	CRITERIA	UNIT	SCORE
1	Contractor's service records as they relate to timeliness of response and recovery systems	(1-10)	10
2	Ability to deploy sufficient resources to complete scheduled collection routes	(1-10)	10
3	Ability to implement and utilize RFID technology to proactively identify missed collection issues prior to end scheduled service day	(1-10)	
4	Ability to implement and utilize GPS technology to proactively identify missed collection issues prior to end scheduled service day	(1-10)	10
5	Willingness to acknowledge and take responsibility of service breakdowns	(1-10)	10
6	Willingness to acknowledge employees' shortcomings as a reflection of management's overall performance	(1-10)	10
7	Ability to offer long-term solutions to chronic service issues	(1-10)	10
8	Ability to perform and apply root-cause analyses to prevent escalated service issues	(1-10)	10
9	Accuracy of quality control of performance reporting submitted such as missed pick-ups, collection route, route maps, etc.	(1-10)	10

James Kee  
 Printed Name of Evaluator  
 Quality Control Manager  
01/30/2023  
 Date

James P. Kee  
 Signature of Evaluator

To: Simon (Paul) Gonsalves Palm Beach County, FL  
 (Name of Contract Administrator completing survey) (Name of Customer)

Approximate number of dwelling units serviced annually under this contract 111,000  
*sgonsalves@swa.org*

Email: sgonsalv@swa.org Phone Number: 561-238-1186

SOLID WASTE AND RECYCLING COLLECTION SERVICES FRANCHISE AGREEMENT  
 (Project Name)

Cost of Services: \$27,000,000 Contract Term: 7 year

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm again) and 1 representing that you were very unsatisfied (and would never hire the firm again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

NO	CRITERIA	UNIT	SCORE
1	Contractor's service records as they relate to timeliness of response and recovery systems	(1-10)	10
2	Ability to deploy sufficient resources to complete scheduled collection routes	(1-10)	10
3	Ability to implement and utilize RFID technology to proactively identify missed collection issues prior to end scheduled service day	(1-10)	N/A
4	Ability to implement and utilize GPS technology to proactively identify missed collection issues prior to end scheduled service day	(1-10)	10
5	Willingness to acknowledge and take responsibility of service breakdowns	(1-10)	10
6	Willingness to acknowledge employees' shortcomings as a reflection of management's overall performance	(1-10)	10
7	Ability to offer long-term solutions to chronic service issues	(1-10)	10
8	Ability to perform and apply root-cause analyses to prevent escalated service issues	(1-10)	10
9	Accuracy of quality control of performance reporting submitted such as missed pick-ups, collection route, route maps, etc.	(1-10)	10

Simon Gonsalves  
 Printed Name of Evaluator  
 Director / Contract Administrator  
1/27/23  
 Date

[Signature]  
 Signature of Evaluator

To: Damien Tramel Hillsborough County, FL  
 (Name of Contract Administrator completing survey) (Name of Customer)

Approximate number of dwelling units serviced annually under this contract 118,000

Email: TramelD@hillsboroughcounty.org Phone Number: 813-541-9123

RESIDENTIAL AND COMMERCIAL SOLID WASTE COLLECTION SERVICES IN COLLECTION ZONE 3 - SOUTH CENTRAL  
 (Project Name)

Cost of Services: \$20,000,000 Contract Term: 8 years and 8 months, 1 x 4 years extension

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm again) and 1 representing that you were very unsatisfied (and would never hire the firm again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

NO	CRITERIA	UNIT	SCORE
1	Contractor's service records as they relate to timeliness of response and recovery systems	(1-10)	10
2	Ability to deploy sufficient resources to complete scheduled collection routes	(1-10)	10
3	Ability to implement and utilize RFID technology to proactively identify missed collection issues prior to end scheduled service day	(1-10)	10
4	Ability to implement and utilize GPS technology to proactively identify missed collection issues prior to end scheduled service day	(1-10)	10
5	Willingness to acknowledge and take responsibility of service breakdowns	(1-10)	10
6	Willingness to acknowledge employees' shortcomings as a reflection of management's overall performance	(1-10)	10
7	Ability to offer long-term solutions to chronic service issues	(1-10)	10
8	Ability to perform and apply root-cause analyses to prevent escalated service issues	(1-10)	10
9	Accuracy of quality control of performance reporting submitted such as missed pick-ups, collection route, route maps, etc.	(1-10)	10

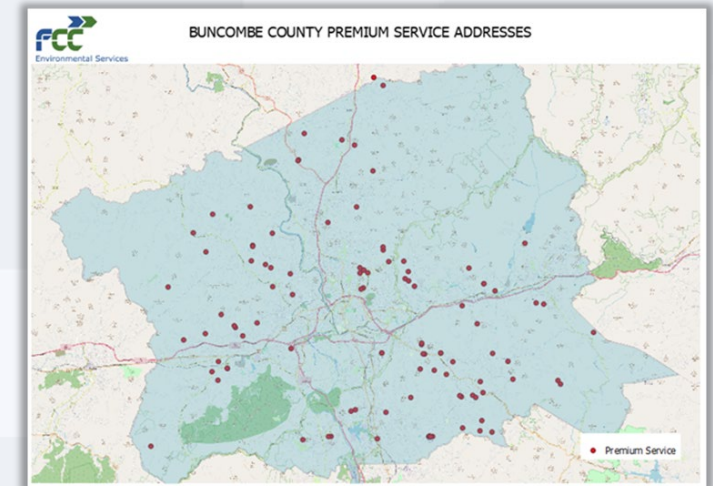
Damien Tramel  
 Printed Name of Evaluator  
 Section Manager  
1/27/2023  
 Date

[Signature]  
 Signature of Evaluator



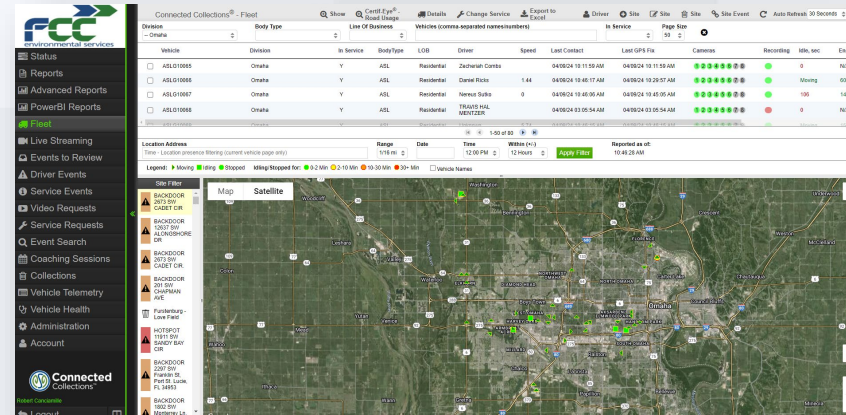
# 1.5 FCC Enhancements to Current Service (1 of 2)

- **Basic Service**
  - **1x Weekly Trash Collection**
    - 2 Free “Bag Tags” for Each Participating Resident at Commencement of Contract
    - Options for additional bags and carts
  - **Every Other Week Recycle Collection**
  - **On-Call Bulk Collection**
- **Premium Service Program**
  - **Drive Up Service for Participating Residents**
  - **Use of Specialized Equipment**
- **Low-Income Discount Program**
  - **150% or below Federal Poverty level**
  - **Recipient of Federal Public Assistance**
  - **Up to 700 Customers Receive 15% Discount of Base Rates**
- **Bear-Resistant Carts**
  - **Brand New**
  - **Options for Resident to Purchase or Lease**
  - **Maintained by FCC throughout the Contract**



# 1.5 FCC Enhancements to Current Service (2 of 2)


- **3<sup>rd</sup> Eye GPS & Service Confirmation**
  - **Untethered Access to County**
  - **Reporting Capability of Service Events**



- **Committed Partner to Buncombe County**
  - **Community Events**
    - Touch a Truck
    - Local Parades
    - Educational Presentations to Local Schools
  - **Local Representation for Community Interaction**
    - On-site General Manager
    - Local Customer Service



# Why FCC?



**Solely Dedicated Services:** All resources including equipment and personnel proposed will be fully dedicated to the County

**Local, On-Site Personnel:** Customer Service on site, trained on Buncombe County services. Management and Dispatch available to respond to any request that County might have

**Ample Equipment, Ample Personnel:** Higher spare ratio than industry standard. Additional Swing Drivers to cover routes

**Proper Number of routes:** FCC has scouted the County and double-checked crew outs. We know that we are proposing more resources than the current incumbents. FCC has simulated the viability of the proposed routes using our routing software

**Environmentally Friendly:** Absolute commitment to providing complete service to Buncombe County beyond simple collection. Protecting the environment of the County is our responsibility

**Innovative Leader by Integrating Technology:** Careful selection of systems that promote the services provided to Buncombe County. Use of 3rd eye and access given to County for their portal

**Leader in Customer Service:** Provide the very best service to each of our partners. Willing to customize the services based on our partner's needs to reach that goal

**Community Stewardship:** Our goal is to participate in comprehensive community outreach to maintain our local partnership with the County

**Price:** FCC offers our customers the best level of service for the most competitive price







# Thank you

[www.fccenvironmental.com](http://www.fccenvironmental.com)





# SWF 2025 Contract

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*Presented by*

Dane Pedersen

Solid Waste



# SWF CONTRACT TIMELINE

SWF 2025 Contract



January 1, 2025 – December 31, 2031  
One-Year (1) Extension Option



Basic Service:  
Weekly Trash Pickup  
Bi-Weekly Recycling Pickup



# SWF TRANSITION PLAN TIMELINE

Date	Item
March 19, 2024	Request for Action to enter negotiations at Board of Commissioners Meeting.
April 16, 2024	FCC and Solid Waste Presentation to Board of Commissioners on Contract.
May 7, 2024	SWF Contract Board of Commissioners Meeting for Approval (first reading).
May 21, 2024	SWF Contract Board of Commissioners Meeting for Approval (second reading).
July 1, 2024	FCC <b>Transition Plan</b> due to Buncombe County.
Sept. 1, 2024	FCC <b>Contingency Plan</b> due to Buncombe County.
Nov. 30, 2024	FCC presents Buncombe County with schedule and route map.
Dec. 6, 2024	FCC <b>Emergency Plan</b> due to Buncombe County.
Dec. 20, 2024	All proposed equipment shall be on-site and prepared.
Dec. 27, 2024	FCC must have run all collection routes in collection vehicles.
Jan. 1, 2025	FCC Begins waste collection services.
Before First Pickup Date	Roll carts assembled and delivered to all existing customers.



# SUBSCRIBER RATES

Service Type	Subscriber Rates 2025-2026
Basic Service	\$28.65/month
Premium Service	\$59.00/month
Bulky Pickup Service and Disposal* (per item)	\$25.00
Bear Carts (purchase)	\$320.00
Bear Carts (monthly lease)	\$10.16/month
Additional Cart with Service (monthly lease)	\$12.00/month
Disability Program	\$28.65/month
Low-Income Program **	15% off Basic Service/month
Additional Bag Service*** (per bag)	\$3.00

\* Single item, maximum weight of 75lbs.

\*\* Limited to 700 eligible subscribers below 150% federal poverty level/receive federal assistance.

\*\*\* Two (2) bag tags provided at no charge at beginning of contract, additional bags tags purchased for \$3 each from FCC.





# KEY PRICING TERMS

SWF 2025 Contract

FCC shall be entitled to increase subscriber fees under the following conditions:

1. After the **first two (2)** years of the contract, FCC shall be entitled an increase in subscriber costs based on the CPI-U, Urban Consumers - Garbage and Trash Index.

## **Limitations to CPI increase:**

- a) Minimum is 3.5% annually
  - b) Capped at 5% annually
2. If the Landfill/Transfer Station's Tipping Fees increases.
  3. In the event a federal law, State Statute, or local ordinance requires FCC to comply with additional regulations or work for trash pickup beyond what is laid out in this contract.



# CPI-U INCREASE PROJECTION

SWF 2025 Contract

Year	3.5% CPI Increase	5% CPI Increase
2025	\$28.65	\$28.65
2026	\$28.65	\$28.65
2027	\$29.65	\$30.08
2028	\$30.69	\$31.59
2029	\$31.76	\$33.17
2030	\$32.88	\$34.82
2031	\$34.03	\$36.57
2032 (extension)	\$35.22	\$38.39

The first two years of the contract the price will remain the same for subscribers, at the end of the seven (7) year contract the highest amount that subscribers will pay is **\$36.57**, and the lowest they will pay is **\$34.03** (barring any other previously mentioned subscriber cost increase scenarios).

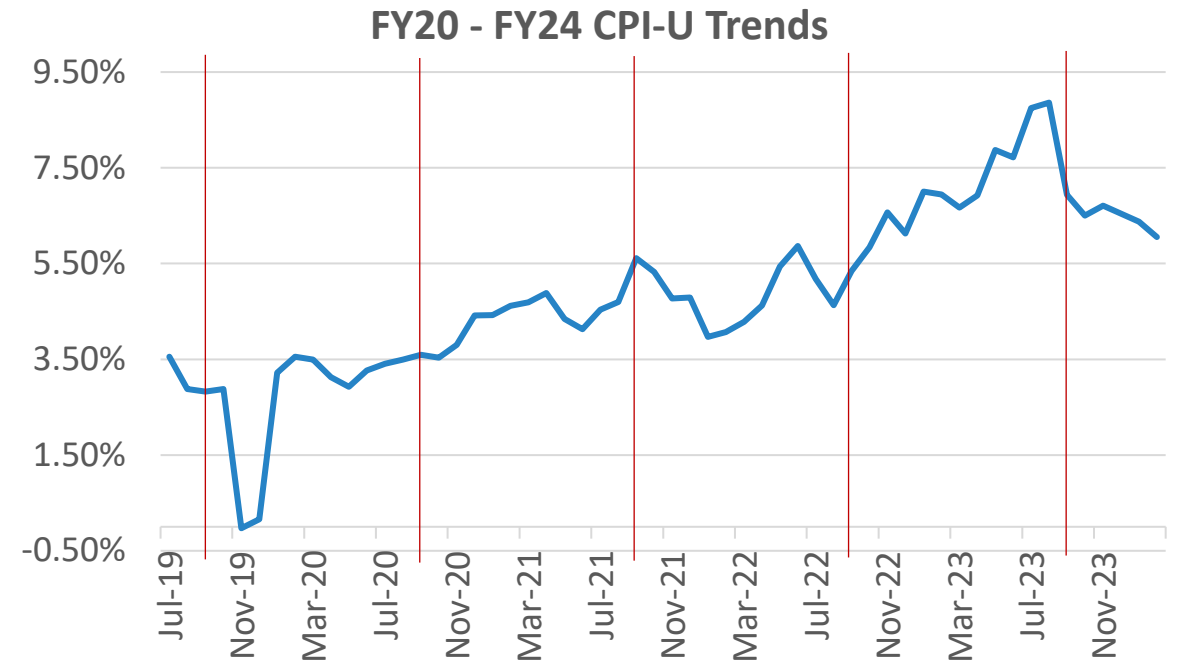


# CPI-U TRENDS

SWF 2025 Contract

The Consumer Price Index for All Urban Consumers (CPI-U) category includes various items such as water and sewerage maintenance, electricity, natural gas, garbage and trash collection, and other utility services.

Year	CPI-U (Month End Sept. 30)
2019	+2.83%
2020	+3.59%
2021	+5.62%
2022	+5.34%
2023	+6.94%



**Note:** The red lines in the graph are the Month End Sept. 30<sup>th</sup> Year-over-year growth as shown in the table, as proposed in the agreement.



# CONTRACT CHANGES

Previous Contract	New Contract
5-Year Contract (Option for 2-Year Extension)	7-Year Contract (Option for 1-Year Extension)
Two years no price increase, then CPI based.	Two years no price increase, then CPI-U based price increase with a 3.5% floor and 5% cap.
Doctor's Note Program – premium service for basic service cost.	<ul style="list-style-type: none"> <li>• Low Income Program – 15% discount for up to 700 subscribers at or below 150% Federal Poverty Level.</li> <li>• Disability Program – premium service for basic service cost.</li> </ul>
Emergency Plan.	Emergency Plan, Transition Plan, Contingency Plan.
Free initial tags provided to residents for out-of-cart bags resulting from excess waste.	Free initial tags provided to subscribers and additional tags available for purchase (\$3) throughout the length of the Contract.
Delivery fee for replacement rollout carts.	No fee for replacement rollout carts and 7-day deadline to supply cart to subscriber.
<b>Liquidated damages:</b> Based on Valid Misses, no recycling report, failure to deliver recycling materials, leaking trucks, contract termination.	<b>Additionally:</b> Not reporting spillages/leakages, not cleaning spillages or leakages within deadline, not supplying subscriber with new cart by deadline, not supplying any requested reports by deadline, operating unsafe equipment, failure to meet Contract start date.
New carts provided.	New carts provided – County ownership at end of Contract.



# STAFF RECOMMENDATION

SWF 2025 Contract

Staff recommends approval of the Solid Waste Franchise Contract with FCC Environmental, LLC.

Two readings will be required by the Board of Commissioners for a franchise agreement.

