Residential Waste Collection

Presented by
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• Introduction
• Safety Requirements
• Tour of Facility
• Preview some Trucks
• Q & A Session about the Tour
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
Program

• Exclusive contract
• Not mandatory and based on subscribership
• Residents may subscribe or elect to self-haul material to transfer station or landfill
• Waste Pro direct bills customers for services (quarterly)
• Subscribers are provided with trash and recycling roll carts
• Designated collection point is mailbox or curbside for basic service
CPI Contract

• No increase in subscriber fee for first 2 years of current contract
• CPI increase apply for remainder of contract on yearly basis
• 2021 CPI, Urban Wage Earners and Clerical workers was 6.9%
• Basic service subscriber fee was $19.21/month at start of contract
• With CPI increase, new subscriber fee for CY 2022 is $20.54/month
• Current subscriber count: 30,395
• Premium Service subscriber count: 76
• Backdoor subscriber count: 444
• Increases investment in employees/payroll
  • Payroll increased ~ 50% conversion of day rates to hourly

• 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
• Job fair
• Investments in Buncombe County
• Opportunities: Redefine normal collections
• Split-Body trucks – implemented 2 for Buncombe County
• CNG trucks
• Diesel trucks
• Statistics on CNG vs Diesel
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/Materials
  • Fuel increase cost
    • March 2020 $2.58 p/gallon
    • October 2021 $3.61 p/gallon
    • March 2022 $5.11 p/gallon

• Materials cart increase
  • ~ 25% as a result of supply chain shortages and COVID slow downs
Recycling Tonnage
January 2020 – March 2022
Questions?