



ADDENDUM #2

February 20, 2019

TO: ALL POTENTIAL BIDDERS

FROM: RON VENTURELLA, BUNCOMBE COUNTY PROCUREMENT MANAGER

**SUBJECT: Exclusive Franchise for the Collection and Disposal of Solid Waste and Collection of Recyclables in Unincorporated Areas of Buncombe County
RFP # SWF-2020**

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

Addendum # 2

The following questions were asked by potential bidders (listed in no particular order):

1. Could you provide a map showing current service days?
 - Maps of the waste routes and recycling routes will be included with this addendum as separate PDF documents.
2. Do you know of any unincorporated areas of the county that are scheduled to be annexed? If so could you provide that area?
 - The NCGA through a series of bills and subsequent session law amendments effectively discontinued the ability of municipalities to perform involuntary annexations. Voluntary annexation is still permitted and some municipalities (i.e. Weaverville, Woodfin, etc.) have the ability to charge differential water rates to encourage developed or soon to be developed properties to annex. Unless there is a reason to annex (i.e. water, ABC license) into a municipality then no.
3. Do you currently provide "Premium" service? If so, what are this current charges and the maximum?
 - Currently the contractor negotiates this on case by case with the subscriber; there is no set maximum at this time.
4. Could you provide the current location recyclables are going? The tonnages provided for recycling in sec 3.4.4 per day - is this based on 5 days per week? Also, are MSW tonnages provided per day based on 5 days per week?
 - Currently recycling materials are taken to Curbside Management at 116 Woodfin Ave., Woodfin NC 28804.
 - Approximate tonnages provided per day are based on a 5-day week.
5. Per 10.3.2, does the elimination of a recyclable material by a processor constitute a reason for the county to allow the material to be eliminated from the mix?

- This would need to be evaluated and mutually agreed upon by both the County and contractor.
6. How are current customers invoiced? Quarterly?
 - Currently customers are invoiced quarterly.
 7. Is the contractor allowed to use their policies in regards to nonpayment?
 - Yes, if the contract is subscriber based.
 8. Page 6 section 2.7 - there is discussion that contractor shall at his own risk and expense...bridges, pipes etc. Should we anticipate a waiver from the individual before approaching private property?
 - The customer will have invited the contractor to pick up the trash. That will be up to the contractor if they will require a waiver from the customer.
 9. Cart definition:
 - Refer to:
 - Section 3.5.19 of the current RFP;
 - Solid Waste Management Ordinance definitions section (Sec. 62-26) for “refuse receptacle or receptacle”; and
 - Solid Waste Management Ordinance Section 62-30 – Storage; Collection; Transportation; Disposal.
 10. Material outside of cart (cart contents only):
 - The intent is for just what is in the cart; the County will discuss with the selected provider regarding holiday flows and certain other nonstandard situations. As with any changes pertaining to the new contract, public education and outreach will be critical to successful implementation.
 11. Request a detailed list of all current subscribers along with address of all potential subscribers.
 - See spreadsheet that was attached to an email from Buncombe County Procurement Manager, Ron Venturella, which was distributed to pre-bid meeting attendees on February 8, 2019.
 12. How many disabled or preferred homes are currently collected, and what are those addresses?
 - Refer to the provided subscriber list. Currently, there is not a defined structure for how the disabled or preferred residents are collected outside of basic service. This is an area we plan to evaluate.
 13. Disposal cost – will this be direct billed to the County or paid by contractor?
 - The disposal fee will be paid by the contractor.
 14. CPI – 100% of Water, Sewer, and Trash or Garbage and Trash Index?
 - Please review Section 12 of the RFP #SWF-2020 document relating to Compensation Adjustments. Also, review Fees section 62-47 of the Buncombe County Solid Waste Management Ordinance.

15. CPI – Change to the anniversary of each year and not hold to the initial two year?
 - Please review Section 12 of the RFP #SWF-2020 document relating to Compensation Adjustments. Also, review Fees section 62-47 of the Buncombe County Solid Waste Management Ordinance.
16. Small Businesses – how many and how many carts does each small business have?
 - Refer to the previously provided subscriber list and equipment column contained therein.
17. Bear-proof carts offered – is this for all residents or as a selection only?
 - This is an option for residents.
18. Page 22 Section 10.2.2 – contamination of recycling that is landfilled – how will the County reimburse for those fees?
 - Refer to section 10.2 of the current RFP. The County desires to have a positive and productive working relationship with the contractor, and identifying the most beneficial recycling solutions for residents is a priority.
19. Copy of current contract and provisions
 - See Addendum #1.
20. Exhibit A does not have a notation for LLC
 - If your company does not fall under the four business structures listed you may manually list your type of organization.
21. Can we get a copy of the new contract so we know specifically what we are bidding on?
 - Refer to section 1.13 of the current RFP. Certain parameters of this contract will be defined once the successful proposal is identified and terms negotiated.
22. In reference to the recycling disposal, can language be added to adjust our rate as disposal fee changes in a format similar to the Buncombe County garbage disposal fee?
 - This would have to be negotiated and mutually agreed upon by the County and hauler. We understand that commodity markets are volatile and the County plans to work together with the contractor in identifying solutions. For the purpose of this RFP process, refer to section 10.2 of the current RFP.
23. Can there be an annual CPI adjustment based on a published CPI index? It could allow the bidders to be able to quote a better price, knowing their margins would not erode over the life of the contract.
 - Please review Section 12 of the RFP #SWF-2020 document relating to Compensation Adjustments. Also, review Fees section 62-47 of the Buncombe County Solid Waste Management Code of Ordinance.
24. Can there be a probationary period at the contract start on assessing fines, especially if a new comprehensive cart system is put into place due to the change.
 - This would have to be negotiated and mutually agreed upon by the County and selected contractor.

25. Recyclable rejects of 5% or more would put the contractor on probation. Realistically, throughout the southeast contamination runs between 10% and 25%.
- Our intent is to focus on driving contamination rates down. Currently, the recycling contamination rate of inbound stream is approximately 8%-10%. Recycling program material distribution and a focus on public education will be expected of the contractor.

26. How many small businesses are included in the current subscriber list?
- Review the definitions section 62-26 of the Buncombe County Solid Waste Management Code of Ordinance and previously provided subscriber list.

27. Can you provide a tonnage report that breaks down the tons delivered at the landfill and transfer station?
- The following table shows residential waste (not including recyclables) delivered to the Buncombe County Transfer Station and Landfill.

Calendar Year	Transfer Station	Landfill
2017	25,114	4,053
2018	23,986	3,504

28. Can you provide a history of missed services and fines?
- Currently, fines are not included in the contract. Please review section 13 of the current RFP, as we have included such accountability measures for the new contract. A current complaint log is attached to this addendum.

29. Per 10.3.1, please provide an example of “poor collection method.”
- Among others, an example would be mixing recyclable materials into waste stream. Another example would be insufficient cleanliness of collection vehicles that result in recyclable contamination.

30. Please confirm that the franchise allows the contractor to travel on private roads (if directed) without fear of being sued for damaging roads.
- The customer will have invited the Contractor to come pick up trash. Requesting a waiver or release is up to the Contractor. Any damages to private property is between the contractor and the property owner.

31. Can you provide the number of bear-proof containers currently being provided?
- These are currently not being provided as an option by the contractor. There is some presence of subscriber provided bear-proof containers, but this is minimal.

32. With reference to page 28 Cost Proposal Option #2 96-Gallon Rollout container (per unit, per month), should we provide separate line for cost providing cart only?
- Yes, this is to evaluate the cost of the 96-gallon rollout cart under this service option.

33. Can you provide addresses for current premium service customers?
- Refer to the subscriber list provided with Addendum 1. The service codes “RESBDOOR” and “RES96BDSW” are residences receiving premium service.

34. With reference to section 5.4.5 and 5.4.6, our company is a private owned company. As such in our proposals, we usually provide credit information including our bank, D&B numbers, vendor references, and a copy of non-disclosure agreement that will allow the County to privately obtain as much credit information needed, such as profit loss statements and balance sheets from our Corporate Analyst. It is just not included with proposal. Will this suffice for our submittal for Buncombe County to satisfy sections 5.4.5 and 5.4.6?
- This will be suffice for the initial proposal. The County may request additional clarification or documentation.

Attached:

Customer Complaint Log (4 pages)

Recycling Routes – Included as separate pdf (81 pages)

Waste Routes – Included as separate pdf (189 pages)

END OF ADDENDUM #2

Exclusive Franchise for the Collection and Disposal of Solid Waste and Collection of Recyclables in Unincorporated Areas of Buncombe County

RFP # SWF-2020

CUSTOMER COMPLAINT LOG							
DATE RECEIVED	ADDRESS	COMPLAINT					
5/29/2018	296 Old Lakey Gap Road	Past 2 weeks recycling has been mixed in with garbage					
5/31/2018	40 Patton Cemetery Road	Garbage was not picked up					
6/1/2018	5 Patton Circle, Asheville	Recycling was mixed with trash pickup					
6/6/2018	2956 New Leicester Highway	Missed Trash for 5 consecutive weeks					
6/8/2018	5 Patton Circle, Asheville	Recycling was mixed with trash pickup					
6/11/2018	6 New Valley Road, Swannanoa	Missed Recycle collection					
6/14/2018	18 bridle drive, barnardsville	Missed trash collection for past 3 weeks, neighbors also					
6/14/2018	21 bridle drive, barnardsville	Missed trash collection for past 3 weeks, neighbors also					
6/15/2018	1975 Hwy 9, Black Mountain	Trash pickup sporadic, many days missed.					
6/18/2018	47 Sams Road	Missed Recycles past 3 weeks					
6/19/2018	112 Pine Ridge Drive	Missed Trash last week					
6/19/2018	2791 New Leicester Hwy	New Toter request has been put off for 3 weeks					
6/21/2018	9 Selby Drive	Missed Trash last week					
6/21/2018	11 Morris Drive, Weaverville	Repeated missed trash					
6/25/2018	23 Brookview Ln	late trash and missed recycling					
6/25/2018	7 Chipowa Trail, Black Mountain	Missed Recycling pickup					
6/26/2018	96 Whitt Road, Leicester	Missed Trash collection					
6/26/2018	2956 New Leicester Highway	Missed trash repeatedly					
6/27/2018	14 Shooting Star Lane	Missed Trash several times					
6/28/2018		Poor Performance					
6/28/2018	17 Acorn Drive	Unable to reach anyone to setup an account					
6/28/2018	9 Selby Drive	Missed Trash again, animals have scattered the garbage					
6/29/2018	28 Enoch Way	Needed toter replacement, contacted WP several times					
7/5/2018	6 Henbit Way, Arden	Missed garbage collection past 2 weeks					
7/5/2018	50 Eller hollow road, Weaverville	Missed recycles past 2 weeks					
7/5/2018	16 Honey Hollow Lane, Fairview	Missed garbage collection past 2 weeks					
7/6/2018	Gossett Road, Candler	Missed garbage collection past 2 weeks					
7/9/2018	23 Fern Glade Road, Asheville	Missed Garbage Collection last week					
7/9/2018	94 Marlow Road, Fairview	WP not answering phone calls, missed garbage collection					
7/9/2018	10 Leisure Trail, Weaverville	Missed Recycling pickup					
7/10/2018	1 Lady Slipper Road, Weaverville	WP not answering phone calls, missed garbage collection					
7/10/2018	23 Shady Oak Lane	Missed trash and recycling, did not pick up paid for bulky					
7/10/2018	384 Sugar Creek Road, Weaverville	Pickup missed last Friday or Saturday,					
7/10/2018	10 Leisure Trail, Weaverville						
7/11/2018	16 Hawks Landing	Missed Trash pickup					
7/12/2018	112 Pine Ridge Drive, Fairview	WP not answering phone calls, missed garbage collection					
7/12/2018		Frequent missed trash and recycle collection					
7/12/2018	Fairview Estates	Missed Recyclables in entire street, no response					
7/12/2018	Singing Pines Drive	Missed Trash, no customer response					
7/12/2018	445 Covewood Lane, Asheville	Inconsistent service in waste and recycle collection					
7/14/2018	Woodland Ridge, Asheville	Missed trash and recycling					
7/15/2018	Blackberry Road, Reems Creek	Missed Trash pickup					
7/16/2018	712 Blue mist ray	Missed recycling					
7/17/2018	Oakley Area	Missed trash and recycling					
7/17/2018		Missed trash and recycling					
7/18/2019	61 Wesley Drive	Missed Trash pickup					
7/18/2018		Missed trash pickup					
7/18/2018	Pisgah View Drive	Entire road missed trash and recycling collection					
7/18/2018	Old Leicester Hwy	Missed Trash pickup					
7/18/2018	Peterson Insurance	Missed Trash collection					
7/18/2018	65 Singing Pines Drive	Waste collection missed for entire neighborhood					
7/19/2018	50 Forest Lane, Candler	Missed Trash pickup					
7/19/2018	Fairview	Missed Recycle pickup					
7/19/2018	Peterson Insurance	Missed Trash collection					

CUSTOMER COMPLAINT LOG								
DATE RECEIVED	ADDRESS	COMPLAINT						
7/20/2018	126 Laurel Haven Road	Missed Trash Collection past 2 weeks						
7/20/2018	112 Pine Ridge Drive, Fairview	Trash pickup sporadic, many days missed.						
7/20/2018	102 Laurel Haven Road	Missed Trash and Recycling						
7/20/2018	61 Orchard Road, Asheville	Missed Trash and Recycling						
7/20/2018	6 tallwood road	Missed trash and left msg someone called him back still not picked up						
7/20/2018	633 Upper Herron Cove Road	Missed Trash pickup						
7/20/2018	Last Resort Terrace	Missed trash collection						
7/20/2018	Last Resort Road	Missed trash collection						
7/24/2018	38 Leisure Mtn Rd	partial trash pickup missed recycling						
7/24/2018	200 Kiesler Road, Candler	Missed Trash pickup, recurring problem						
7/24/2018	109 Aster Ridge Trail, Swannanoa	Called Waste Pro no response. Missed trash collection						
7/25/2018	15 Burton Drive, Fairview	Missed Recycling for over a month, numerous calls no one shows up						
7/25/2018	99 sleepy forest drive, Leicester	Misses Recycle Pickup						
7/25/2018	Rosanee Drive, Fairview Estates	Missed Recycling pickup						
7/25/2018	22 Clovernook Drive, Arden	Missed Recycling pickup						
7/27/2018	6 Ridge Glen, Leicester	Missed Recycling pickup recurring problem						
7/27/2018		Lack of Service						
7/27/2018	47 North Market St, Asheville	Misses Trash Collection past 2 weeks, not responsive						
7/27/2018		Emptied trash can left trash bags beside can, called still not picked up						
7/27/2018	Black Mountain Neighborhood	Missed Recycling pickup recurring problem for entire neighborhood						
7/27/2018	Timber Ridge, Leicester	Misses Recycle Pickup for entire neighborhood						
7/27/2018	Westin Road	Waste Pro Truck leaking						
7/27/2018	Several	Repeated missed trash						
7/27/2018	Fairview	Repeated missed trash						
7/30/2018	5 Patton Circle, Asheville	Repeated missed trash						
7/30/2018	11 Vail Court	Missed Recyclables , poor customer service						
7/31/2018	133 Snelson Cemetery Road, Leicester	Missed trash and recycling, recurring problem for over a month, numerous calls no one shows up						
8/1/2018	1373 Upper Brush Creek Road, Fairview	Misses his recycling 2 different time this month, called and no one shows up						
8/1/2018	Rice Knob Heights	Trash pickup sporadic, many days missed recurring problem.						
8/2/2018	21 Shady Ridge Lane, Asheville	Trash pickup sporadic, missed 3 times since May 30th, not responsive to calls						
8/2/2018	145 New Salem Road, Swannanoa	Missed trash pickup for 3 weeks						
8/2/2018	43 Mountain Berry Lane, Fairview	Missed trash pickup today, recurring problem						
8/6/2018	107 Harrison St	Lack of Service, trash and recycling going into the same truck.						
8/6/2018	6 Botany Court, Asheville	Missed his recycling last Wed. he called for 3 days no one shows up						
8/6/2018	50 Russel Street	Missed trash pickup for him and his neighbor but picked up the rest of the street						
8/6/2018	Mount Carmel/ Old #20	Truck steadily leaking fluids on roadways						
8/7/2018	Leicester Hwy	missed trash pickup recurring problem						
8/7/2018	6 Ridge Glen, Leicester	Missed trash pickup						
8/7/2018	127 Whispering Wind, Black Mtn.	Missed recycling also never received a garbage can that he was charged for						
8/7/2018	79 Tuckaway Drive, Arden	Missed recycling 4th time this summer						
8/7/2018	712 Bluemist Way, Arden	Missed recycling numerous calls to Waste Pro no response						
8/7/2018	211 Morgan Branch Road, Weaverville	Missed trash pickup only been picked up once in past month						
8/8/2018	12 oakwood, candler	Missed trash and broken glass over road from recycling						
8/10/2018	15 Fender Lane, Candler	Missed trash pickup called no one ever came to pick it up						
8/10/2018	60 Thistle Lane (picked up on Ivy lane, Fletcher)	Missed recycling 3 out of past 5 times						
8/10/2018	162 Clarks Chapel Extension, Weaverville	Missed recycling 4 weeks and missed trash today.						
8/13/2018	16 Craftsman View Drive, Asheville	Recycling truck dropping glass shards onto streets in Pine Brook Farms						
8/13/2018	115 Paradise lane, candler	Missed recycling for over a week.						
8/14/2018	79 Tuckaway Drive, Arden	No recycling pickup call once it was picked up this is a chronic problem, all other houses on street get picked up but his.						
8/15/2018	24 Smokey Mtn Dr, Swannanoa	Missed recycling for 3 weeks ongoing problem						
8/16/2018	129 Coffey Circle, Asheville	Missed trash pickup for over 2 weeks called and no one show up						
8/16/2018	79 Tuckaway Drive, Arden	Recycling still not picked up.						

CUSTOMER COMPLAINT LOG								
DATE RECEIVED	ADDRESS	COMPLAINT						
8/17/2018		missed trash collection past 3 weeks,						
8/17/2018	64 Mallonnee Dr, Candler	missed trash 3 out of the past 4 weeks, no one shows up						
8/20/2018	140 Avondale Ridge Road	Missed Recycling						
8/20/2018	189 Old Donald Road, Asheville	Missed Recycling last week						
8/21/2018	3 springs drive, Leicester	Missed Recycling 6 times in the past 2 months						
8/21/2018	59 Meadow Lane, Fairview	Missed trash pickup for 2 weeks.						
8/22/2018	10 Walter Crawford Rd, Candler	Missed trash pickup for 2 weeks.						
8/23/2018	3 lock hart lane, Swannanoa	Missed trash pickup for 2 weeks.						
8/23/2018	143 Bruce Mtn Circle, Asheville	Missed recycling.						
8/24/2018	378 Lambeth Walk	Missed trash and recycling						
8/24/2018	20 Arbour Meadow lane, Asheville	Missed trash for 4 weeks on scheduled day.						
8/27/2018	21 Shady Ridge Lane, Asheville	Missed trash 3rd time in the past 5 weeks						
8/27/2018		Glass falling out of the waste pro trucks.						
8/27/2018		Missed recycling no one shows up when called						
8/27/2018	Canton Area	Recycling not being picked up in canton area						
8/27/2018	35 McGee Circle, Fairview	Recycling missed						
8/27/2018	45 Horizon Way, Alexander	Missed trash pickup						
8/28/2018	12 Village Oaks Drive	Leaking trash juice from truck						
8/29/2018	16 Farm Pine Lane, Candler	Missed recycling pickup for entire street for past 3 weeks, unresponsive service.						
8/29/2018	6 Raven Clift Lane, Arden	Missed trash pickup and recycling, unresponsive service						
8/30/2018	390 Racquet Club Road, Asheville	Driver knocked over a fence post in his yard.						
8/30/2018	14 McPeters Road, Leicester	Missed trash pickup for the past 3 weeks						
8/30/2018	15 In God We Trust Drive, Asheville	Missed trash pickup, unresponsive service.						
8/30/2018	14 Apple Tree Way	trash and recycling going in the same truck, unresponsive services.						
8/30/2018	12 South Morgan Branch Rd, Candler	Missed trash pickup for 3 weeks						
8/31/2018	216 Charlene Drive, Black Mtn.	Missed recycling pickup for 3 weeks.						
9/4/2018	34 peaceful place, Fairview	Missed recycling for three weeks						
9/4/2018	3 Pine Tops Drive	Missed trash pickup.						
9/4/2018	21 Cornelia Lane, Weaverville	Missed recycling for 2nd time in 6 weeks.						
9/4/2018	20 Marrow Lane	Missed recycling for 2 weeks in a row.						
9/4/2018	10 Ceader Ridge Drive, Asheville	Missed Trash pickup						
9/5/2018	132 Averys Creek, Arden	Missed trash pickup for 5 weeks he has backdoor service.						
9/5/2018	79 Tuckaway Drive, Arden	Missed recycling pickup for the 3rd time in the past 6 weeks.						
9/5/2018	129 Porter road, Asheville	Recycling being placed in the trash trucks.						
9/6/2018	20 Arbor Meadow lane, Asheville	Missed trash pickup						
9/6/2018	30 Pisgah Methodist Church Road	Missed trash						
9/6/2018	109 Morgan Street, Swannanoa	Missed trash pickup numerous calls unresponsive services.						
9/11/2018	129 Coffey Circle, Asheville	Missed trash pickup for two weeks.						
9/17/2018	2956 New Leicester Highway	Waste Pro poor service						
9/17/2018	8 Crooked Creek Road	Unreliable service mixing trash and recycling together Chip Gingles asked her to call him directly instead of contacting the county.						
9/18/2018	15 Hallet Court, Asheville	Waste Pro leaked hydraulic fluid in her driveway twice came out and pressure washed it only removed one stain still has one stain.						
9/18/2018	11 Timothy Lane, Candler	Glass falling out of the waste pro trucks and inconsistent trash pickup						
9/20/2018	1 Hillcrest Lane, Black Mtn.	Missed trash pickup yesterday also missed entire neighborhood of Charmeldee Sky High Acres.						
9/20/2018	216 Charlene Drive, Black Mtn.	Didn't pickup the recycling last week and missed trash pickup for this week trash day was on Wednesday and still wasn't picked up at 3:52pm						
9/21/2018	17 Hawberry Court, Asheville	Didn't pickup trash for the past two weeks numerous calls.						
9/24/2018	89 Brisco Drive, Asheville	Didn't pickup the cardboard but picked up the rest of recycling.						
9/25/2018	53 Nethermead Drive	Missed trash pickup.						
9/25/2018	284 Racquet Club Road							
9/26/2018	10 Double Eagle Drive, Weaverville	Trash pickup was Friday they picked up and dropped it off at top of hill still there on Wed. called no one returned the call.						

CUSTOMER COMPLAINT LOG			
DATE RECEIVED	ADDRESS	COMPLAINT	
9/26/2018	555 Lower Brush Creek Road, Fletcher	Recycling and trash not being picked up on schedule.	
9/26/2018	Windsong Driver, Fairview	Missed trash pickup.	
9/28/2018	36 Patton Cemetery Road Org	Trash pickup was Wed numerous calls no one shows up trash is still out on Friday.	
9/28/2018	192 zehorn road, Fairview	Trash missed for 6 weeks and recycling was missed needs a supervisor to call him back	
10/2/2018	90 Sweet Brooke Drive, Weaverville	Missed trash pickup unresponsive when called.	
10/3/2018	192 zehorn road, Fairview	unresponsive on call backs after speaking to Chip Gingles.	
10/4/2018	3 Mountain Oaks Drive, Fletcher	trash missed for 2 weeks for entire neighborhood called waste pro unresponsive	
10/4/2018	79 Tuckaway Drive, Arden	Missed Recycling pickup	
10/8/2018	101 Windy Gap Road, Asheville	Waste Pro damaged his personal bear prof container	
10/11/2018	17 Hill Crest Lane, Black Mountain	Said she has had problems for over 1 year with waste pro.	
10/12/2018	74 Reed Road, Fairview	Missed entire neighborhood collection called waste pro unresponsive.	
10/16/2018	11 Vail Court	Missed trash and recycling	
10/16/2018	73 Lower Sand Branch Road, Black Mountain	Missed trash and recycling	
10/18/2018	301 Orchard Court, Fairview	Missed recycling	
10/19/2018	1640 olmsted drive, Asheville	Missed trash	
10/19/2018	33 Ledbetter circle, Fairview	Missed trash	
10/24/2018		Poor Performance	
10/24/2018		Missed trash	
10/26/2018	2 Shovel Head Drive, Asheville	Missed trash and recycling	
10/26/2018	11 Bramblewood Road, Arden	Missed recycling customer service at waste pro had an attitude when he called them.	
11/5/2018	45 Hamby Drive, Asheville	Glass in the road	
11/9/2018	39 Nicholas Hill Drive, Asheville	Missed trash	
11/13/2018	85 Richamond Hill Road	Missed Trash Pickup 2nd time in the past month.	
11/15/2018	110 Morgan Street, Swannanoa	Missed Entire street collection for trash said this a problem she has about once a month.	
11/27/2018	11 Forget Me Not Meadows, Fairview	He says the truck doesn't come up his road but he said that his trash and recycling is being picked up on regular schedule.	
11/28/2018	30 Pisgah Methodist Church Road	missed recycling does not want WP to call her back said 1st time missed in over a month.	
12/7/2018	30 Pisgah Methodist Church Road	missed one bag of trash normal trash pickup day is Tuesday .	
12/14/2018	86 Whitaker Lane, Fairview	Hasn't had picked up trash in 4 months, told to spray trash with bleach water.	
12/18/2018	23 Josh Britt Haven, Candler	Recycling has not been picked up in the past 7 weeks and her trash cans have never been delivered	
12/19/2018	19 Dynasty Lane, Candler	Trash has not been picked up on schedule for the past 3 weeks he currently has trash out on the curb.	
12/19/2018	28 Plesant run, Asheville	partial pickup of trash on Monday he called and they still have not picked up trash	
12/20/2018	31 Mount Carmel Drive	Missed a bulky pickup	
12/20/2018	2 Jug Town Road, Candler	Missed trash pickup for his entire street for two weeks.	
1/8/2019	1598 US-70, Asheville	Missed trash and recycling numerous times wed reg. trash day 1 day delay he called Friday his trash is still out the following Tuesday.	
1/14/2018	Buckner Br Rd and Barnardsville Hwy	Missed recycling at the corner of buckner br. Rd and Barnardsville Hwy	
1/14/2018	Pine Brook Farms, Weaverville	Glass on the road when they pickup recycling numerous problems people don't want to walk dogs	
1/18/2019	550 Patricia Road, Black Mtn	Waste Pro threw away his trash can did not replace it, missed his trash and recycling numerous times	
1/22/2019	61 Wesley Drive	Missed trash pickup he called last week said they would pick up within 48hours no one came out and picked it up.	
2/1/2019	6 Shady Ridge Lane, Asheville, nc28805	Missed trash pickup on Wed. he called on Friday said this was a return problem he has.	
2/11/2019	434 Earls Mountain Road, Leicester	Missed recycling pickup told that he must have a sign put up in order to pickup recycling	
2/14/2019	5 West Haven Drive in Arden,	Waste and recycling missed for the past 2 weeks.	