



Residential Waste Collection Update

Presented by
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Solid Waste Director



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 Decisions

- Base term of contract set to expire on Dec 31, 2024
- Can use contract option to extend Waste Pro for 2 years that would carry through December 31, 2026
- Option to seek competitive bid's for these services that would need to be sent out by early 2024
- Contract requirement for County to formally notify Waste Pro by August of this year if extension



Survey Background

The purpose of this survey was to get residential feedback to help County decision-makers determine whether to:

- 1) Extend Waste Pro's current contract
 - If so, any additional/different services?
- 2) Or, go out to bid

SURVEYS COMPLETED – 1,383

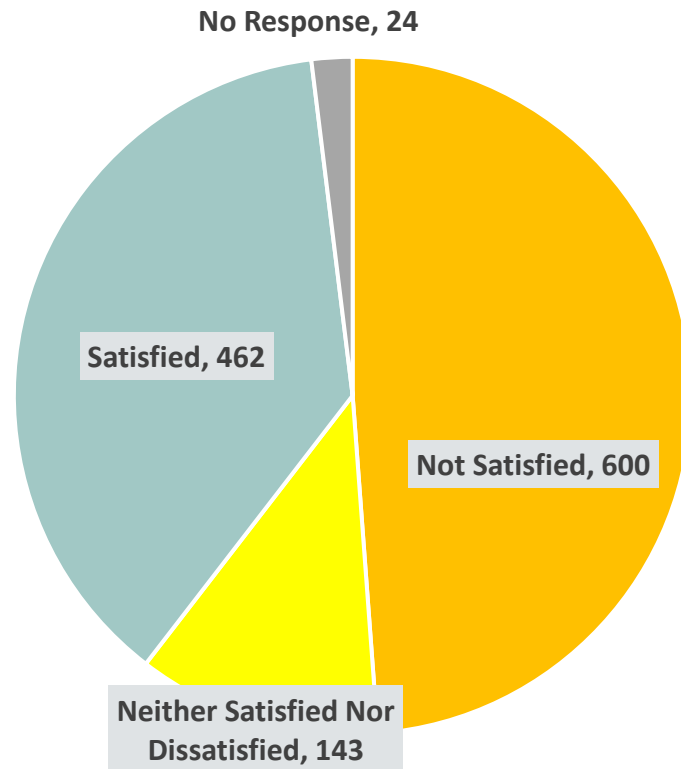
- Current Waste Pro Customers - 1,229
- Former Waste Pro Customers - 110
- Eligible Residents Who Never Subscribed - 44



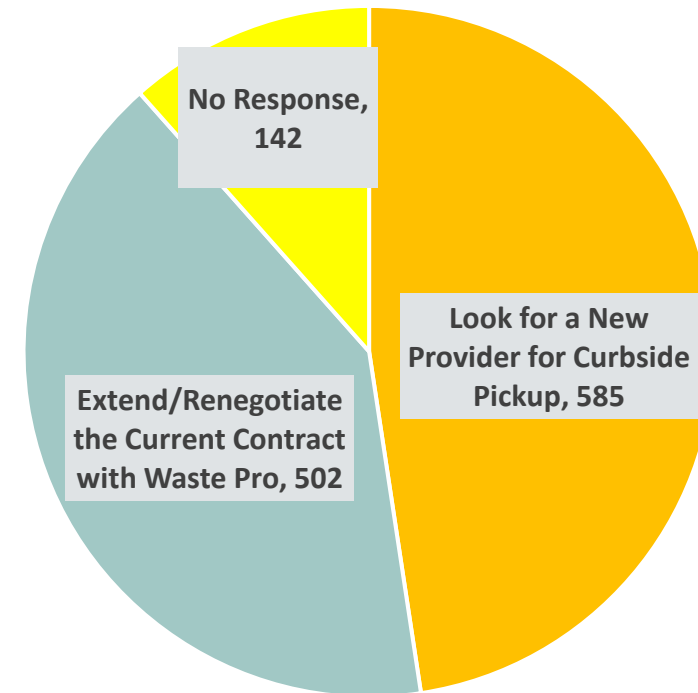
Current Customer Results

TOTAL SURVEYS - 1,229

Are you Satisfied with Waste Pro's Service?

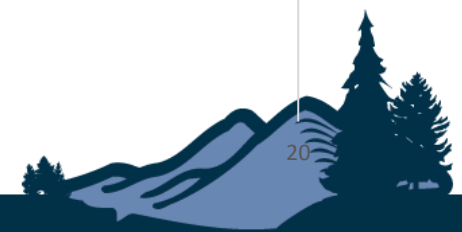
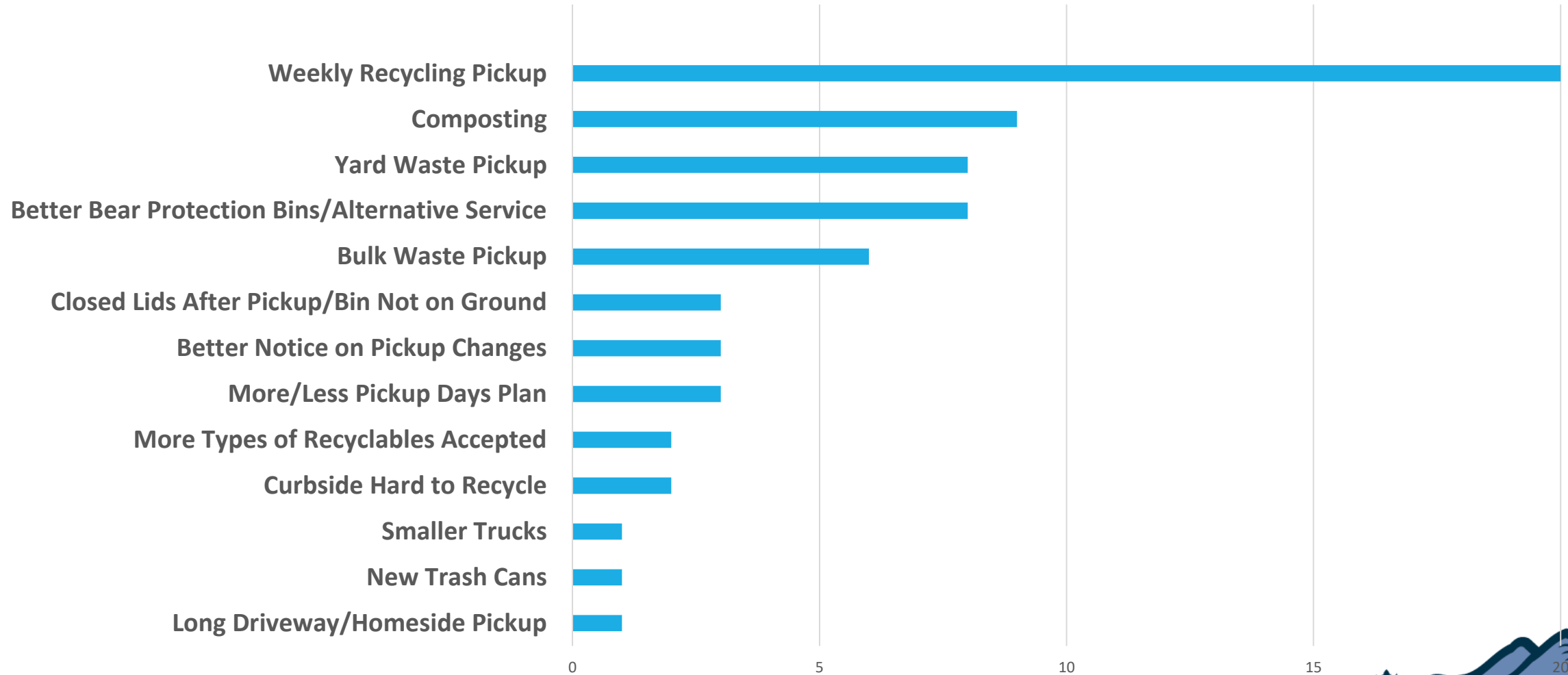


Buncombe County should



Current Customer Results, Cont.

Requested Additional Waste Pro Services



Contractor Performance

- 587 complaints received since contract start
- Over 7.87 Million waste and recycling collection events
- \$42,700 fines in liquidated damages
- Fines primarily associated with missed collection



Next Steps

1. **June 6th** – Briefing presentation – survey results/discussion of contract extension vs. RFP
2. **June 20th** – BOC Regular meeting – request decision regarding contract extension vs. RFP
3. **August** – Deadline to notify Waste Pro of RFP, per contract



Questions?

