Buncombe County Update

07/15/2025





Environmental Services

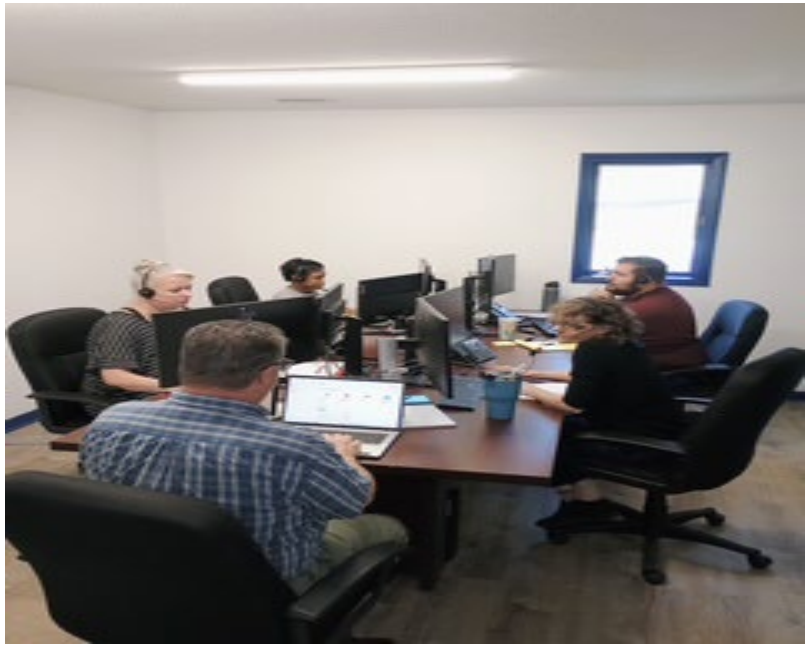
Partnering for a more sustainable future

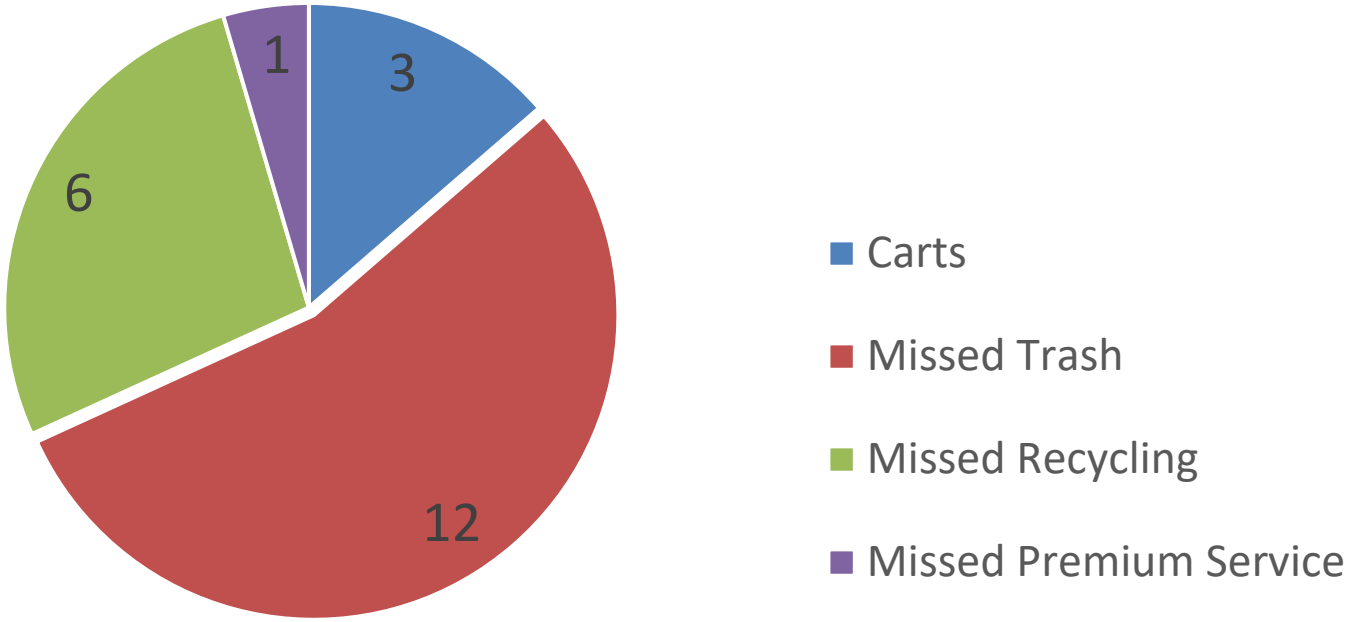
Buncombe County Updates: 07-15-2025

1. Call Center Update
2. Route Collection %
3. Service Improvements
4. Recycling
5. Community Outreach

Missed Service Reports/Cart Requests

- ***June 2025 averaged - 22 calls per day***





***Premium Service** = Back Door Collection, Disabled*

Reported Missed Collections

2025 Residential Weekly

	MAY-11	MAY-18	MAY-25	JUN-01	JUN-08	JUN-15	JUN-22	JUN-29	
Buncombe County, North Carolina	136	80	90	106	71	85	136	50	-63%



Customer Service Calls

- *As of July 1st, all calls are being answered at the local site.*
- *5 additional on-site Customer Service Representatives*
- *4 dispatchers and 1 onsite billing agent already in place*

Current FCC Subscribers

FCC currently serves 38,233 subscribers for trash and recycling services, surpassing previous haulers 36,483 customers.

This number continues to grow each week as more residents sign up for the service.

Service Improvements

- *Continue to adjust routes as more customers sign up to be sure we have the capacity on the truck and that we are routing it to the correct type of vehicle.*
- *Fully staffed and now have the Swing drivers available to cover absences and or assist if a route gets behind.*
- *Morning crew out, all drivers are given a copy of any escalation from prior missed customer along with a list of any new additions to the route and they sequence them, so they are not missed the next service day.*
- *Evening check in dispatch verifies route completion through the tablets and 3rd Eye camera and GPS system.*

Recycling Tonnage Comparison

- *FCC: January – June 2025*
- *1096.4 tons*

- *Previous hauler January – June 2024*
- *849 tons*

- *247.4 tons more recycled in January - June 2025 compared to same period in 2024*

Community Outreach

- *June 26th - Town Hall meeting in the Weaverville area*
- *July 24th –Town Hall at Ferguson Auditorium at A-B Tech*
- *August 7th - Town Hall meeting at the Koontz Intermediate School cafeteria*

1st of 4 Required Community Outreach Events









Questions?



Thank you

www.fccenvironmental.com