FCC Updates

Board of Commissioners

Briefing Meeting

November 5th, 2026

Franchise Contract Background

- Subscription service for unincorporated area of County
- 7 year base contract that began Jan 1, 2025
- Includes 1 year extension option
- Every week trash collection
- Every other week recycling collection

Subscriber Rate Change Process

- No price increase for first 2 years of contract
- Current rate is $28.65/month
- Jan 1, 2027 begins year 3 and will be first rate adjustment
- Minimum 3.5% annual increase with 5% cap
- County reviews and approves CPI data provided by contractor
- Garbage and Trash collection CPI-U index



FCC Environmental Services

Presentation for:
Buncombe County Commissioners

Total Customers

December 2024

36,676
Total Customers

September 2026

39,766
Total Customers

58,982
Total Homes in Buncombe County

67.4%

of Buncombe County Homes Served
Serving 39,766 of 58,982 homes in the county

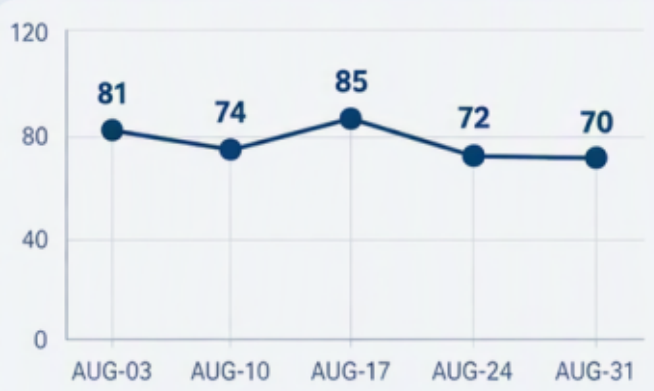
+3,090
Increase in Customers

+8.4%
Increase Since December 2024

Quality of Service - YoY

2025

Reported Missed Collections – August

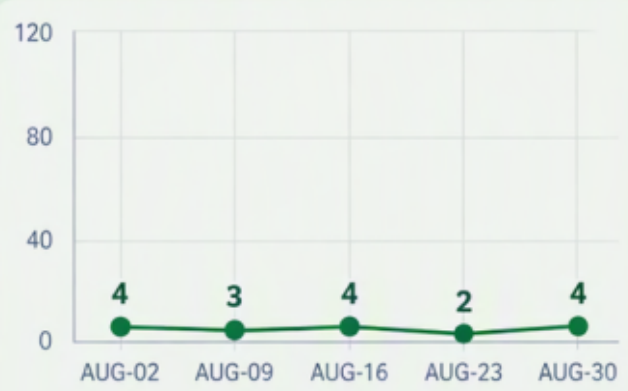


392 Total Misses in August

78 Average Misses per Week

2026

Reported Missed Collections – August



17 Total Misses in August

3 Average Misses per Week

HOW WE CALCULATE CUSTOMERS SERVED

59,659
Residential Services completed each week.

4
Reported Missed Collections (Week of Aug 20, 2026)

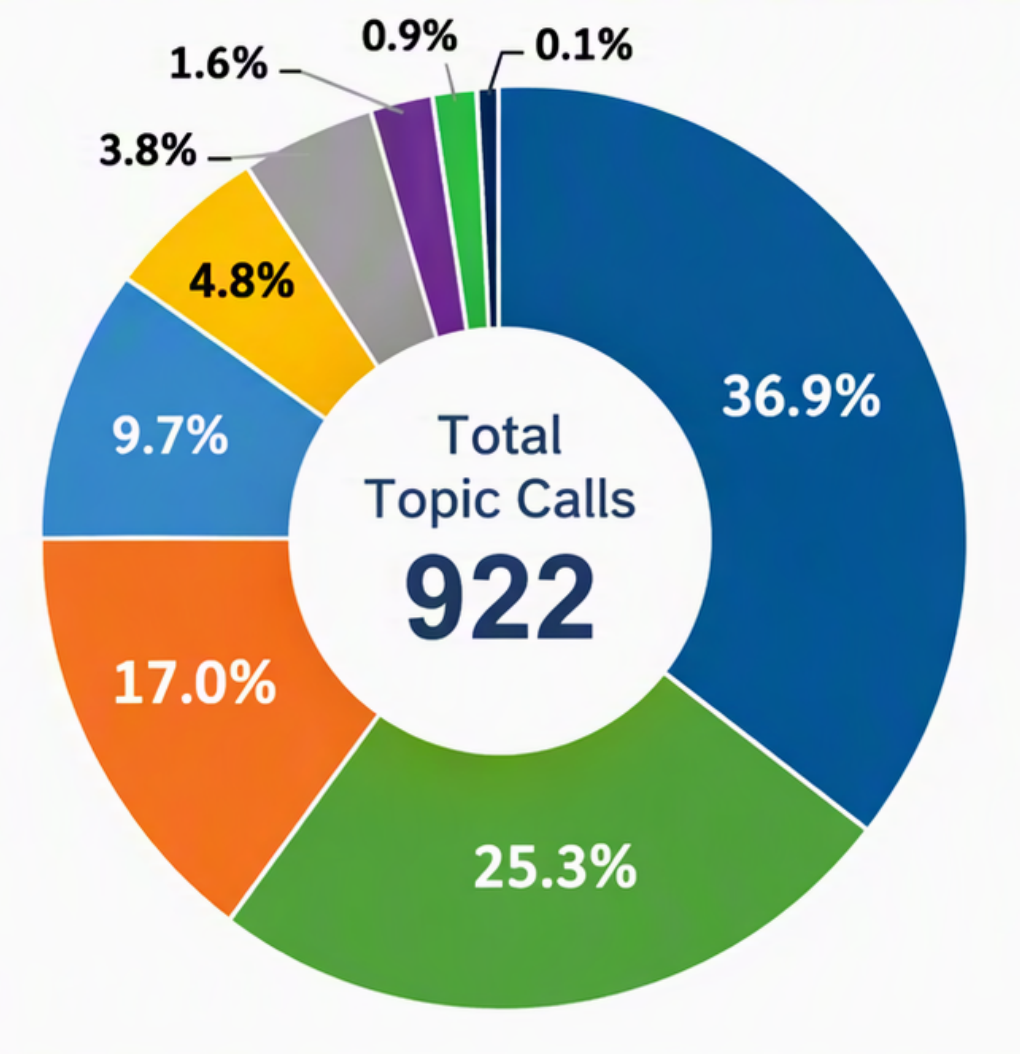
59,655
Successfully Completed Services



99.99%
Quality of Service
of customers were serviced as scheduled this week.

We completed **59,659** services each week. In the week of August 30, 2026, only **4** reported misses, resulting in a **99.99%** Quality of Service rate.

Call Center Update



August Incoming Calls
2,734

August Calls Missed
669

August Voice Mails
1,179

August Average Calls Per Day
130

Calls by Topic – August (Total 922)

Calls About Carts	340
Calls About Missed S/W	233
Calls About New Starts	157
Calls About Missed Recycling	89
Calls About Billing	44
Calls About Bear Carts	35
Calls About Bulk Pickups	15
Customer Complaint Calls	8
Calls About Property Damage	1

Recycling Performance – Strong in 2026



Cart Numbers

Carts Ordered

January 2026 – September 2026



2,428

Total Carts Ordered

Carts In Stock Now



Solid Waste Carts

96-Gallon	64-Gallon	48-Gallon
92	54	106



Recycling Carts

96-Gallon	64-Gallon	48-Gallon
90	50	76

Bear Cart Program







Bear Carts Ordered
January 2025 – Present
2,480

Total Carts in Service
September 2026
3,340

Current Bear Cart Inventory
178
Bear Carts In Stock

Ongoing Bear Cart Orders

Beginning January 2027, FCC will establish a recurring truckload order of **210 bear carts** per shipment. These scheduled deliveries will help maintain inventory levels, ensure carts are readily available for new customers, and eliminate customer wait times for bear cart requests.

210
Bear Carts (Truck Load)
RECURRING ORDER STARTING JANUARY 2027

8.5%
Customer Adoption Rate
8.5% of Customers Have Bear Carts

Customer Purchase vs. Lease
83.7%
of Customers Lease Their Bear Cart

Our Goal

Maintain sufficient bear cart inventory so that once a customer orders a bear cart, it is scheduled and delivered before their next service day.



Prepared Communities Reduce Bear Conflicts

2026 Community Outreach & Engagement

Swannanoa Community Preparedness Day

Provided meals for 300 attendees and Spanish-language interpretation to make the event more accessible.

300 PEOPLE FED

Swannanoa Resilience Hub

Provided one year of free trash and recycling service to support the hub's recovery after the hurricane.

1 YEAR OF FREE TRASH AND RECYCLING SERVICE

Hard 2 Recycle

Participated in all five countywide events, with two more events planned for 2027.

5 EVENTS ATTENDED

2 EVENTS PLANNED FOR 2027

Composting Event

Donated 50 FCC-branded buckets so attendees could take composting materials home.

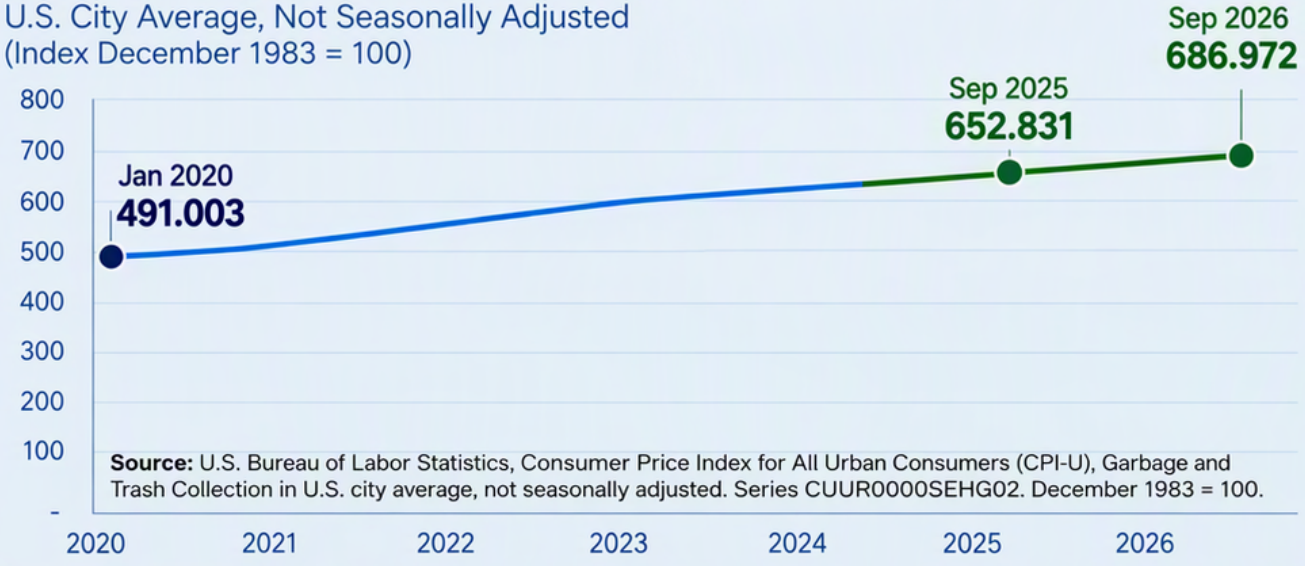
50 BUCKETS DONATED

Consumer Price Index (CPI) Information

CPI Index Trend

CPI-U: Garbage & Trash Collection

U.S. City Average, Not Seasonally Adjusted
(Index December 1983 = 100)



Source: U.S. Bureau of Labor Statistics, Consumer Price Index for All Urban Consumers (CPI-U), Garbage and Trash Collection in U.S. city average, not seasonally adjusted. Series CUUR0000SEHG02. December 1983 = 100.

Annual CPI Change

+5.23%

September 2025 to September 2026
CPI-U: Garbage & Trash Collection

Rate Adjustment Effective

January 1, 2027

No subscriber fee adjustment is permitted before this date. Annual CPI-based adjustments may occur on January 1 thereafter, as provided in the agreement.

Index Used

- CPI-U: Garbage & Trash Collection
- U.S. City Average
- Not Seasonally Adjusted
- Published by the U.S. Department of Labor, Bureau of Labor Statistics

Adjustment Method

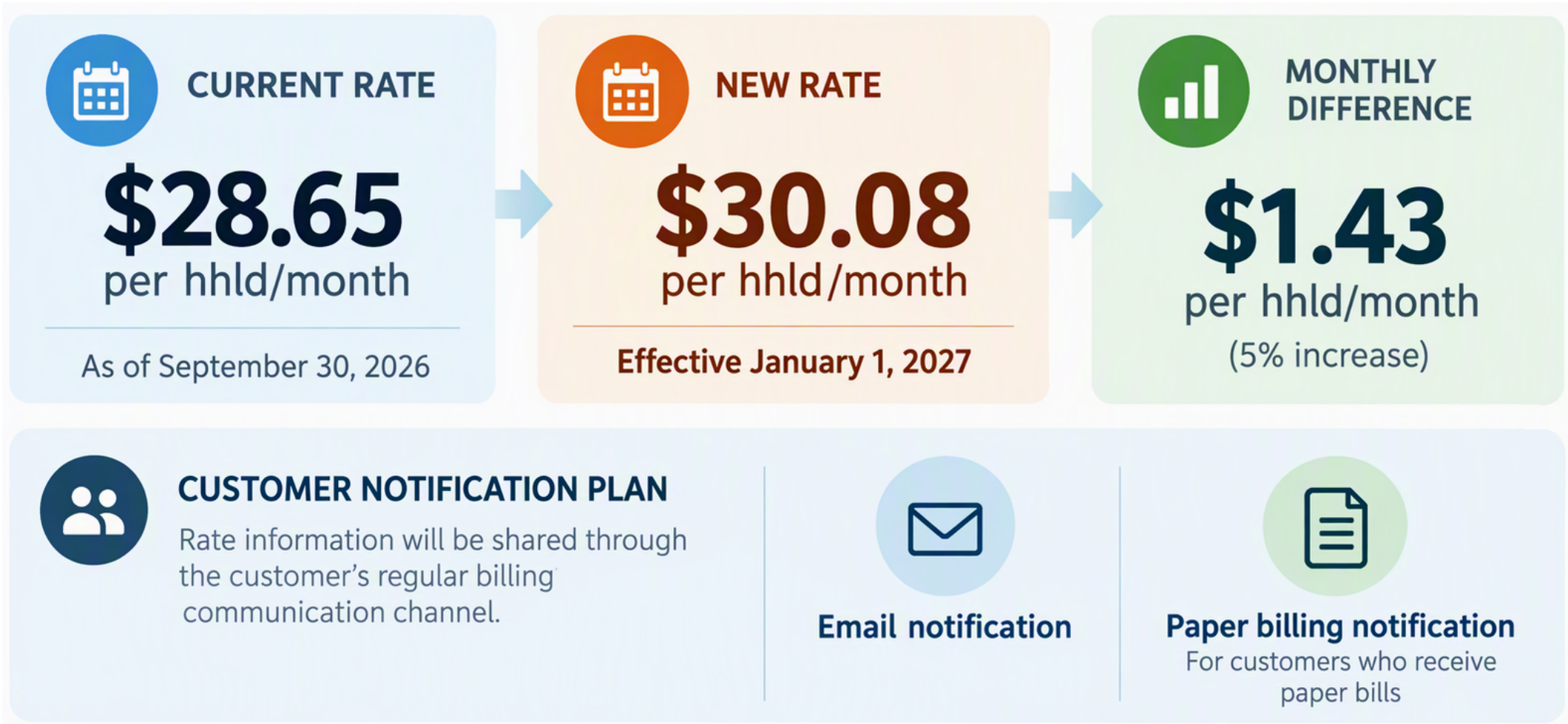
- Based on the annual percentage change for the month ending **September 30**
- Contractor must provide **60 days** advance notice to the County.

Annual Limit

- Annual CPI-based adjustment may not exceed **5%** in any single year.

Monthly Rate Information

Customer communication planned for the proposed 2027 rate change



#WeAre



Conclusion

