

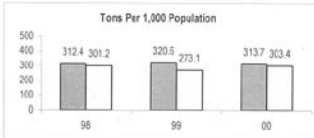
Asheville

Residential Refuse Collection

FISCAL YEARS 1998, 1999 & 2000

Chart Legend: City Average

Workload Measure



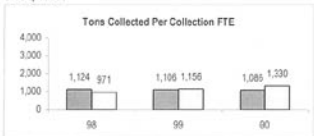
n = 14

Efficiency Measure



n = 14

Efficiency Measure



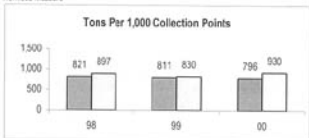
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Effectiveness Measure



n = 7

Workload Measure



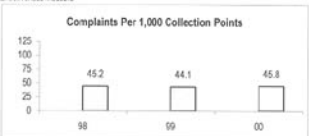
n = 14

Efficiency Measure



n = 14

Effectiveness Measure



n = 9

Asheville

Residential Refuse Collection

Fiscal Year 1999-00

CITY PROFILE

Population (OSP-99)	68,526
Land Area (Square Miles)	41.7
Persons per Square Mile	1,642
Topography	Hills, Mountains
County	Buncombe
Climate	Moderate; Ice & Snow in Winter
Median Family Income (HUD-98)	\$43,900

FULL COST PROFILE

Cost Breakdown By %	
Personal Services	46.4%
Operating Costs	41.3%
Capital Costs	12.3%
TOTAL	100.0%
Cost Breakdown By \$	
Personal Services	\$ 982,399
Operating Costs	\$ 874,334
Capital Costs	\$ 261,437
TOTAL	\$ 2,118,170

SERVICE PROFILE

FTE Positions—Collection	19.8
FTE Positions—Other	2.8
Tons Collected	21,499
Residential Customers (number represents collection points)	27,000
Collection Location	Curbside (Backyard for Disabled and for Fee)
Collection Frequency	1 X Week
Size of Crews	3 Person
Percentage of Service Contracted	0%
Service Fee	None
Type of Equipment	9 Packers

EXPLANATORY INFORMATION

Service Level and Delivery

Asheville collects residential refuse once a week at curbside, although backyard collection is provided for disabled customers at no charge or for other customers for a fee.

The city uses eight crews with one driver and two loaders on Monday, Tuesday, and Thursday. It uses nine crews on Wednesday with one driver and two loaders.

There are eight collection routes on Monday, Tuesday, and Thursday, and nine collection routes on Wednesday. The average number of trips to the transfer station is two per day per route. The average distance to the transfer station is six miles.

The city collected 21,499 tons of residential refuse during FY 1999-00, at a cost of \$99 per ton. The cost per ton does not include the disposal cost per ton of \$33.

Residents provided their own containers. They were able to use up to six 100-gallon containers each weighing no more than fifty pounds, or up to six thirty-gallon bags each weighing no more than twenty-five pounds.

The city initiated an automated pilot project in limited areas on April 3, 2000. The new automated packers are not included in the equipment count for this report. They will be included next year.

Conditions Affecting Service, Performance, and Costs