



REGIONAL DISTRICT NORTH OKANAGAN

Silver Star Transfer Station Frequently Asked Questions Updated July 6, 2020

1. **What are the changes to Silver Star Transfer Station (SSTS) on August 1, 2020**

SSTS will be operated like other RDNO Transfer Stations where it will be staffed by an attendant who will collect fees for each load. As a result the facility will no longer be accessible 24 hours per day, 7 days per week and will have designated hours of operation.

2. **Why is the RDNO making these changes?**

For several reasons including:

- To eliminate annual billing of solid waste management fees defined in Silver Star Solid Waste Management Service Fees Imposition Bylaw No. 2719, 2016 that applies an annual flat fee to property taxes and utility bills
- Fees charged will be based on the amount of waste disposed. For those who generate little waste there is potential to expect cost savings.
- To eliminate perception of double taxation for residents; Silver Star Residents are currently paying into two services (Silver Star Transfer Station Service and the Regional District Solid Waste Management Service). With this change residents will be paying into the Regional District Solid Waste Management Service only.
- To eliminate subsidizing costs arising from non-service area users as concerns have been raised that non-service area users are bringing their refuse to the Silver Star Transfer Station to avoid paying costs at other facilities which is at the expense of Silver Star residents and businesses.
- To increase the safe and responsible disposal of materials: unstaffed sites are more at risk of inappropriate materials being dropped off such as hazardous waste. Staff will be available to inform customers of materials that SSTS cannot accept and direct them to options that can safely and responsibly accept these materials.
- To provide a consistent level of service as other RDNO facilities in the region.

3. **What is accepted at SSTS?**

SSTS accepts bagged residential and commercial garbage which is accepted for a fee as well as flattened cardboard and boxboard which is accepted at no charge.

4. **How much will it cost to take residential garbage to SSTS?**

Bagged residential and commercial garbage is accepted for the following fees:

Year	2020	2021	2022	2023	2024
Minimum Fee	\$6.00	\$6.00	\$8.00	\$8.00	\$10.00
Prorated Fee per Tonne	\$103.00	\$105.00	\$108.00	\$110.00	\$113.00

For more information, contact:

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5. How much garbage can I bring for the \$6.00 minimum (2020/2021 Fee)?

68kgs (150lbs) which the minimum fee is based on is equivalent to the weight of about 10 professional bowling balls. Many residents may find that they have less than this and may find they can even bring their neighbour's garbage and still pay the \$6 minimum.

6. What happens if I have to pay \$103/tonne (2020 Fee)?

A tonne (1,000 kgs or 2,200 lbs) is a lot of garbage. The tonnage fee is prorated to weight. At 2020 fees 100 kgs would be 1/10th of the tonnage fee which is \$10.30; 500 kgs would be ½ of the tonnage fee which is \$52.50.

7. How do I pay?

A scale attendant will assess loads to the minimum fee or tonnage fee based on weight. Payment is accepted by Cash, Interact, Master Card, Visa or Prepaid Card.

8. What will be the role of the site attendant?

It will be to educate, direct, enforce and collect fees. They will also keep the site tidy and safe for all users and encourage rethinking and reducing waste generation.

9. Are there materials not accepted at SSTS?

Yes - materials not accepted at SSTS include but are not limited to: Animal Remains, Batteries, Construction and Demolition Materials, Electronics, Furniture, Hazardous/Flammable Items, Large Appliances, Scrap Metal, Tires, Yard & Garden Waste. More information on Controlled and Prohibited Waste and Regulated Materials can be found in the Municipal Solid Waste Management Bylaw (No. 2832, 2019) at www.rdno.ca.

10. Will this change result in more Illegal Dumping?

Illegal Dumping has a number of sources including lack of awareness and attitudes. The service change is not expected to increase Illegal Dumping over time. To report Illegal Dumping on Crown Lands Contact RAPP (Report All Poachers and Polluters) BC's Conservation 24hr toll-free Hotline 1-877-952-7277.

11. Will this change in service result in more garbage being stored that will attract wildlife?

Residents must be diligent in ensuring the garbage they produce does not attract wildlife. Potential attractants will vary among residents, and some may experience no increase in risks. For residents where attractants are an issue, there are many container types available on the market that will not attract wildlife. More information can be found at www.bearsmart.com.

12. How do I reduce odors in my garbage?

Separating food from garbage is a primary way you can reduce the odor of your garbage and the number of trips you will need to make to the transfer station. You can keep food out of garbage in the following ways:

- Avoid food waste to begin with which will also save you time and money (find tips at www.rdno.ca/reduce).
- Consider composting, properly managed compost should not produce smells that attract wildlife and will keep food scraps that produce odors in garbage out of your garbage (find

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composting solutions that can meet the needs of a variety of households and organizations at www.rdno.ca/composting).

- Hire a company that collects food scraps and composts food scraps. Find a company that collects food scraps in your area by searching “Composting Services” at www.yellowpages.ca.
- Freeze food scraps for food waste that you are not able to avoid from garbage. Keeping food scraps in a small bag or container in the freezer will eliminate odors and may reduce how often you need to dispose of garbage.

13. Is there an option for curbside collection service?

Curbside collection services are available from a number of service providers on a subscription basis. RDNO does not provide this service for any area in the region. Find a service provider by searching “Garbage Collection” at www.yellowpages.ca.

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15. I am concerned that front-load waste haulers will not come up to the Silver Star Village to service a small number of individual bins.

Most private waste haulers will service areas for a price that reflects their time and vehicle wear and tear. To avoid possible price escalations, businesses could choose to implement a compactor style collection system instead of individual bins similar to the two inside the Transfer Station, but paid for directly by the business or multiple businesses using them. These systems can collect a full week of garbage at one time depending on the quantity disposed. These would operate independently of the Transfer Station. The RDNO encourages businesses to consider working together to find the best solution.

16. Isn't paying a fee for garbage disposal during each visit less convenient and more expensive?

The less garbage you produce and the less frequency the facility is used, the lower your cost will be. Also, residents that are producing small amounts of garbage will no longer be subsidizing those who produce high amounts of waste.

17. Where do I take large items and construction and demolition materials?

Greater Vernon Diversion & Disposal Facility (4km south of Vernon on Hwy 97) accepts large appliances including fridges, dishwashers and stoves for free. Metal, wood and concrete are accepted at reduced rates when separated. The facility is open year round Mon – Fri 8:00am - 4:30 pm. On weekends between March 1 – November 30 it is open Saturdays & Sundays 8:30am – 4:00pm; from December 1 – February 28 it is open Saturdays 9:30am – 3:30pm and Closed Sundays.

18. Why does SSTS only accept cardboard and boxboard for recycling?

The RDNO accepts flattened cardboard and boxboard for recycling because these materials do not impose significant costs to RDNO taxpayers. Most recycling has high financial costs and BC has an organization called Recycle BC that collects fees from retailers and manufacturers that fund collection and recycling of residential materials including: bags, cartons, containers, paper, plastic

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wrap and styrofoam (more information can be found at www.recyclebc.ca). At this time Recycle BC is not providing services at Silver Star.

19. Are there opportunities for other waste diversion services at Silver Star Transfer Station?

Opportunities will be explored based on diversion potential and available space and RDNO will consider feedback provided by residents and will take further direction from its Board of Directors on this matter

20. Where can I take my recycling?

The nearest Recycle BC Depots are in Vernon at Interior Freight & Bottle Depot (4205 24th Avenue) and Venture Training Centre (4240 Alexis Park Drive). BC also has a wide range of recycling programs that cover everything from batteries, electronics, lightbulbs, medications, paint, tires and much more. Find a depot or retailer that participates in these recycling programs with the RECYCLEPEDIA app (www.rcbc.ca) or call the Recycling Hotline (1-800-667-4321).

21. What do I do with household chemicals and flammable items?

First we advise buy only what you need and use it up. If you are not able to use it up, the RDNO has funded an Eco Depot that accepts Household Hazardous Waste at Interior Freight & Bottle Depot (4205 24th Avenue, Vernon). Find more information including tips on storing, handling and alternatives to toxic chemicals at www.rdno.ca/hhw.

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