



REGIONAL DISTRICT NORTH OKANAGAN

Silver Star Transfer Station Funding and Operation Changes Frequently Asked Questions (Updated February 13, 2020)

1. What is happening with the Silver Star Transfer Station Service Change?

The RDNO is undergoing consultation on the change in service at the Silver Star Transfer Station (SSTS). The RDNO Board of Directors has approved SSTS to be staffed with designated hours of operation and with tipping fees collected at the time of disposal rather than fixed user fees being applied annually. As a result SSTS would no longer be unstaffed and accessible 24 hours per day, 7 days per week starting August 1, 2020. In January 2020 the RDNO will undertake a consultation process.

2. Why are we reducing the number of hours that Silver Star Transfer Station can be accessed?

The RDNO Board of Directors has approved the change in service of Silver Star Transfer Station to be operated in a manner consistent with the other transfer stations in the regional district. We can implement as many hours per day and week as the RDNO Board of Directors approve. Currently, the following hours have been approved:

Winter Peak (November 15 – April 15) – 24 hours per week

Summer Peak (July 1- August 31) – 12 hours per week

Off-Peak (April 15 – June 30 and September 1 –November 14) – 6 hours per week

3. What if the hours already approved don't work for me?

The RDNO will collect information on the number of users and frequency of use to determine if there is a need to change the recommended operating hours before August 2020 when the changes are expected to take place. An increase in the number of open hours must be approved by the Board of Directors.

4. When can we expect the work to be done to fence and upgrade the Transfer Station?

The construction and improvements to the site are expected to take place between May and July 2020. Access disruptions will be kept to a minimum and notifications of reduced access will be issued.

5. What improvements to the Transfer Station are planned?

In order to implement the new operations and governance of the Transfer Station, the following modifications to the site are proposed:

- Perimeter bear fence and lockable gates
- Lighting
- Signage
- Attendant office
- Expansion of the yard
- Paving
- Repairs

6. Is it possible to have the Silver Star Transfer Station open during early morning and evening hours?

Hours will be set to meet the level of service approved by the Board of Directors. We can adjust hours operationally as long as they do not exceed the hours approved for each site.

7. 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.

8. 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.

9. 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 businesses. 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. Also, if there are enough bins to service in the Silver Star community haulers may choose to provide this service. The RDNO encourages businesses to consider working together to find the best solution.

10. What is being done about the lack of recycling services available?

With the exception of cardboard, RDNO does not provide packaging and printed paper (PPP) recycling services in the region. PPP recycling services are funded through provincial stewardship programs. Recycle BC is the organization that administers the recycling of residential PPP and provides information at www.recyclebc.ca. To find recycling options for a wide range of other materials including batteries, electronics,

lightbulbs, paint and tires, contact the Recycling Council of BC at 1-800-667-4321 or access RCBC's Recyclepedia search tool and mobile app at www.rcbc.ca.

11. Is there an option for curbside collection service?

Curbside collection services are available from a number of providers on a subscription basis. RDNO does not provide this service for any area in the region.

12. Will this change in service result in more garbage being stored on sites 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

13. 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. The region as a whole will share in the cost of providing waste disposal services to all of Electoral Area C, including Silver Star.

14. I understand there will not be a scale at Silver Star Transfer Station to weigh and determine charges for garbage and that loads will be charged based on volume. Is this accurate?

Diversion and Disposal fees will be assessed based on either a volume basis or weight basis as outlined in the RDNO Municipal Solid Waste Management Bylaw No. 2832, 2019. The RDNO is looking at options to most fairly assess fees at the SSTS.

15. 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.

16. 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.

17. Is it possible to do an audit to find out how many users of Silver Star Transfer Station are from outside of the service area?

A staffed transfer station under the Regional District Solid Waste Management Service (670) Service allows customers from outside of the service area to use the station and pay based on the amount of material disposed of rather than where they reside. Therefore it is no longer an issue of determining how many users are being subsidized by Silver Star residents as users will be payer to use the transfer station.