



Regional District of Central Kootenay
JOINT RESOURCE RECOVERY COMMITTEE
Open Meeting Agenda

Date: Wednesday, October 18, 2023
Time: 1:00 pm
Location: Hybrid Model - In-person and Remote

Directors will have the opportunity to participate in the meeting electronically. Proceedings are open to the public.

Pages

1. WEBEX REMOTE MEETING INFO

To promote openness, transparency and provide accessibility to the public we provide the ability to attend all RDCK meetings in-person or remote.

Meeting Time:

1:00 pm PST

Join by Video:

<https://nelsonho.webex.com/nelsonho/j.php?MTID=mf81c547f2573faec2cbb35b0133ac303>

Join by Phone:

1-844-426-4405 Canada Toll Free
+1-604-449-3026 Canada Toll (Vancouver)

Meeting Number (access code): 2770 367 4728

Meeting Password: imMapen7t79

In-person Location: RDCK Board Room, 202 Lakeside Drive, Nelson, BC

2. CALL TO ORDER & WELCOME

Director Newell to call the meeting to order at 1:00 pm.

2.1 Traditional Lands Acknowledgement Statement

We acknowledge and respect the indigenous peoples within whose traditional lands we are meeting today.

2.2 Adoption of the Agenda

RECOMMENDATION:

The agenda for the October 18, 2023 Joint Resource Recovery meeting be adopted as circulated.

2.3 Receipt of Minutes

5 - 9

The September 13, 2023 Joint Resource Recovery minutes, have been received.

3. IN CAMERA

3.1 Meeting Closed to the Public

RECOMMENDATION:

In the opinion of the Board and, in accordance with Section 90 of the *Community Charter* the public interest so requires that persons other than DIRECTORS, ALTERNATE DIRECTORS, DELEGATIONS AND STAFF be excluded from the meeting; AND FURTHER, in accordance with Section 90 of the *Community Charter*, the meeting is to be closed on the basis identified in the following Subsections:

90 (1)A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:

- (e)the acquisition, disposition or expropriation of land or improvements, if the council considers that disclosure could reasonably be expected to harm the interests of the municipality;

3.2 Recess of Open Meeting

RECOMMENDATION:

The Open meeting be recessed at _____ pm in order to conduct the *Closed In-Camera* meeting.

4. RESOURCE RECOVERY OPERATIONS TEAM: STAFFING

10 - 22

The October 12, 2023 Committee Report from Amy Wilson, Resource Recovery Manager, requesting approval to develop new positions reporting to the Resource Recovery Team & Operations Supervisor to support the needs of the Resource Recovery facility staffing and maintenance, has been received.

RECOMMENDATION:

[All Areas]

That the Board approve the hiring of three (3) full time, permanent Assistant Supervisors, with the start date to be no earlier than January 1, 2024, with a cost of \$288,783 to be allocated to Resource Recovery A102.

5. CONTRACT AWARD: BOSWELL & CRAWFORD BAY TRANSFER STATIONS WASTE BIN HAULING

23 - 25

The September 26, 2023 Committee Report from Larry Brown, RR Mechanical Operations & Site Supervisor, presenting the results of the Request for Proposal issued for Transfer Services at Crawford Bay and Boswell to Creston, and to seek approval from the Committee to award the contract, has been received.

RECOMMENDATION:
[East Sub-region]

That the Board authorize staff to enter into a Services Agreement with Tip-It Waste Solutions (Kootenay) Inc. for Waste Transfer Services for the period of November 1, 2023 to October 31, 2026 with the eligibility of two one year extensions, equating to an estimated total 3 year contract value of \$169,470 plus GST, and that the Chair and Corporate Officer be authorized to sign the necessary documents;

AND FURTHER, that the costs be paid from Service S186 East Resource Recovery processed from the applicable Contracted Services account.

6. CRESTON & OOTISCHENIA LANDFILL OPERATIONAL CONTRACT: OUTSTANDING BILLING 26 - 28

The October 10, 2023 Committee Report from Amy Wilson, Resource Recovery Manager, advising of outstanding billing owed to GFL (Green For Life) for the Creston and Ootischenia Landfill operations and maintenance contracts due to errors in GFL billing dating back to the beginning of the current contracts, has been received.

7. RESOURCE RECOVERY FACILITIES: COLLECTING LICENCE PLATE INFORMATION 29 - 32

The September 26, 2023 Committee Report from Todd Johnston, Environmental Services Coordinator, presenting information regarding the long standing practice of collecting license plate numbers of customers using Resource Recovery facility services, has been received.

8. CRESTON VALLEY & AREA ECO-DEPOT 33 - 44

The October 12, 2023 Committee Report from Amy Wilson, Resource Recovery Manager, requesting the Board consider new direction for procurement of an Eco-Depot in Creston to supply, operate and maintain an Eco-Depot services to serve residents in Creston and the surrounding area, has been received.

RECOMMENDATION:

That Board Resolution No. 376/22, being:

The Board direct staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

BE RESCINDED

RECOMMENDATION:

That the Board direct staff to issue a Request for Proposals for a Creston and Area Eco-Depot: Design, Build, Operate and Maintain.

9. CORRESPONDENCE FOR RECEIPT

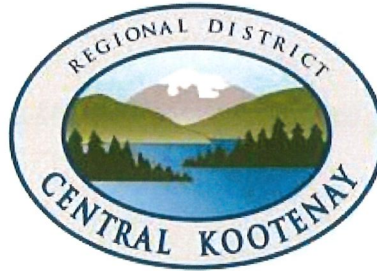
- a. UBCM Meeting Notes re: Improving Recycling Programs in Rural Communities

10. PUBLIC TIME

The Chair will call for questions from the public and members of the media at 2:45 pm.

11. ADJOURNMENT**RECOMMENDATION:**

The Joint Resource Recovery Committee meeting adjourn at _____ pm.



**Regional District of Central Kootenay
JOINT RESOURCE RECOVERY COMMITTEE MEETING
Open Meeting Minutes**

A Joint Resource Recovery Committee meeting was held on Wednesday, September 13, 2023 at 1:00 pm PDT through a hybrid meeting model.

ELECTED OFFICIALS PRESENT	Director G. Jackman	Electoral Area A	In-person
	Director R. Tierney	Electoral Area B	In-person
	Director K. Vandenberghe	Electoral Area C	In-person
	Director A. Watson	Electoral Area D	In-person
	Alt. Director J. Smienk	Electoral Area E	In-person
	Director T. Newell	Electoral Area F	In-person
	Director H. Cunningham	Electoral Area G	In-person
	Director W. Popoff	Electoral Area H (Chair)	In-person
	Director A. Davidoff	Electoral Area I	
	Alt. Director R. Smith	Electoral Area J	In-person
	Director T. Weatherhead	Electoral Area K	In-person
	Director M. McFadden	City of Castlegar	
	Director A. Mondia	Town of Creston	
	Director S. Hewat	Village of Kaslo	
	Director T. Zeleznik	Village of Nakusp	
	Director K. Page	City of Nelson	In-person
Director D. Lockwood	Village of Salmo		
Director J. Lunn	Village of Slocan		
ELECTED OFFICIALS ABSENT	Director L. Casely	Village of New Denver	
	Director C. Ferguson	Village of Silverton	
STAFF PRESENT	S. Horn	Chief Administrative Officer	
	U. Wolf	GM – Environmental Services	In-person
	A. Wilson	Resource Recovery Manager	
	M. Morrison	Organics Coordinator	
	H. Bench	Projects Advisor	
	T. Johnston	Environmental Services Coordinator	
	S. Eckman	Meeting Coordinator	In-person

1. WEBEX REMOTE MEETING INFO

Join by Video:

<https://nelsonho.webex.com/nelsonho/j.php?MTID=ma3d769fd529dcfd74b0218a5f98b097f>

Join by Phone:

1-844-426-4405 Canada Toll Free
+1-604-449-3026 Canada Toll (Vancouver)

Meeting Number (access code): 2774 766 2306

Meeting Password: frGnmTee887

In-Person Meeting Location for Hybrid Meeting Model

The following location was determined to hold the in-person meetings for the Joint Resource Recovery Committee:

Location Name: RDCK Board Room

Location Address: 202 Lakeside Drive, Nelson, BC

The facility listed above was able to accommodate the remote requirements for the meeting.

2. CALL TO ORDER & WELCOME

Director Popoff assumed the chair and called the meeting to order at 1:00 pm PDT.

2.1 Traditional Lands Acknowledgement Statement

We acknowledge and respect the indigenous peoples within whose traditional lands we are meeting today.

DIRECTOR PRESENT Director Lunn joined the meeting at 1:02 pm.

2.2 Adoption of the Agenda

Moved and seconded,
And resolved:

The Agenda for the September 13, 2023 Joint Resource Recovery Committee meeting be adopted, as circulated.

Carried

2.3 Receipt of Minutes

The August 16, 2023 Joint Resource Recovery Committee Minutes have been received.

3. RDCK-RDKB MEMORANDUM OF UNDERSTANDING: ORGANICS

The September 6, 2023 Committee Report from Matt Morrison, Organics Coordinator, providing the Memorandum of Understanding (MOU) developed to outline the responsibilities and expectations of the two organizations related to the delivery and receiving of organic waste being brought from the RDKB to the RDCK Central (Salmo) Composting Facility, and seek

authorization to sign the MOU, has been received.

Moved and seconded,
And resolved that it be recommended to the Board:

That the Board approve the RDCK enter into a Memorandum of Understanding with the Regional District of Kootenay Boundary (RDKB) which outlines the responsibilities and expectations of the two parties in regards to the delivery and receiving of organic waste originating within the RDKB.

Carried

4. REQUEST FOR QUOTE RESULTS: SUPPLY & MAINTENANCE OF PORTABLE TOILETS

The September 13, 2023 Committee Report from Heidi Bench, Projects Advisor, providing the results of the Request for Quotes for the Supply and Maintenance of Portable Toilets with Sinks at Resource Recovery Facilities, and to request approval to award a contract, has been received.

Moved and seconded,
And resolved that it be recommended to the Board:

That the Board approve the RDCK enter into a Services Agreement with An dex Sales & Rentals Ltd. for the supply & maintenance of portable toilets with sinks at various Resource Recovery Facilities for a period of 3 years at 3-year contract value of approximately \$152,257 including GST (subject to annual adjustments for inflation);

AND FURTHER, that the Chair and Corporate Officer be authorized to sign the necessary documents;

AND FURTHER, that the costs be paid from:

- Service S186 East Sub-Region Resource Recovery Service of approximately \$47,796.
- Service S187 Central Sub-Region Resource Recovery Service not to exceed \$43,496.
- Service S188 West Sub-Region Resource Recovery Service of approximately \$60,964.

Carried

Moved and seconded,
And resolved that:

The Board direct staff to investigate the cost of purchasing portable toilets with sinks for use at Resource Recovery facilities.

Defeated

5. RESOURCE RECOVERY BYLAW NO. 209 AMENDMENT BYLAW NO. 2926

The August 21, 2023 Committee Report from Todd Johnston, Environmental Services Coordinator, proposing Resource Recovery Bylaw No. 2926, 2023, to amend Resource Recovery Facilities Regulatory Bylaw No. 2905, 2023, has been received.

Moved and seconded,
And resolved that it be recommended to the Board:

That the Regional District of Central Kootenay Resource Recovery Facilities Regulatory Amendment Bylaw No. 2926, 2023 be read a FIRST, SECOND, and THIRD time by content.

Carried

Moved and seconded,
And resolved that it be recommended to the Board:

That the Regional District of Central Kootenay Resource Recovery Facilities Regulatory Bylaw No. 2926, 2023 be ADOPTED and the Chair and Corporate Officer be authorized to sign the same.

Carried

6. PUBLIC TIME

The Chair called for questions from the public and members of the media 2:30 pm PDT.

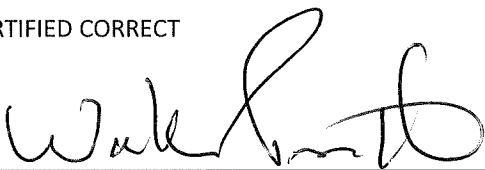
7. ADJOURNMENT

Moved and seconded,
And resolved:

The Joint Resource Recovery Committee meeting adjourn at 2:31 pm PDT.

Carried

CERTIFIED CORRECT



Director W. Popoff
Chair, September 13, 2023 Joint Resource Recovery Committee meeting

BOARD RESOLUTIONS AS ADOPTED AT THE SEPTEMBER 13, 2023 JOINT RESOURCE RECOVERY COMMITTEE MEETING

RECOMMENDATION #1

That the Board approve the RDCK enter into a Memorandum of Understanding with the Regional District of Kootenay Boundary (RDKB) which outlines the responsibilities and expectations of the two parties in regards to the delivery and receiving of organic waste originating within the RDKB.

RECOMMENDATION #2

That the Board approve the RDCK enter into a Services Agreement with Andex Sales & Rentals Ltd. for the supply & maintenance of portable toilets with sinks at various Resource Recovery Facilities for a period of 3 years at 3-year contract value of approximately \$152,257 including GST (subject to annual adjustments for inflation);

AND FURTHER, that the Chair and Corporate Officer be authorized to sign the necessary documents;

AND FURTHER, that the costs be paid from:

- Service S186 East Sub-Region Resource Recovery Service of approximately \$47,796.
- Service S187 Central Sub-Region Resource Recovery Service not to exceed \$43,496.
- Service S188 West Sub-Region Resource Recovery Service of approximately \$60,964.

RECOMMENDATION #3

That the Regional District of Central Kootenay Resource Recovery Facilities Regulatory Amendment Bylaw No. 2926, 2023 be read a FIRST, SECOND, and THIRD time by content.

RECOMMENDATION #4

That the Regional District of Central Kootenay Resource Recovery Facilities Regulatory Bylaw No. 2926, 2023 be ADOPTED and the Chair and Corporate Officer be authorized to sign the same.



Committee Report

Date of Report: October 12, 2023
Date & Type of Meeting: October 18, 2023, Joint Resource Recovery Committee
Author: Amy Wilson – Resource Recovery Manager
Subject: RESOURCE RECOVERY STAFFING
File: 07-2735-20
Electoral Area/Municipality: All Areas

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to request approval to develop new positions reporting to the Resource Recovery Team & Operations Supervisor to support the needs of the Resource Recovery facility staffing and maintenance.

SECTION 2: BACKGROUND/ANALYSIS

BACKGROUND

The *Resource Recovery Operations* team (Operations), covering Landfill and Recycling, has grown tremendously, particularly after doubling in size following the transition to Recycle BC recycling operations in 2020. The RDCK now has 77 employees, employed at 14 transfer stations (including 3 associated with landfills) and 22 recycling locations, with some growth in support positions. Supervision, however, has remained static and has not grown relative to the size of the employee population. The high number of staff relative to supervision and support staff has impacted staff oversight, limited the ability to address bylaw issues and facility management, while the implementation of new software and the new Composting facilities have both created efficiencies and challenges for Operations.

Staff oversight

The *Operations team* has two office staff: the Supervisor, and the Coordinator who oversee 41,002 annual district-wide operational hours, open seven days a week. Resource Recovery facilities are spread throughout the RDCK, which is large district and with ferries and mountain passes, taking significant travel time to attend sites. The Supervisor is directly responsible for all day-to-day operations of transfer stations and recycling depots, including the supervision of all staff. The Coordinator supports the Supervisor through scheduling staff, coordinating site maintenance and repairs, staff orientations & training, procurement and contract performance oversight. With 77 employees, the Supervisor is primarily focused on reactive staff supervision, which consumes 90% of their time, including investigations and managing issues, and the Coordinator's primary focus remains on scheduling. Even with both team members working a 40 hour work week, it is challenging for them to personally engage with staff regularly considering the size of our operations over such large district.

All positions, including the Coordinator, Lead Hands, Attendants and Recycling Educators, report directly into the Supervisor. An optimum number of direct reports for this type of position is normally up to approximately 20 subordinates; this position has 77. While you can reasonably increase the number of direct reports given the very part-time nature of some of these positions, this number is unsupportable.

Three lead hand positions were created in 2021, primarily to facilitate the transition from previous cash handling procedures and provide on-the-ground support for field staff, including cash pickup, emergency shift coverage, supply drop-off, and communication on departmental or process changes. They are also intended as the first point of contact when issues come up. This has been very successful in that field staff report that having the extra coverage and connection is positive, and the Regional District has avoided many closures due to staff shortages. However, we staff our smaller facilities with minimal excess because staff who work infrequently require on-going training to stay current, which comes at an additional cost, and it lessens our ability to provide valuable employment to regular staff. Lead hands are spending approximately 30-40% of their time providing emergency coverage. They are fully “loaded” with the work they have. More, while they are very effective in issue identification and communication, they are not providing direct supervision or performance management of staff. This lack of field supervision is a critical gap in operations, and has had real consequence for all staff and for the Regional District.

Facility Management

The Operations team oversees some areas of facility management. This includes computers, buildings, scales, utilities, supplies, equipment, etc. for 30 facilities. Purchases, supply contracts, and repairs & maintenance are significant work load for the operations team. Due to the current workload for this group, many contracts that they previously lead (i.e. wood/metal, snow removal, site maintenance, contracted transfer stations, dust control) have been delegated to other Resource Recovery staff. The Operations team must constantly balance staff and site management responsibilities.

Bylaw Infractions

Bylaw infractions digital forms in 2023 year-to-date (YTD) have been reported at 96 occurrences with most reports indicating verbal abuse of site employees. Other infractions include disposal of prohibited items, contamination of materials, and risk to facilities. These infractions are also considered to be incidents which require a level of investigation and follow-up by the operations group and/or supervisor. On average these investigation can take up to 2 hours depending on the situation, totaling approximately 240 hours per year. Of the 96 reported incidents, we have only sent 23 letters YTD to members of the public. This delay is due to competing priorities of the Supervisor and amount of administrative work required for issuance of letters. The Resource Recovery field team experiences a significant amount of occurrences related to verbal abuse. More resources are required to support with the timely delivery of bylaw infraction letters, and enforcement of the Staff Safety and Harassment Policy up to and including member of the public fines and bans.

Moving to a digital data collection has increased reporting by the field employees to the office, which has created a back-log of investigations and corrective actions. This back-log creates a perception that the RDCK does not value their employees, and may result in employees not reporting in on future occurrences due to the perceived lack of actions. Lack of reporting could result in employee and/or public safety concerns and frustrations that lead to staff leaving positions that they otherwise enjoy.

Incident Reports

In 2023 the Incident Report digital form was launched in 2023 alongside the Bylaw Infraction digital form. The Incident Report form has generated 78 entries by the field team YTD. These reported incidents include First Aid, Medical Aid, Near Miss, Theft/Vandalism, Unsafe Acts, Physical Abuse, and a Work Refusal. Each of these reports require the Supervisor to investigate and identify corrective actions. Each investigation can take 4-8 hours+ depending upon the level of severity and the travel required, totaling approximately 780 hours per year. By necessity, the focus is on addressing high severity or emergency issues. The lack of resources has created a delay in responding to, and investigation of, non-emergency incidents. These investigations have occurred remotely using Webex or phone, but would be better served in person and on site.

New software

Connecteam

In August of 2022, the Resource Recovery Operations team launched software called Connecteam to the field employee group. This software supports operational efficiencies including communications and bulletins, scheduling and time tracking, payroll, training and task management. The software requires the Supervisor and Coordinator to administer and develop the program and is in the process of moving all Resource Recovery employee documents, Health & Safety documents, etc. to the software for ease of accessibility by the field employees. They are also building digital documentation reporting forms, and onboarding and training courses to improve both consistency and service levels at the sites. While there is an improved level of reporting, training and engagement with the field team, and increased accuracy and time savings surrounding time and pay, there is an expectation to manage the platform for accuracy of information.

The launch of new Connecteam software has had a positive impact on employee engagement. However, that engagement, while desirable, has also increased the number of queries from the field employees to the office employees. As an example, the Facility Maintenance Service Request digital form was launched on May 31st, 2023. Since this date there have been 166 maintenance related requests, of these 65 were reported as a medium or high risk safety item. Currently there are 79 open maintenance related requests, with 33 reported as a medium risk safety item. Due to the complexity of staffing challenges and the associated high volume of time spent on scheduling, the Coordinator is spending less than 30% of their reported weekly hours on facility maintenance and repairs.

Strong scale software

Over September and October of 2023, the Strong scale software is being launched at all transfer stations and landfills. This transition was supported in advance of and during the launch by an additional temporary staff member (Resource Recovery Software Implementation Support). This software will improve operational efficiencies and reduce risk to the organization, however it requires a level of involvement from the Resource Recovery Operations team that was previously supported by both IT and Finance. There will be an ongoing need for a level of operational administration to ensure accuracy of training materials is available to the field employees.

Composting Facilities

In June of 2022 the Creston Composting Facility started to accept organic waste from municipalities, rural residents and commercial sources. On August 21, 2023 the Central Composting Facility opened accepting loads collected from the City of Castlegar. It is expected that public drop off at Ootischenia, Grohman and Central will commence in the near future. The field employees have required additional training on screening loads and some additional steps have been added to their duties, including reporting on contaminated loads to support in

the decision making process on landfilling vs composting the received loads. This additional training during launch was supported by the Organics Coordinator, however ongoing training and onboarding of new employees will be supported by the Operations team. This training is critical to ensuring the field employees are reporting on contaminated loads accurately for both commercial loads and public drop offs to minimize excessive transportation costs.

ANALYSIS

The Operations team has, by necessity, been primarily reactive to issues, with negative consequences to staff and service delivery, including:

1. Lack of timely performance management:
 - “Absent” supervision means that employees are not rewarded for jobs that are well done – they go unseen. Moreover, employees are not held accountable on a consistent basis, resulting in reactive supervision, focused on addressing disciplinary issues rather than on providing coaching.
 - Training is lagging, with limited time to turn attention to it, particularly beyond the initial training, or the roll out of something “new”, whether that is a policy, guideline, or software.
 - Because staff engagement with the Supervisor is limited to stressful situations, such as when implementing something new or when investigating issues, there is a heightened level of stress when they come onsite.
2. An organizational culture that does not always align with its values:
 - The work environment at each location is determined by the employees at that location.
 - In the Landfill teams, senior employees inevitably direct the work, or insert themselves as “defacto” supervisors, perpetuating a “this is the way we do it here” mentality, which can be inconsistent with Regional District standards and expectations.
 - Field staff feel unsupported when bylaw or incident reports, including with other staff, are not addressed in timely manner and/or are not updated on outcomes.
 - Training and onboarding programs are outdated and negatively impact retention.
3. A lack of timely issues-management with the public:
 - Addressing issues that are raised by the public, or about members of the public, is slow and remains reactionary. Members of the public are not advised of issues in a timely way, which impacts educating them or staff, as appropriate, to reduce future recurrences. Education on expectations around behaviour of members of the public who use our facilities by necessity remains a low priority.
 - Employees don’t see these issues being addressed, which further contributes to the “us vs them” culture, as they don’t see the organization, or the Supervisor “having their backs”, and results in them not reporting them.
 - Overall this erodes trust in the system generally, and in the Supervisor specifically.
4. Risk of non-compliance with WorkSafe BC regulations
 - Issues related to psychological and physical safety require timely intervention.
 - We have had an increase in claims related to psychological safety since 2020, specifically regarding dealing with the public. Employees – rightfully – are more aware of the obligation that the employer and the Board has adopted a Staff Safety and Harassment policy that recognizes that processes need to be put into place to ensure that we meet that obligation. This requires that attention to these incidents be prioritized, which can be difficult for one supervisor to address, even with the support of the Safety Advisor.

In 2023, we had a Stop Work initiated by an employee related to heat stress. This was costly for the Regional District as it required that the Supervisor, the Safety Advisor, and a Health and Safety representative investigate it, which consumed several hours over several days, including with a Worksafe Advisor. Additionally, while this was being investigated and the issue was being addressed, the employee continued to be paid (as is their right under legislation). As we experience more extremes in temperature, we need to ensure that we are proactively addressing these issues. Failure to do so not only is expensive, and requires that the work be prioritized in the moment (with resulting consequence to other items in the workplan), but it also potentially exposes the Regional District to orders and fines.

Overall, we see a high annual turnover rate, of approximately 15% (2022) for Landfill and Recycling combined, with over 25% for Recycling specifically. While the rate of pay is occasionally cited as a reason for employees to exit, anecdotally the high turnover rate is more directly related to the work environment and its work culture. For those employees who stay, there is often discontent with the culture and what is perceived to be a lack of interest by supervisory and office staff.

Adding the lead hands and implementing new software has improved some aspects of service delivery and reduced risk to the organization, particularly with the software and cash handling, however it is not meeting all the requirements of field supervision.

In totality, there is a negative impact on employees and Resource Recovery operations that stems from the high number of direct reports to the RR Operations Supervisor. While we have focused on the impact on field staff, the negative impact includes office staff, where burnout is a real concern. They are, by necessity, focused on only a small portion of their workload, and what is primarily the least rewarding work (investigations, inspections, discipline, etc.). These issues continue to arise making it an ever present, heavy workload. Generally office staff work a 35 hour work week, due to workload pressures both of the Operations team agreed to 40 hour work week. Even with their work week expanded to 40 hours the Operations team are frequently required to adjust time off and work overtime to accommodate work critical to maintaining operations. Every day, they face the potential impact of issues that are aggravated because they couldn't attend to them in a timely way.

Further, there are numerous cost impacts and negative outcomes from lack of operational support, including:

1. Site closures or significant work spent to avoid site closures
 - Since January, 2022, of 71 site closures, 26 (37%) were closed due to a staffing shortage
 - Results in significant work spent to avoid closures, such as rescheduling, or redirecting the Lead Hands to provide emergency coverage
 - Administrative time to announce site closures (website, social media, director notifications)
2. Cost of keeping sites open (out of area staff travel and overtime is estimated in the tens of thousands annually)
3. Cost of turnover:
 - Recruitment & training/onboarding costs, conservatively estimated at approximately \$4,600 per hire (estimated at \$55,200 annually with 15% turnover)
 - These costs are primarily incurred by Resource Recovery. HR, while providing some recruitment support, is not resourced to provide the level of support needed given the high turnover (i.e., conducting interviews)
4. Project impacts (i.e. delay in implementing some heat mitigation)
5. WorkSafe BC
 - There are risks of orders or fines if psychological and physical safety issues are not attended to.

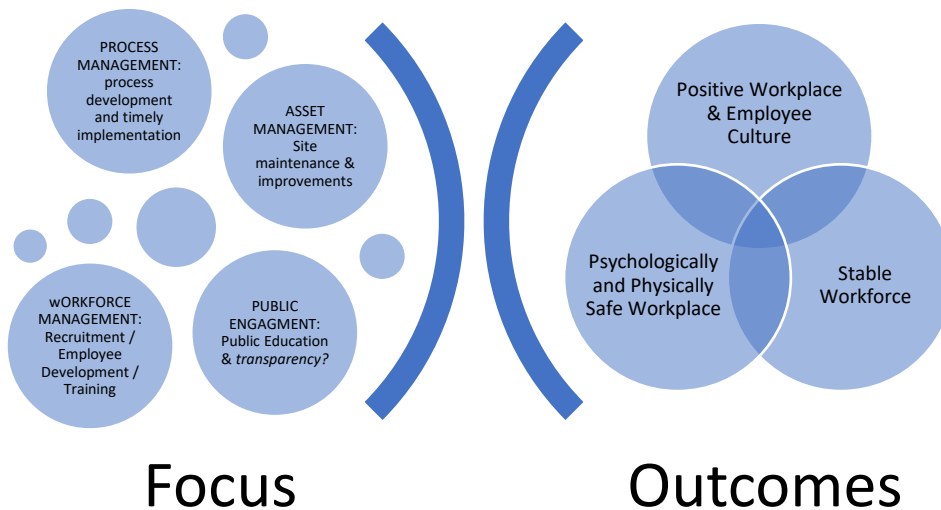
- Additionally, there are significant costs to the organization related to missed time and claims costs when employees are on a medical leave related to a worksafe claim.
6. Repairs and maintenance impacts
- H&S issues at the site that aren't being addressed

With the high turnover rate, and the attention to the biggest issue – fighting the latest “fire” - the Supervisor and support staff are caught in a reactive loop which is the least desired, least value-added work vs proactively managing the *Resource Recovery Operations team* and its business.

Reactive loop:



Proactive management:

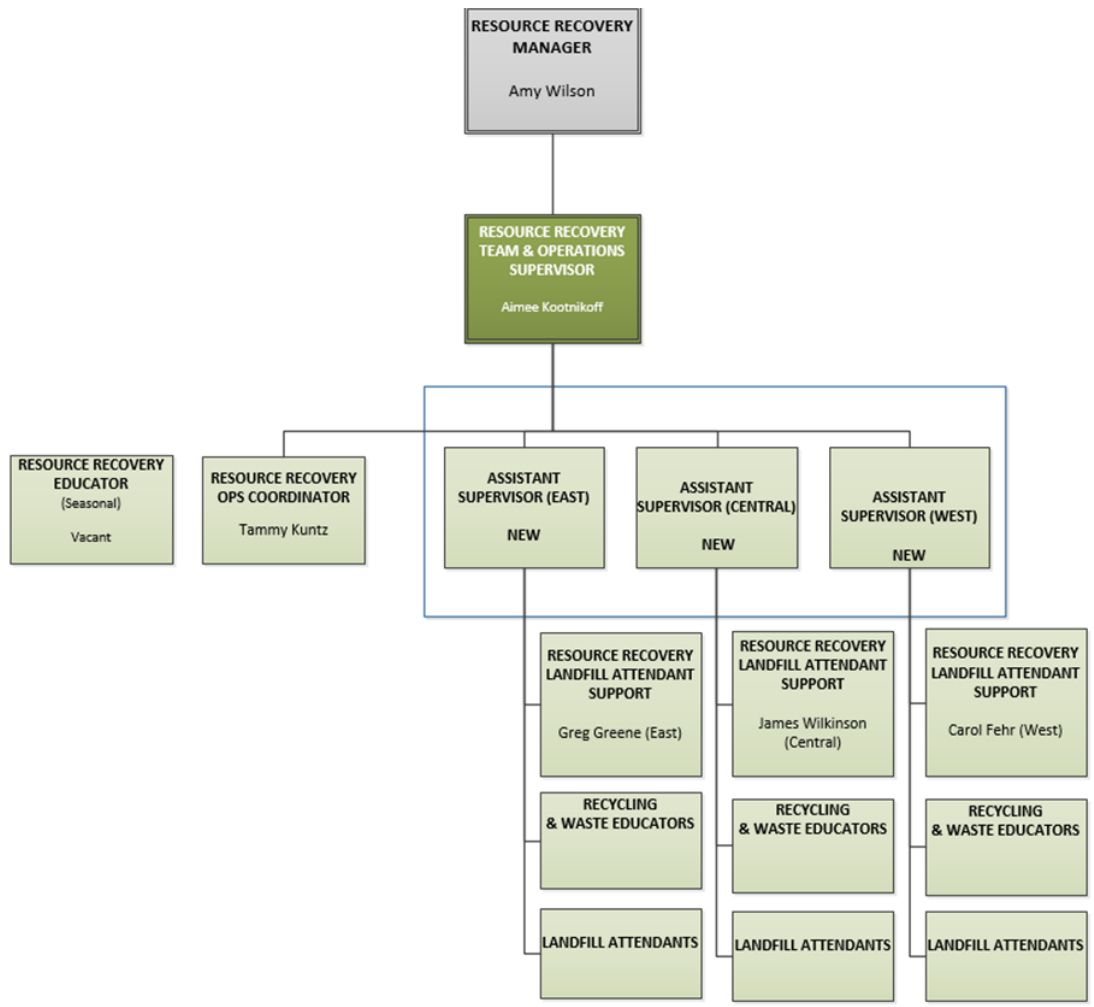


OPTIONS

Option 1: Addition of three (3) Assistant Supervisor positions

The Assistant Supervisors (AS) would oversee staff in their area (evenly distributed geographically and with consideration of number of staff/sites/contracts), and would focus on:

- Conducting training
- Performance and issue management
- Recruitment support
- Scheduling / hot line management
- Addressing 1st line public concerns regarding staff
- Leading simple investigations & assist on more complex investigations
- Coaching & discipline up to level 1 in the collective agreements
- Representing the employer in step 1 grievances
- Coordinating maintenance & follow up for their sites
- Contracting and procurement field support



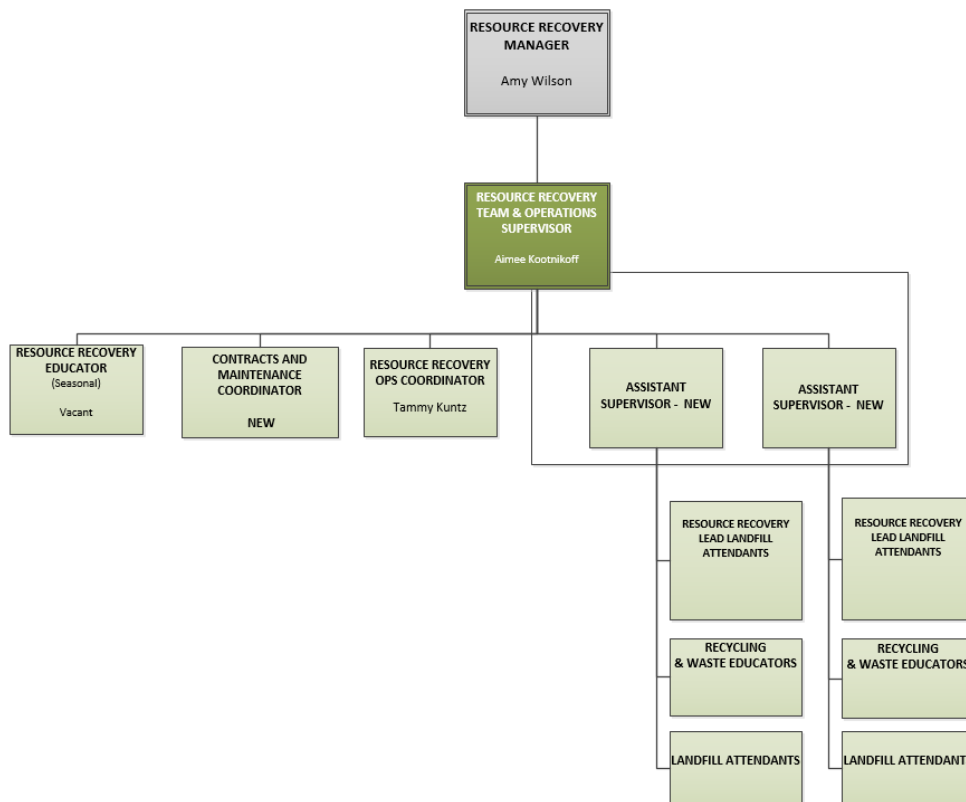
Option 2: Addition of two (2) Assistant Supervisor positions and one (1) Contracts and Maintenance Coordinator

The Assistant Supervisors (AS) would oversee staff in their area (evenly divided across the district), and would focus on:

- Conducting training
- Performance and issue management
- Recruitment support
- Scheduling assistance / hot line management
- Addressing 1st line public concerns regarding staff
- Leading simple investigations & assist on more complex investigations
- Coaching & discipline up to level 1 in the collective agreements
- Representing the employer in step 1 grievances

The Contracts and Maintenance Coordinator (CMC) would focus on:

- Maintaining facilities that house RR Ops staff
- Maintaining RR infrastructure such as gates, signage, fencing, utilities
- Procurement of services and supplies for RR Ops
- Contract management support for site maintenance and programs for front end operations (snow removal, dust control, ERP program collection, surveillance, washrooms, etc.)
- Support for Resource Recovery Mechanical Operations and Site Supervisor contracts and site maintenance tasks such as roads, snow removal, material management (wood/metal).
- Support Resource Recovery Technician with maintenance of Extended Producer Responsibility programs such as tires, tanks, batteries and new programs expected in 2024/2025.



Option 3: Reduced level of service

After considerable evaluation of options and with an adherence to RDCK values, an alternate option to adding three new staffing positions is that the Board could direct staff to consider fewer new positions along with a reduction of Resource Recovery services, including: closing sites, reducing hours, limiting programs such as free yard & garden and on-site diversion initiatives, or assigning work to administration, IT, Finance or HR departments. It should be noted that staff feel Option 3 comes with risks to the organization’s values, safety, and current staffing. The underway Systems Efficiency Review could be used to guide decisions regarding service reduction. Impacts to service delivery should be expected in the short term while the department adjusted to this option.

In summary, the Resource Recovery operations group has seen substantial growth in employee group size, services offered to the public, and internal supports and software. This growth has put strain on the current operations group to manage the work load to ensure that sites are fully staffed, maintained, safe, and employees are trained to provide a consistent experience for the public. There is considerable opportunity to improve retention and culture and reduce risk to the organization by increasing the level of supervisor support the field team receives.

Staff recommend adding three Assistant Supervisors to the Operations group. Having boots on the ground Assistant Supervisors will allow for more timely response to interpersonal and site related issues and allow the Supervisor to provide operational guidance, higher-level performance management, and oversee systems change. This proactive approach should reduce the number of incidents and investigations requiring completion.

Alternatively, two Assistant Supervisors focused on staffing and one Contracts and Maintenance Coordinator to support site operations could provide reasonable support.

Staff do not feel status quo is an option without significant risk to RR operations and the RDCK organization, therefore, if no additional staffing is pursued a reduction of services would need to occur.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No **Financial Plan Amendment:** Yes No
Debt Bylaw Required: Yes No **Public/Gov’t Approvals Required:** Yes No

With new positions the Operations team will go back to a 35 hour work week, resulting in an annual savings of \$22,142.38. It is expected that further cost savings and reduction of liability will be realized with the new positions that are hard to quantify, including: improved contract management, less lost time and reduced risk of safety infractions. Additionally, reducing the currently high employee turnover rate to a target rate of 10% would result in approximately \$18,000 in annual savings.

Annual costs for Options 1 and 2 are as follows:

	Option 1	Option 2
Annual Cost	3 Assistant Supervisors	2 Assistant Supervisors and 1 Contracts and Maintenance Coordinator
Salary (2023 rates)	\$227,285	\$220,724
Benefits	\$ 63,640	\$ 61,803
Estimated Travel & Equipment	\$ 20,000	\$ 20,000
Less Ops team salary reduction	-\$ 22,142	-\$ 22,142
Total	\$288,783	\$280,385

Costs noted above are associated with the assumed HAY grid levels of 7 for the Assistant Supervisors and 6 for the Contracts and Maintenance Coordinator.

Costs to reduce services in Option 3 is unknown at this time. A reduction in variable costs could be expected over the long term, while most fixed costs for items such as facility maintenance and equipment would remain similar unless services or facilities are consolidated. Short term costs would be incurred to facilitate a reduction of services.

Staff recommend the new positions be added to the A102 Resource Recovery Budget to allow for flexibility and equity between services. The A102 service is split amongst the three subregions (S186, S187, and S188) based on an annually assessed operational expense calculation used to represent the distribution of the effort required to support the services. These costs include staffing, contracted services, repairs & maintenance.

To demonstrate how this new staffing would impact the three subregions, the average split of the A102 service is as follows with estimated annual increased cost per subregion for Option 1:

- S186 East - 25% of A102 - \$72,196
- S187 Central - 39% of A102 - \$112,625
- S188 West – 36% - of A102 - \$103,962

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

In the current circumstance, there is concern about maintaining the ability to: meet WorkSafe BC regulations, abide by the intentions in the Staff Safety and Harassment Policy, and enforce the Resource Recovery Bylaw.

3.3 Environmental Considerations

N/A

3.4 Social Considerations:

Improved site conditions and operations for site users and fewer forced site closures.

3.5 Economic Considerations:

N/A

3.6 Communication Considerations:

N/A

3.7 Staffing/Departmental Workplace Considerations:

Current demand on RR Operations team is unmanageable and is a risk to staff retention.

3.8 Board Strategic Plan/Priorities Considerations:

To Excel in Governance and Service Delivery, including valuing our employees.

SECTION 4: OPTIONS & PROS / CONS

See Section 2 for Analysis.

OPTION 1: That the Board approve the hiring of three (3) full time, permanent Assistant Supervisors, with the start date to be no earlier than January 1, 2024, with a cost of \$288,783 to be allocated to Resource Recovery A102.

AND FURTHER that staff be directed to include the cost in the 2024-2028 RDCK Financial Plan.

PROS:

- Number of subordinates/locations would be split evenly, therefore manageable to ensure employee issues are addressed in a reasonable timeframe.
- Reduced risk/liability for RDCK to ensure that performance issues, incident investigations and safety related maintenance are prioritized.
- Smaller geographical area ensures Assistant Supervisors are able to participate in increased number of site visits and in person engagement with site staff.
- Improved employee culture. Creates more opportunity for development and employee growth as well as advancement opportunities.
- Increased responsiveness to employee and public inquiries (decreasing delays).
- Increased time for the Supervisor to focus on higher level issues, including managing contracts, addressing public issues/educating the public, workforce management, standardizing service delivery through policy & process development, and enhancing/modernizing training delivery.
- Reduced risk of burn-out for the supervisor and operations team.
- Improved staff retention.
- Improved workplace culture.
- Dedication of funds in the 2024 Financial Plan allows for recruitment process to begin in late 2023.

CONS:

- No dedicated employee to oversee and specialize in contracts, procurement and maintenance.
- Contracts and maintenance duties are split over 3 Assistant Supervisors and the Supervisor, and the Coordinator which may result in inconsistencies in projects and completion timelines.
- More supervision required of the Assistant Supervisors/Coordinator team to ensure additional duties are prioritized in work plan.
- Additional cost of \$288,783 annually for the Resource Recovery Services, highest cost option.

- Increased travel costs for the supervisor positions, and increased safety risk with higher level of travel generally.

OPTION 2: That the Board approve the hiring of two full time, permanent Assistant Supervisors with one full time, permanent Contracts & Maintenance Coordinator with the start date to be no earlier than January 1, 2024, with a cost of \$280,385 to be allocated to Resource Recovery A102.

AND FURTHER that staff be directed to include the cost in the 2024-2028 RDCK Financial Plan.

PROS:

- Dedicated employee to oversee site maintenance projects, improving vendor relationships and efficiency in completion of work timelines.
- Dedicated employee to support and lead Resource Recovery operations contracts and liaise with other contract leads.
- Estimated to cost \$8,400 annually less than Option 1.
- Improved staff retention.
- Improved workplace culture.
- Dedication of funds in the 2024 Financial Plan allows for recruitment process to begin in late 2023.

CONS:

- Overloaded supervisors if employees require much task direction, support and supervision.
- Due to increased geographical area responsibility, may not provide adequate support to employees, leading to decreased morale or job satisfaction for the Assistant Supervisors.
- Does not fully address the issues for staff from lack of on-site supervision
- Increased employee autonomy and lack of supervision may result in poor investigation follow-up and inconsistent or delayed employee discipline.
- Increased number of direct reports results in reduction in supervisor/employee relationship building opportunities, resulting in poorer culture.
- Reduced supervision of employees' performance may result in operational inconsistencies and performance.
- Additional of cost of \$280,385 annually for the Resource Recovery Services.
- Increased travel costs for the supervisor positions, and increased safety risk with higher level of travel generally.

OPTION 3 That the Board direct staff to determine options for a reduction of Resource Recovery services that can be managed with current staff and a variation of proposed positions and return to the JIRC for further direction.

The Pros and Cons will be investigated further once the option is assessed.

PROS:

- Potentially the lowest cost option.
- Potentially addresses some issues related to lack of on-site supervision.

CONS:

- Reduced service levels would impact resident access to facilities and programs.
- Risk to the organization in delayed response to current staffing situation.
- May not result in improved workplace culture and staff retention

SECTION 5: RECOMMENDATIONS

That the Board approve the hiring of three (3) full time, permanent Assistant Supervisors, with the start date to be no earlier than January 1, 2024, with a cost of \$288,783 to be allocated to Resource Recovery A102.

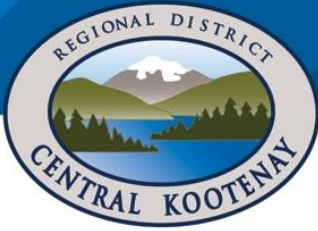
Respectfully submitted,

Amy Wilson – Resource Recovery Manager

CONCURRENCE

Stuart Horn - Chief Administrative Officer
Yev Malloff - Chief Financial Officer
Uli Wolf - General Manager of Environmental Services
Connie Saari-Heckley - Human Resources Manager

ATTACHMENTS: NONE



Committee Report

Date of Report: September 26, 2023
Date & Type of Meeting: October 18, 2023 Joint Resource Recovery Committee meeting
Author: Larry Brown, RR Mechanical Operations & Site Supervisor
Subject: BOSWELL & CRAWFORD BAY TRANSFER STATIONS; TRANSFER SERVICES
File: 06-2230-10-2023-085
Electoral Area/Municipality: East Subregion

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to present the results of the Request for Proposal issued for Transfer Services at Crawford Bay and Boswell to Creston, and to seek approval from the Committee to award the contract.

SECTION 2: BACKGROUND/ANALYSIS

The Transfer Services contract and all available extensions have expired. The services currently being provided are on a month-to-month basis.

The RDCK issued a two Request for Proposals (RFP) were posted on both the BC Bid and the RDCK website.

The first RFP (BC Bid #173712) was issued on July 6, 2023 and closed on July 25, 2023. All known service providers were directly contacted about this opportunity. No bids were received.

The second RFP (BC Bid #177920) was issued on August 25, 2023 and closed on September 8, 2023. All known service providers were directly contacted about this opportunity. One bid was received.

The contract outlined in the RFP is for a three year period with the option for two one year extensions pending agreement from both parties. The contract is to transfer waste materials from the Crawford Bay and Boswell Transfer Stations to the Creston Landfill.

One proponent submitted a bid for this contract. The contractor is Tip-It Waste Solutions (Kootenay) Inc., Creston, BC.

Price:

Tip-It Waste Solutions bid \$169,470.00 for the three year term.

Based on the price bid Staff recommend awarding the contract to Tip-It Waste Solutions (Kootenay) Inc.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No Financial Plan Amendment: Yes No
 Debt Bylaw Required: Yes No Public/Gov't Approvals Required: Yes No

Pricing is based on per trip cost, on an as needed basis. The number of trips from 2022 was used to estimate the annual costs, however it is entirely dependent on volume of waste received.

	CRA	BOS
Price per trip	\$600	\$400
Previous price per trip	\$450	\$350
Estimated annual total	\$42,210	\$14,280
Annual Budget in 2023 Financial Plan	\$27,513	\$10,826
Difference (to be adjusted in 2024 financial plan)	\$14,697	\$3,454

Budgeted values for 2023 are expected to be sufficient to cover this increase for the remaining term in 2023, but the 2024 Financial Plan for S186 will need to be adjusted for the new estimated costs.

While costs are higher than previous, staff recently received a budgetary estimate from another provider that were within the same range as Tip It's proposed pricing.

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

The RDCK purchasing policy was followed, using competitive, open, transparent and non-discriminatory process.

3.3 Environmental Considerations

None at this time.

3.4 Social Considerations:

None at this time.

3.5 Economic Considerations:

None at this time.

3.6 Communication Considerations:

None at this time.

3.7 Staffing/Departmental Workplace Considerations:

Staff will be familiar with contacting and communicating with this contractor as the service is required.

3.8 Board Strategic Plan/Priorities Considerations:

The award of this contract aligns with the RDCK's Strategic Objective "To Manage our Assets and Operations in a Fiscally Responsible Manner".

SECTION 4: OPTIONS & PROS / CONS

OPTION 1: That the Board accepts the bid submitted by Tip-It Waste Solutions for Waste Transfer Services.

PROS

- The incumbent Contractor is not interested in providing this type of bin hauling service in the Creston area and did not submit a bid for this opportunity.
- Tip-It is currently performing these same services as a sub-contractor to the incumbent.
- Awarding the contract to Tip It allows for the continuation of uninterrupted service.
- The bid was compliant with the defined procurement process.

CONS

- Only one bid was received.
- In the long term the limited number of contractors in the Creston area who are able to perform this type of work reduces competition.

Based on the procurement process resulting in a compliant bid, the projected expenses being within range of expected costs, and lack of interest in the previous procurement efforts staff do not recommend initiating a new procurement process

SECTION 5: RECOMMENDATIONS

That the Board authorize staff to enter into a Services Agreement with Tip-It Waste Solutions (Kootenay) Inc. for Waste Transfer Services for the period of November 1, 2023 to October 31, 2026 with the eligibility of two one year extensions, equating to an estimated total 3 year contract value of \$169,470 plus GST, and that the Chair and Corporate Officer be authorized to sign the necessary documents.

AND FURTHER, that the costs be paid from Service S186 East Resource Recovery processed from the applicable Contracted Services account.

Respectfully submitted,



Larry Brown, RR Mechanical Operations & Site Supervisor

CONCURRENCE

Resource Recovery Manager – Amy Wilson
General Manager of Environmental Services – Uli Wolf

ATTACHMENTS: NONE



Committee Report

Date of Report: October 10, 2023
Date & Type of Meeting: October 18, 2023, Joint Resource Recovery Committee
Author: Amy Wilson, Resource Recovery Manager
Subject: CRESTON AND OOTISCHENIA LANDFILL OPERATIONAL CONTRACTS OUTSTANDING BILLING
File: 12-6300-01-2023
Electoral Area/Municipality East and West Subregions

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to inform the ERRC and WRRC of outstanding billing owed to GFL (Green For Life) for the Creston and Ootischenia Landfill operations and maintenance contracts due to errors in GFL billing dating back to the beginning of the current contracts.

SECTION 2: BACKGROUND/ANALYSIS

Green For Life (GFL) is the current contractor for the RDCK landfills in Creston and Ootischenia. GFL held these contracts as Alpine Disposal during the previous terms at both locations. The contract terms are as follows:

- Creston Landfill: April 1 2020 to March 31 2025, with 2 one year extensions
- Ootischenia Landfill: July 1 2021 to June 30 2026, with 2 one year extensions

RDCK's multi-year service contracts typically contain an annual adjustment clause that reference a calculation using a combination of CPI indices. GFL (or Alpine) and the RDCK had previously agreed to calculate a lump sum annual adjustment rather than adjust the monthly billing.

On May 30, 2023 GFL identified to the RDCK that they failed to adjust the monthly contract cost from the last contracts to the current contracts as well as apply the annual price adjustments under both contracts going back to the first anniversary of the contract. GFL claim a resulting debt owing to them by the RDCK exceeding \$190,000 (including GST). RDCK staff leading these contracts is no longer with the RDCK limiting knowledge about invoice review or discussions with GFL on billing.

RDCK staff expected some outstanding billing from 2022 in relation to the annual adjustment and an increased rate to start mid 2023 on both landfill contracts, but were unaware of the extent that GFL had missed billing. RDCK staff inquired if GFL would be willing to negotiate the outstanding values, but was told no. GFL verbally suggested a payment plan and deduction of administrative costs may be considered.

Staff considered obligations under the contracts, the *Local Government Act*, the *Limitation Act*, and Estoppel. The 2-year limitation period in Section 8 of the *Limitation Act 2* was found to be applicable in this situation. Based on the *Limitation Act* period of 2 years, all the Ootischenia outstanding charges are valid. The April 2020 through May 2021 outstanding changes for Creston totaling \$18,000 are considered no longer claimable.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No Financial Plan Amendment: Yes No
Debt Bylaw Required: Yes No Public/Gov't Approvals Required: Yes No

The 2023 Financial Plan for Services S186 East Resource Recovery and S188 West Resource Recovery expected some outstanding billing from GFL to be carried over from 2022 for these contracts' annual adjustments. This was presented as a 10 % increase to the estimated annual cost in S186 and a combination of a 5% increase and a \$30,000 lump sum in S188.

GFL's analysis of billing since the beginning of the current contract terms identified the following values as outstanding:

- Creston Landfill - \$55,564 owed by S186
- Ootischenia Landfill - \$125,953 owed by S188

GFL's billing analysis was reviewed and verified by RDCK staff as correct. For the Creston Landfill, \$18,000 was from beyond 2 years prior and no longer claimable under the *Limitation Act*. Resulting in a reduced total owing of \$37,563 from S186. Neither Service S186 or Service S188 was expecting outstanding values this high as it was unknown how far reaching the billing errors were.

Staff recommend deducting an administrative charge of 5% (\$8,195) from the combined total of \$163,906.

The landfill contracts, along with a few other reoccurring services such as regular scale and fire extinguisher maintenance, surveillance monitoring, cash collection services (OOT only), septage hauling (CRE only), are budgeted within a facility specific Work Order that reside within each Service's Contracted Services Account. Many Contracted Services are based on volumes or site conditions (i.e. snow removal, Household Hazardous Waste collection events, wood grinding, etc.) and costs can vary year to year, so they are budgeted using a multi-year average. This allows for some buffer for annual variations of Work Orders within the Account.

The overall Contracted Services Account spent year-to-date (YTD) was at 52% of the total budget of \$755,000 for S186 and 52% of the total of budget of \$1,285,000 for S188. At present time it appears that S186 - East could accommodate the full amount owing (\$37,563 less administrative charges) in 2023. However it is uncertain if S188 – West will have available funds for the full amount owing (\$125,953 less administrative charges) in 2023.

Staff could negotiate a payment plan with GFL for the Ootischenia Landfill charges over a two year period. However, given that accounting standards require that the entire liability be recognized in 2023, staff feel it is appropriate to proceed with release of the full amount owing in 2023. If later in the year it is determined deficit is resulting staff will return to obtain direction. In that situation the 2023 Financial Plan could be amended to utilize Stabilization Reserves to cover the unexpected expense.

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

The *Limitations Act* is deemed applicable in this situation, thereby charges beyond 2 years are no longer applicable. Section 735 of the *Local Government Act* also speaks to a limitation period, however, staff do not feel it is applicable in this circumstance.

3.3 Environmental Considerations

Not applicable.

3.4 Social Considerations:

None at this time.

3.5 Economic Considerations:

None at this time.

3.6 Communication Considerations:

Newer contracts have the annual adjustment simplified and clearly indicate expectations of both parties.

3.7 Staffing/Departmental Workplace Considerations:

Remedying billing errors across a number of GFL contracts during their transition from Alpine to GFL and to a new accounting software, for delayed annual adjustments, and finally for the continuation of previous contract rates have required significant staff time for Resource Recovery, Finance, and Corporate Administration. A new regional landfill division was created within GFL and since January 2023 new management and accounting support is overseeing the landfill contracts.

The Environmental Technologist role will continue to be the contract lead with support from the Resource Recovery Mechanical Operations and Site Supervisor. New staff in these roles have been informed of contract management expectations including ensuring annual adjustments are implemented upon contract anniversaries.

3.8 Board Strategic Plan/Priorities Considerations:

Not applicable.

SECTION 4: OPTIONS & PROS / CONS

N/A

SECTION 5: RECOMMENDATIONS

For information only

Respectfully submitted,

Amy Wilson – Resource Recovery Manager

CONCURRENCE

General Manager of Environmental Services – Uli Wolf

General Manager of Finance, ED, IT – Yev Malloff

ATTACHMENTS: None



Committee Report

Date of Report: September 26, 2023
Date & Type of Meeting: October 18, 2023 Joint Resource Recovery Committee
Author: Todd Johnston, Environmental Services Coordinator
Subject: Resource Recovery Customer License Plate Data
File: 12-6300-30
Electoral Area/Municipality Entire RDCK

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to present information to the Joint Resource Recovery Committee regarding the long standing practice of collecting license plate numbers of customers using Resource Recovery facility services. License plates are entered into the retail transaction software at scaled facilities to track loads coming in and organize payment at exit; plate numbers are entered at all RDCK Resource Recovery Facilities for the purpose of responding to serious bylaw violations, as required. The practice of gathering license plate data at solid waste facilities is common in BC; it has recently come in to question from some members of the public who are witnessing this practice for the first time.

SECTION 2: BACKGROUND/ANALYSIS

In September of 2023, Site Staff at the Marblehead and Kaslo received complaints from some customers who were opposed to the practice of having their license plates recorded at several Resource Recovery Facilities. This coincided with the launching of new transaction software at those sites, with some Staff leaving the shack to read plates, increasing the visibility of the practise. Some of these complaints were also received by phone calls to Office Staff; some Area Directors were also contacted with similar complaints.

The procedure of recording the license plate numbers of vehicles entering Resource Recovery facilities has been in practice for over twenty years. At busy scaled sites, the plate numbers are used to track loads for weighing in and out.

License plate numbers also identify customers who leave without paying, so that the outstanding balance can be settled at their next site visit.

Having records of license plates is also an important bylaw enforcement tool for protecting staff, infrastructure and receiving environment. When a customer has committed an extreme violation of site regulations that cannot be corrected through education, such as threats, violence, harassment, damage to site infrastructure, theft or intentional contamination of materials; the license plate number provides a means to obtain personal information for issuing a ticket or (if necessary) legal proceedings.

It should be emphasized that 99+% of customers abide by site rules. When mistakes are made, Site Staff first apply education to correct the behaviour. Consequently, almost all of the license plates recorded in the RDCK database are not used for anything. Retroactively obtaining a license plate after a serious incident, however, is not always possible: site staff may not be able to remember the plate when under stress, and often a

contamination event is not discovered until after the customer has left (e.g., sneaking in a controlled or prohibited waste to a wood waste pile). Without the license plate, Staff can't respond to an incident with a warning letter or ticket, which seriously impedes the organization's capacity to protect staff, infrastructure and the receiving environment.

From a legal perspective, when a customer enters an RDCK public space, they are responsible for complying with the bylaws in effect. RDCK Staff are allowed to collect license plate numbers under the Freedom of Information and Protection of Privacy Act (FOIPPA) legislation, for the purpose of us delivering a waste service. A license plate number itself is not considered personal information and collecting a license number does not automatically give RDCK Staff access to somebody's personal information. If a serious violation of the Resource Recovery Bylaw has occurred, only an authorized RDCK Staff person (e.g., Bylaw Personnel, Resource Recovery Manager, Operations Supervisor etc.) may apply to the Insurance Corporation of BC (ICBC), pursuant to section 26 (c) of FOIPPA, to retrieve the name and address associated with that license plate. This process is governed by an information sharing agreement between RDCK and ICBC, designed to protect the privacy of individuals. The application must spell out the details of the incident, and why the personal information is needed. Strict controls are placed on RDCK's use of and access to this information. The information is kept secure and not shared with a third party. Those Staff approved to apply for the information have been pre-screened, and have signed a privacy agreement.

Of the complaints received, some customers expressed concerns that their disposal specifics were being analyzed and associated to their personal information. RDCK has never conducted analyses to associate disposal trends with specific customers, has no intention to do so, and further does not have access to that personal information. The information sharing agreement between ICBC and RDCK limits RDCK access to the ICBC database solely for the purposes of assisting with the investigation of a violation of an RDCK bylaw.

Staff did check in with a number of other Regional Districts and municipalities to compare practices with collecting license plate information. Of the five organizations contacted (RDCK, TNRD, City of Kelowna, RDCO, City of Kamloops), all collect license plate numbers, except RDCO, which uses a different system to charge based on the vehicle size. It was pointed out by RDCK (they collect license plate numbers at all facilities), that WorkSafe BC is cracking down on site bullying/ harassment, and employers are required to provide a safe workspace: having recourse for tracking poor behaviour and following up with violations is part of fulfilling those requirements. City of Kelowna collects plates through their cameras, which they feel promotes good behaviour. Several of the other organizations limited license plate tracking to scaled sites only, with license plate recording at quieter, smaller sites being a discretionary decision.

To support Site Staff, when being questioned on the use of license plate information, Staff have drafted a handout for Site Staff to provide to the customer. Please see Attachment A.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Financial Plan Amendment:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Debt Bylaw Required:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Public/Gov't Approvals Required:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

None at this time.

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

None at this time.

3.3 Environmental Considerations

None at this time.

3.4 Social Considerations:

None at this time.

3.5 Economic Considerations:

None at this time.

3.6 Communication Considerations:

None at this time.

3.7 Staffing/Departmental Workplace Considerations:

None at this time.

3.8 Board Strategic Plan/Priorities Considerations:

This practice aligns with the following RDCK Board Strategic Objectives:

1. To Excel in Governance and Service Delivery
2. To Manage our Assets and Operations in a Fiscally Responsible Manner

SECTION 4: OPTIONS & PROS / CONS

None at this time.

SECTION 5: RECOMMENDATIONS

That the Board receive this report for information only.

Respectfully submitted,



Todd Johnston – Environmental Services Coordinator

CONCURRENCE

Resource Recovery Manager – Amy Wilson
General Manager of Environmental Services – Uli Wolf
Chief Administrative Officer – Stuart Horn

ATTACHMENTS:

Attachment 01: DRAFT RR Facility Handout RE: Recording License Plates at Sites.

DRAFT HANDOUT TEXT: Recording License Plates at Sites

Some customers have asked Staff why the RDCK records license plate numbers of customer using transfer stations and landfills.

This is a common practice, applied at most waste management facilities in the province, and the RDCK has been requiring Site Staff to collect license plate numbers information for many years. License plates are used primarily for managing traffic and identifying what to charge customers on their way out at scaled sites. It also identifies when a customer has an account with the RDCK that they can charge to.

Plates are not considered personal information and the RDCK cannot access personal information from them without a formal request to ICBC. This is only done when a customer commits a serious violation of RDCK Resource Recovery Facility Regulatory Bylaw No. 2905 or any other laws. Examples of this would include verbal abuse, acts of violence, or contaminating the site with a prohibited material such as a hazardous waste. Except in extreme examples, the RDCK take an “education first” approach to inform customers of site rules, and how to properly dispose of wastes.

For more information, please visit [www.rdck.ca /resource-recovery/LP](http://www.rdck.ca/resource-recovery/LP)



Committee Report

Date of Report: October 12, 2023
Date & Type of Meeting: October 18, 2023 Joint Resource Recovery Committee
Author: Amy Wilson, Resource Recovery Manager
Subject: Creston Ecodepot Procurement
File: 12-6240-20
Electoral Area/Municipality: East Subregion

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to request the Board consider new direction for procurement of an EcoDepot in Creston to supply, operate and maintain an Eco-Depot services to serve residents in Creston and the surrounding area.

SECTION 2: BACKGROUND/ANALYSIS

In April 2019 the RDCK issued a Request for Proposal for developing and operating an EcoDepot in Creston. No bids were received (see June 6, 2019 staff report in Attachment A). In May of 2022 a Request for Expression of Interest (REOI) was issued again with no submissions (see June 6, 2022 staff report in Attachment B). It was shared with staff that while Tip-It Waste Solutions (Tip-It) was interested in providing the service they did not have a location secured and were busy preparing for the new Town of Creston curbside program. At the June 2022 Board meeting staff were further directed with the following resolution:

Board Resolution No. 376/22:

The Board direct staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

Since that time staff have engaged with Tip-It on two occasions and were informed that they are still lacking a location for this service. More recently staff were contacted by an interested party that is in the process of taking over the Creston bottle depot.

While a REOI is a tool to gauge interest a contract may not be issued as a result and an RFP must be issued to enter into a contract. The RFP document from 2019 is expected to take limited time to update for reissue. Therefore, since there are two potentially interested parties staff recommend Resolution No. 376/22 is rescinded and replaced with a resolution to direct staff to issue an RFP for the establishment and operation of an EcoDepot in Creston.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No Financial Plan Amendment: Yes No
Debt Bylaw Required: Yes No Public/Gov't Approvals Required: Yes No

The 2023 Financial Plan for Service S186 East Resource Recovery includes \$35,000 in 2024 for infrastructure and associated costs to develop an Eco-depot in Creston. For collection and disposal of HHW \$30,000 has been allocated annually in the Financial Plan. Based on costs for the Nelson HHW depot (in excess of \$100,000 annually) it is expect this value may need to be increased to accommodate costs for a year round depot. New HHW materials are scheduled for early 2024 and may see some reduction in cost to manage a portion of the HHW materials currently collected by the RDCK.

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

Many of the materials accepted at Eco-Depots are prohibited from disposal in landfills and are currently in the Creston area only able to be legally disposed of through hazardous waste disposal contractors or the annual round up events.

A new procurement process will follow the RDCK Purchasing Policy.

3.3 Environmental Considerations

Year round HHW collection services will reduce the risk of these materials impacting our local environment if disposed of improperly.

3.4 Social Considerations:

Year round HHW collection services will be an improved service to residents.

3.5 Economic Considerations:

Open procurement process allows all interested parties to submit a bid.

3.6 Communication Considerations:

N/A

3.7 Staffing/Departmental Workplan Considerations:

The Resource Recovery Technician will be responsible for the procurement.

3.8 Board Strategic Plan/Priorities Considerations:

Aligns with the Board's Strategic Priority "To Constantly Innovate to Reduce Waste".

SECTION 4: OPTIONS & PROS / CONS

OPTION 1: Rescind Board Resolution No. 376/22 to direct staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

AND FURTHER that the Board direct staff to issue a Request for Proposals for a Creston and Area Eco-Depot: Design, Build, Operate and Maintain.

PROS:

- Allows for an open procurement process for all interested parties.

CONS:

- None noted.

OPTION 2: Maintain direction in Board Resolution No. 376/22 to direct staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

PROS:

- Maintains Board direction.

CONS:

- Will likely result in a further delay to establishment of an Eco-Depot in Creston.

SECTION 5: RECOMMENDATIONS

RECOMMENDATION #1

That Board Resolution No. 376/22, being:

The Board direct staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

BE RESCINDED

RECOMMENDATION #2

That the Board direct staff to issue a Request for Proposals for a Creston and Area Eco-Depot: Design, Build, Operate and Maintain.

Respectfully submitted,

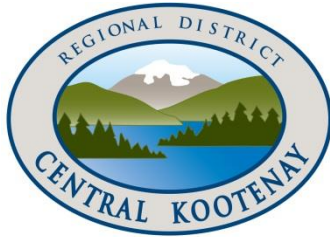
Amy Wilson – Resource Recovery Manager

CONCURRENCE

General Manager of Environmental Services – Uli Wolf
Chief Administrative Officer – Stuart Horn

ATTACHMENTS:

Attachment A: June 6, 2022 Staff Report - Creston Eco-Depot Request for Expression of Interest
Attachment B: June 6, 2019 Staff Report - Creston Eco-Depot Request for Proposals



REGIONAL DISTRICT OF CENTRAL KOOTENAY

Committee Report

Date of Report: June 6, 2019
Date & Type of Meeting: June 17, 2019 East Resource Recovery Committee
Author: Travis Barrington, Resource Recovery Technician
Subject: CRESTON ECO-DEPOT REQUEST FOR PROPOSALS
File: 12-6240-20

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to update the East Resource Recovery Committee on the results of the Request for Proposals (RFP) issued to solicit bids for the design, construction and operation of an Eco-Depot in the Creston area and to receive direction regarding how to proceed with the establishment of that service.

SECTION 2: BACKGROUND / ANALYSIS

At the October 18, 2018 RDCK board meeting the following resolution was passed:

677/18 That staff be directed to develop and issue a Request for Proposals for an Eco-Depot - Design, Build, Operate and Maintain in the Creston Valley.

Staff then developed the RFP document and issued it on April 30, 2019. The RFP was posted on the RDCK and BC Bid websites and potential bidders in the Creston area were contacted directly to encourage submissions. After the initial closing date passed on May 23 with no bids received the deadline was extended an additional week to May 31, 2019 and potential bidders contacted once more. At closing no bids were received for the service.

Following the closing date potential bidders were surveyed as to why no bids were submitted. Below is a summary of the comments received:

Columbia Bottle Recycling – this location already accepts refundable beverage containers and paint for recycling. The owner has frequently expressed concerns about the funding model of product stewardship in British Columbia and has declined to participate in any additional programs as the financial incentives provided are insufficient to cover collection costs. Similarly the owner did not provide a bid for this RFP and would prefer to promote improvements to product stewardship collection.

Tip-It Waste Solutions – currently this business does not have a suitable location to operate an Eco-Depot as described in the RFP. They are currently searching for a suitable commercial property in the Creston area to host their waste and recycling operations and hope to make a purchase within a year's time. Once they have suitable property, they have expressed interest in submitting a bid.

Arrow Mountain Car Wash and MiniStorage – this business currently hosts the RDCK recycling depot in Creston and is also presumed to host and staff the Recycle BC (RBC) depot once it launches. The owner has indicated that his property has the space required to host an Eco-Depot but does not have experience with stewardship programs and managing related waste. He has proposed that with

guidance from the RDCK his business could develop a plan to host an Eco-Depot and staff it along with the RBC depot in Creston.

Alpine Disposal & Recycling – similar to Tip-It, Alpine does not currently have a suitable location in the Creston area to host an Eco-Depot. Management expressed concerns that the high cost associated with purchasing or leasing a property and development would make a bid prohibitively expensive. Alpine may also submit a bid for the curbside recycling service in Creston when this program launches, possibly before 2021. A successful bid for curbside service would require Alpine to acquire property, at which point they would have interest in also submitting a bid to host an Eco-Depot.

Given the feedback received from potential bidders in the Creston area reissuing the RFP in the future may generate greater interest and completed bids. Two potential bidders, Tip-It and Alpine, expressed interest in bidding once they have suitable host properties. Additionally given a longer bidding process and more information Arrow Mountain may also complete a bid.

Alternatively, two potential hosts: Arrow Mountain Car Wash and Alpine Disposal expressed that they may be able to develop plans to host an Eco-Depot at their current property or the Creston landfill with assistance from RDCK staff. Alpine is currently under contract to manage and operate the Creston Landfill and has suggested altering the scope of work to include services outlined in the Eco-Depot RFP. These options are not recommended however as selecting a proponent in this way would circumvent the open bidding process.

SECTION 3: DETAILED ANALYSIS

a. Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Financial Plan Amendment: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Debt Bylaw Required: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Public/Gov't Approvals req'd: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

The 2019 Financial Plan includes \$35,000 for infrastructure and associated costs to develop an Eco-depot in Creston. Collection and disposal of HHW, whether at an Eco-Depot or through a round-up was allocated \$85,000. A round-up event is currently scheduled for September 14th in Creston, previous round-ups in Creston have usually cost around \$24,000, leaving \$61,000 in surplus should Eco-Depot services not launch in 2019.

b. Legislative Considerations (Applicable Policies and/or Bylaws):

Many of the materials that are slated to be accepted at Eco-Depots in Nelson and Creston are prohibited from disposal in landfills and are currently only able to be legally disposed of through hazardous waste disposal contractors or the annual round up events.

c. Environmental Considerations:

A full time Eco-Depot in Creston will provide an improved option for residents to safely dispose of potentially dangerous materials and would help to keep those materials out of the RDCK's landfill and the environment. Without a suitable hosts residents must continue to rely on once-a-year collection events.

d. Social Considerations:
Despite HHW round up events being well-attended in all RDCK communities that host them the lack of full-time facilities to accept materials brought to the events is a common concern of residents.
e. Economic Considerations:
Partnering with a local businesses and organizations in Creston to operate an Eco-Depot will provide a valuable service in those communities and additional income for the selected partner.
f. Communication Considerations:
Without an operating Eco-Depot in the Creston area the round-up event should receive additional advertising to ensure residents are able to utilize the service.
g. Staffing/Departmental Workplan Considerations:
RDCK staff spend several weeks organizing HHW events throughout the district. Additional staff time will be required to work with potential Eco-Depot partners to develop a depot plan or reissue the RFP. Once operational, the Eco-Depot will eliminate the need for a Creston event. Coordinating with Eco-Depot staff and the collection contractor will likely have similar staff demands as event coordination, distributed over an entire year but eliminate the staff time required to be present at events.
h. Board Strategic Plan/Priorities Considerations:
Expanding service for the collection of HHW aligns with the Board’s priority of Waste Management and Alternatives and the Regional Resource Recovery Plan by supporting the safe disposal of extended producer responsibility (EPR) products, moving towards zero waste goals and reducing the risk of illegal disposal of hazardous materials in RDCK landfills.
SECTION 4: OPTIONS & PROS / CONS
OPTION 1: Reopen and extend the deadline for the RFP for the Creston and Area Eco-Depot: Design, Build, Operate and Maintain
PROS:
<ul style="list-style-type: none">• Potential suppliers have been given additional information to develop proposals• Potential to meet initial development timeline• Procurement process remains open and transparent
CONS:
<ul style="list-style-type: none">• Bids are unlikely to be complete as several proponents indicated they will not have suitable properties for at least several months
OPTION 2: Reissue the RFP for a Creston and Area Eco-Depot: Design, Build, Operate and Maintain in early 2020 with an extended submission period
PROS:
<ul style="list-style-type: none">• More proponents are like to be prepared to submit bids• Bidding process likely to be more competitive

- Procurement process remains open and transparent

CONS:

- Original procurement timeline will not be met
- Creston area residents will only have access to round up event in 2019

SECTION 5: RECOMMENDATION(S)

That staff be directed to reissue the Request for Proposals for a Creston and Area Eco-Depot: Design, Build, Operate and Maintain in early 2020 with an extended submission period.

Respectfully submitted,

Signature:

Name: Travis Barrington, Resource Recovery Technician

CONCURRENCE

Initials:

Resource Recovery Manager
General Manager of Environmental Services

ATTACHMENTS: NONE



Attachment B Committee Report

Date of Report: June 6, 2022
Date & Type of Meeting: June 15, 2022 Joint Resource Recovery Committee
Author: Travis Barrington, Resource Recovery Technician
Subject: CRESTON ECO-DEPOT REQUEST FOR EXPRESSION OF INTEREST
File: 12-6240-20
Electoral Area/Municipality Town of Creston, Electoral Areas A, B & C

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to update the Board of Directors on the results of the Request for Expression of Interest (REOI) to supply, operate and maintain an Eco-Depot to serve residents in Creston and the surrounding area and seek direction for how to proceed to establish full-time Household Hazardous Waste (HHW) collection services in that community.

SECTION 2: BACKGROUND/ANALYSIS

Creston and the surrounding area has long been underserved by Extended Producer Responsibility (EPR) programs to collect and recycle residential items such as electronics, lightbulbs, batteries, paint-related materials, motor oil, antifreeze and other similar HHW. This deficiency has made annual HHW collection events hosted by the RDCK in Creston very important and in high demand by residents. In 2019 a Request for Proposals was issued to establish and operate an Eco-Depot to host collection of EPR and non-EPR HHW but received no suitable bids.

Following discussions between representatives from the Town of Creston, RDCK staff and EPR stewards a collection event in Creston was held in April 2022 sponsored by the EPR stewards at no cost to the Town or RDCK. The event was well-attended but did not collect all categories of HHW such as motor oil and fertilizers that are accepted at the annual RDCK round up events.

At the February 2022 Joint Resource Recovery Committee Meeting staff was directed to reissue the RFP for Eco-Depot operation. The RFP was modified to become an REOI and released on the BC Bid, Civic Info and RDCK websites in May 2022. Known potential local bidders were also notified directly. The intention of the RFEOI was that it would generate interest and submissions that could then be utilized to create a detailed procurement or assist in redesigning the scope and budget.

Issued on May 18, 2022 and closed on June 6 the REOI for Creston and Area Eco-Depot Supply, Operate and Maintain received no submissions. Prior to the release of the REOI, RDCK staff were contacted by Tip-It Waste Solutions and informed that discussions had begun between Tip-It and Product Care (the EPR group that manages household paint, flammables, lighting products and smoke / carbon monoxide detectors) to host a collection site in Creston but that Tip-It does not have access to any appropriate property. Tip-It suggested using some of the property the RDCK leases from Arrow Mountain Mini Storage and Car Wash for the Helen Street recycling depot to host Product Care collection. Establishing this collection would require further negotiation with Tip-It and Arrow Mountain to answer questions around land use and staffing supervision for the new collection materials. With the Town of Creston launching curbside recycling collection in late June 2022, recycling volume at the depot may

decrease and room for other collection possibly created. Several months of curbside collection and its effect on depot volume should be analyzed before any changes to the site are implemented. The lease for the Helen Street recycling depot property will be extended to May 31, 2023 and has the option for another one-year extension following that.

Aside from Tip-It no other parties in the Creston area have expressed interest in hosting an Eco-Depot or similar HHW collection. To proceed with the goal of providing residential HHW collection in the Creston area Staff present three options:

OPTION 1 – Re-Issue the REOI: Creston and Area Eco-Depot Supply, Operate and Maintain.

The bidding period for the REOI was only three weeks, this may have not been long enough for potential partners to produce a complete submission given the complexity of operating an Eco-Depot. A longer bidding period may allow more parties to contact the relevant EPR stewards and develop a submission.

OPTION 2 – Negotiate with Tip-It Waste Solutions to Establish an Eco-Depot in the Creston Area.

Tip-It Waste Solutions has already contacted Product Care to host a collection location in Creston. The principle barrier to establish this service is Tip-It's lack of suitable property to host. Further discussions with Tip-It may resolve this issue, particularly if recycling volumes collected at the Helen Street depot decrease after Creston's new curbside recycling program launches and collection bins can be removed or swapped for smaller bins. Staffing considerations and agreements with Arrow Mountain will also need to be resolved in this scenario and Tip-It should present the RDCK with a proposal to provide this service. Staff could enter into negotiations directly with Tip-It to investigate options and return to committee with a proposal for consideration.

OPTION 3A – Continue with Status Quo Annual HHW Round-Up Event.

The annual event in Creston is scheduled for the fall, this year's event has additional funds for traffic management. Additional EPR-hosted events, such as the one planned for Crawford Bay, will also help to address part of the demand.

OPTION 3B – Provide Two Annual HHW Round-Up Events.

Subject to event service provider availability, two round up events could be hosted in 2022 with available budget to increase HHW collection service. Future years could have events planned for spring & fall or two separate dates in the fall.

With Options 3A & 3B, staff and the Board should continue lobbying EPR Stewards for more frequent collection events in under serviced areas. Most stewards have a requirement in their EPR plan to host such events in communities of a certain population that is not served by a full-time depot.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No Financial Plan Amendment: Yes No
Debt Bylaw Required: Yes No Public/Gov't Approvals Required: Yes No

Funds totaling \$62,000 are included in the 2022 Financial Plan for Service S186 for both Eco-Depot development and operation as well as round up events in Creston. This amount includes \$3,500 for a potential EPR-sponsored round up event in Crawford Bay and \$1,000 to hire traffic control at the Creston event. Busy round up events like those in Creston cost approximately \$30,000 for all contracted staff and material disposal, long-term financial plans include this amount for future events. Disposal costs have increased for 2022 and may rise again when event hosting is opened for bids in 2023. Annual Eco-Depot operation can cost several times that amount depending on the types and volumes of HHW collected.

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

Many of the materials that are accepted at HHW round ups and Eco-Depots are prohibited from disposal in landfills and are currently only able to be legally disposed of through hazardous waste disposal contractors or the annual round up events.

Product Care utilizes the Stewardship Association of British Columbia's (SABC) accessibility standards for residential collection in its EPR plan (BC Paint & HHW Stewardship Plan). These standards define reasonable access to collection sites as a 45-minute drive for residents in a community of greater than 4,000 people in rural areas. The entire RDCK is considered a rural area by the SABC and Product Care's standards and Creston is the only community in the district with a large enough population that does not have reasonable access to collection. The nearest collection site is in Cranbrook in the Regional District of East Kootenay and is a 70-minute drive away.

3.3 Environmental Considerations

HHW round ups and Eco-Depots provide an option for residents to safely dispose of potentially dangerous materials and would help to keep those materials out of the RDCK's landfill and the environment.

3.4 Social Considerations:

Where established, an Eco-Depot will provide a much greater level of service for residents to access HHW and EPR material disposal. Round up events will be in demand where depots cannot operate. Efforts must be made to further engage with EPR groups and establish full-time collection for as many categories of EPR material as possible if an Eco-Depot is not feasible and sufficient collection events in lieu permanent collection sites.

3.5 Economic Considerations:

RDCK support for Eco-Depot operations is intended to offset the shortfalls in funding provided by EPR groups to collect their designated materials that businesses often cite as reasons for why they do not sign up as collectors. Financial support from the RDCK in establishing and maintaining these collections may foster new business opportunities and jobs in RDCK communities.

3.6 Communication Considerations:

If reissued, Eco-Depot procurement documents will be posted to BC Bid, Civic Info, the RDCK website and relevant potential bidders in the host communities will also be informed when the bidding window is open.

3.7 Staffing/Departmental Workplace Considerations:

Overseeing the bidding and evaluation of Eco-Depot RFPs is the responsibility of the Resource Recovery Technician as will any further discussions with EPR representatives and potential Eco-Depot operators.

3.8 Board Strategic Plan/Priorities Considerations:

The RDCK has resolved in its current strategic plan to continue to innovate to reduce the impact of solid waste. The annual HHW round up events and Eco-Depot in Nelson provide residents with access to safe disposal of potentially harmful materials that is not otherwise provided by Stewards and private businesses.

SECTION 4: OPTIONS & PROS / CONS

OPTION 1: That the Board direct staff to re-issue the Request for Expression of Interest: Creston and Area Eco-Depot Supply, Operate and Maintain with a submission period of at least four weeks.

PROS:

- Further opportunity for parties in the Creston Area to submit expressions

CONS:

- Opening of Eco-Depot will be delayed.
- Possibility of additional staff time invested without tangible results.

OPTION 2: The Board direct Staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

PROS:

- Potential Eco-Depot partner with operations experience
- Discussions between potential operator and Product Care already established
- Likely shorter timeline to establish HHW collections in Creston

CONS:

- No open bidding process for Eco-Depot operations (which is acceptable given the prior RFP and REOI processes)

OPTION 3A: The Board direct Staff to continue planning annual HHW Round-Up Event in Creston.

PROS:

- No increase in cost

CONS:

- Single event underserves Creston area residents
- No permanent HHW and EPR collection for Creston area residents

OPTION 3B: The Board direct Staff to pursue two HHW Round-Up Events in Creston.

PROS:

- Additional event provides increased collection service to Creston area residents
- 2022 Financial Plan has available budget for two events if Eco-Depot is not established

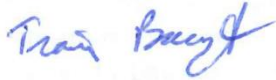
CONS:

- No permanent HHW and EPR collection for Creston area residents

SECTION 5: RECOMMENDATIONS

The Board direct Staff to enter into negotiation with Tip-It Waste Solutions and request a proposal to partner with the RDCK for Eco-Depot operations and Extended Producer Responsibility collections in the Creston area.

Respectfully submitted,



Travis Barrington, Resource Recovery Technician

CONCURRENCE

Resource Recovery Manager – Amy Wilson

General Manager of Environmental Services – Uli Wolf



ATTACHMENTS: NONE



Memorandum

Date: 10-11-2023

To: Joint Resource Recovery Committee

From: Mike Morrison, Manager of Corporate Administration and Corporate Officer

Subject: UBCM Meeting Notes

File No.: 01-0230-05

Meeting with Amandeep Singh, M.L.A, Parliamentary Secretary for the Environment

Meeting Topic: Improving Recycling Programs in Rural Communities

Despite the advancement of Extend Producer Responsibility (EPR) programs in BC the RDCK still must heavily subsidize recycling programs in order to provide a minimum service level to RDCK residents. The RDCK is seeking adjustments to the Recycling Regulation to decrease costs and improve services to rural residents.

Discussion points:

- RDCK suggests to increase the fees that producers must pay into the Recycle BC program, but to have that additional funding be paid to regional districts to offset their subsidization of rural recycling services rather than being retained by Recycle BC.
- There are many areas of the RDCK where curbside collection is viable, but that don't meet Recycle BC's threshold of a minimum 5,000 population to provide this service. The RDCK requests that Province require the next review of Recycle BC's stewardship plan include provisions for expanding rural curbside services.
- The rural Industrial, Commercial and Institutional (ICI) recycling stream is not collected by commercial haulers in rural areas as it is in more densely populated communities. Therefore ICI material ends up in the Recycle BC system and Recycle BC applies significant financial penalties for this that offset RDCK revenues.
- Recycle BC has overcome the initial challenges resulting from their program launch in 2013 and has the operational capacity to make improvements to their program.
- Ministry staff noted that the issues experienced by that RDCK have been raised by other local governments.
- It was noted that some interim solutions to these are being considered for the north-central region of BC and that similar initiatives might be considered for the RDCK. No details were provided. RDCK staff will be following up to get details on these solutions.
- The RDCK expressed willingness to participate in a pilot project to achieve recycling program improvements. Ministry and RDCK staffs to follow up on this.