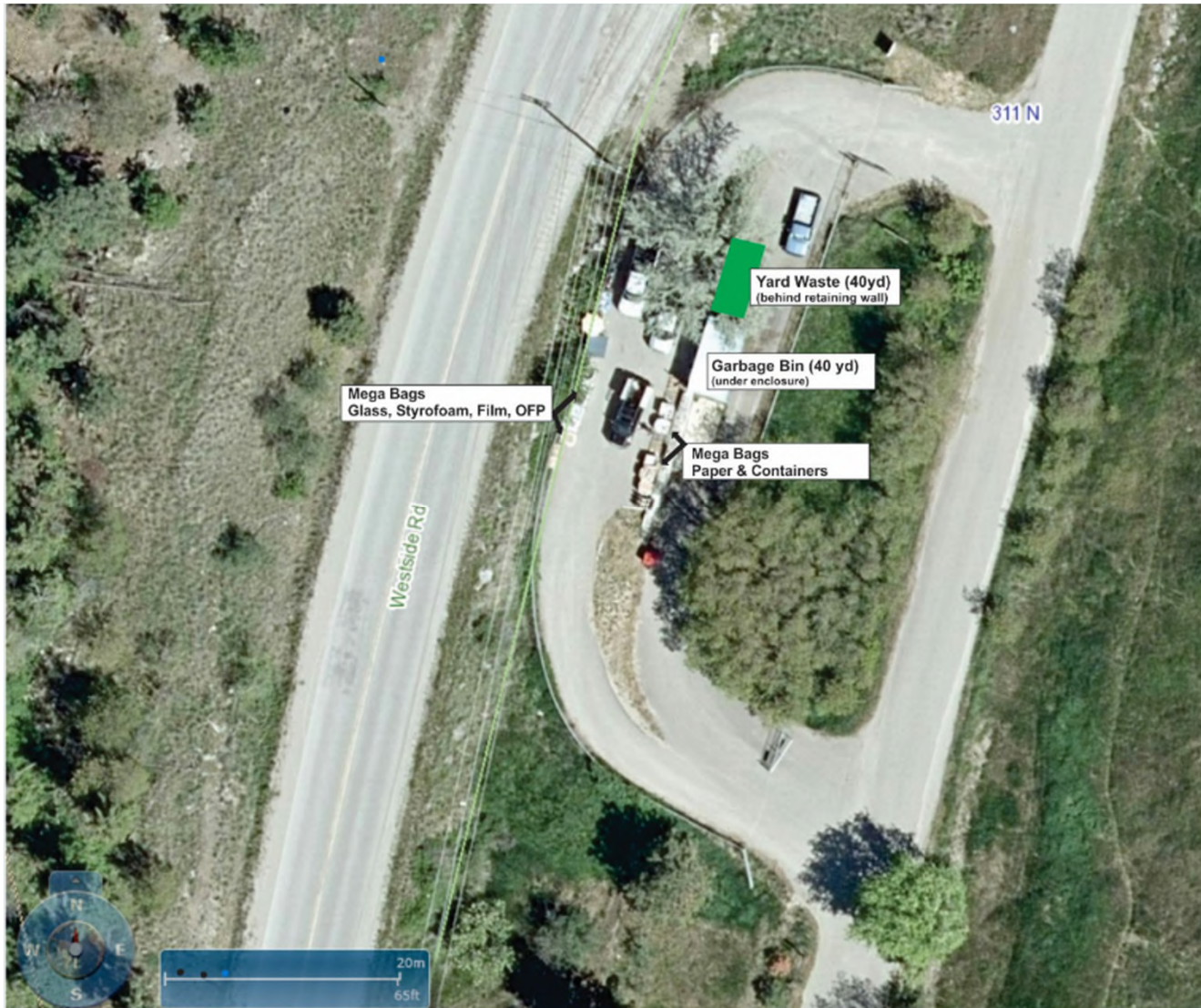


TRADERS COVE TRANSFER STATION REVIEW

December 2024

Presented by Wilson's Landing and Communities Society

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Birdseye View --- 2018

- Same layout of recycling bins before Fire.



Yard Waste Drop off Bin

Note burnt tree on Far
right of picture,

Note High barrier fence

Note Partial access to Bin



Yard Waste and Garbage Bins

Note: E360 replace attendance shelter with a tool shed after wild fire (under purple pool)

Note difference in height for throwing in garbage vs having to throw yard waste over fence



South End – Recycling Bins

Note: picture was taken immediately after recycle was picked up normally cube bins are located on both sides of drive thru

Trader Cove Transfer Station Needs Some TLC

Short Term Recommendations

1. Replace permanent shelter for attendance and bring electrical service and internet service to shelter for heat and cooling.
2. Add security cameras to site.
3. Replace recycle bin shelter/covers while ensuring it does not impede double lane traffic
4. Signage and marked double lane vehicle access for faster unloading.
5. Yard Waste Bin
 - Install pulley on Yard Waste Chute for easier lifting
 - Build deck for full access to yard waste bin
6. Ensure site only used by Traders Cove RDCO utility registered users
7. Start summer hours earlier to accommodate FireSmart clean ups. Have budget available in 2025 to stay open only one full day on designated FireSmart clean up day -- May 3rd. 2025
8. Clarify Level of Service and Role of Attendant.- RDCO already has this item underway.

Trader Cove Transfer Station Needs Some TLC

Long Term Recommendations

1. Look at longer term needs for space planning.
 - More space for additional recycle bags as volume in area grows.
 - Better layout of recycle bins to eliminate foot traffic crossing traffic lanes ie recycle bins all on one side
 - Full double lane vehicle access in unloading area. (Costco parking lot width)
 - Room to add food waste facilities
2. Better access to yard waste bin including lower railings and better chute.
3. RFID badge in checking for users to ensure site is only used by paid RDCO Utility users.
4. Until most rebuilding process is complete, difficult for area to absorb more major tax increases due to hopefully temporary loss of tax base.

Repair Damage from Fire

Issue: Most damage from wildfire remains unfixed 15 months after fire.

- Attendant's shelter has not been replaced yet by E360 (as of Dec 2). E360 provides this under contract and had committed to RDCO to provide in November 2024. Attendant typically parks vehicle at the unloading areas where the bins are to provide protection from cold, rain and heat. This means a running vehicle. This is part of the lane congestion & environmental issue.
- The burnt recycle bin shelters, required by recycle BC not replaced yet. Note that old design was too wide large extending into laneway adding to lane congestion.
- Some of the pavement under bins was burnt.

Benefits of addressing Issues

- Basic good working conditions for site attendant
- Compliance with Recycle BC agreement
- Reduced environmental emissions
- Shelter which can host internet connections for security cameras and access control

Bring Electricity / Internet to Site for Attendant Shelter and Security monitoring.

Provide a reasonable shelter with heating and cooling for attendant. Bring electricity and internet to shelter and add cameras to monitor for unauthorised dumping and potentially park gate. Cost \$10k to \$20 k CWF funds?

Shelter & Monitoring Issue:

- Old attendant shelter did not have heat or cooling. To provide protection from cold /heat and rain/snow and winds, attendant parks vehicle up at the unloading areas.
- Sometimes garage is dumped at the gate. This should be monitored and fined to prevent future occurrence. As this transfer station is very visible and accessible from road, it is easy to dump waste at night. Cost to clean up plus is poor image for people visiting Traders Cove Park .
- The cameras from the transfer station could also include the park gate to assist with after hours security.

Benefits

- Basic good working conditions for site attendant
- Shelter which can host internet/ electrical connections for security cameras and lighting. Both would discourage dumping.
- Less cleanup cost due to unauthorized dumping

Revise Placement of Recycle bins

Issue: Placement of recycle bins on both sides of traffic causing people to walk across traffic lanes

- This is a safety issue identified in 2019 report.
But no action taken. Long term need to configure so all recycle bins are on one side.
- Prior to fire most used bins were all on the side with the garbage bin (east side). The less frequently used (glass and Styrofoam) and full bins on west side. Reduced cross lane traffic.
- Now the most common recycle bins are on both sides of traffic.
- There is not enough room with current configuration to have all bins on one side

Benefits of Addressing Issue

Faster unloading of recycle

Safer as less people crossing traffic lanes

Minimizes safety issue of users crossing in front of cars

Restore Unloading Area to Two Full Lanes

Some say this is double lane facilities, but due to recycle bags placement and how people park when unloading, it's effectively one lane and at times only one unloading spot. Increase unloading area to two full lanes of "Costco parking" size by painting lines/zones for unloading areas to ensure effective use of unloading area. Install signage to pull to one side and use the other lane to pulling out to leave.

Issue: Single lane congested unloading lane due to:

- New or inexperience or infrequent summer users to the site park in middle of site to unload, not understanding how park when unloading.
- People bring unsorted recycle. Takes extra time to sort and unload at site. They also may criss-cross traffic lanes many times before finishing
- People talk to neighbours and attendant, slowing down others waiting to use transfer station
- Large loads of yard waste unloading while parking next to the first Bin. Blocks all other traffic from moving up ramp to unload. Yard Waste is first large bin.
- Unauthorized users unfamiliar to site
- Prior to fire, over sized recycle bin sheds reduced traffic to one lane

Benefits

- Less frustration by all users. Quicker unloading. Safer movement of vehicles and people in unloading area
- Hostile situations reduced between users of the transfer station
- Emissions reduction – less idling of vehicles waiting to unload. Users unload quicker.
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Restore Unloading Area to Two Full Lanes con't

This an example of how people park when unloading.... One vehicle at time. See attendant has their car parked unloading area and umbrella for shade. See Line up in Fall . People are unloaded while waiting as they cannot get to unloading area due to car blocking. Note that many in this area have trucks which tend to need a bit of a wider lane for safe movement of vehicles and people.



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Need Full Access to Yard Waste Bin and Lower Railing.

The current organic bin can only be used effectively for 2/3 of its capacity. *A large amount of the access is block by tree (destroyed by fire) and how loading access is configured..*

Yard Waste Access Issue:

- The platform for accessing the bin allows only for 2/3 bin access. Build metal/wooden deck extension .
- The “wood lip/chute” on bin which is intended to prevent yard waste from falling between bin and wall, is poor ergonomically design and cannot be easily lifted. Needs a pulley system in short term. Long term needs new design.
- Fence guard is 45 inches, much higher than an individual can ergonomically lift and empty yard waste container (ie garbage cans) into bin. 45 inches is even higher than required height of stair railings in a house. Should be lowered with overhead guards like Glenmore Land fill.

Benefits to Address Issue

- Full bin allows for less dumping trips = less dollars cost to RDCO and users
- More effective use of Bin by users and few times it being fully loaded with users being unable to unload their yard waste.
- Less times users are turned away because yard waste bin is full (or at least the dumping end)
- Less containers/bags accidently dropped into the bin, requiring Attendant climbing in to retrieve or fines at Dump.
- Attendant does not have to climb in to try and redistribute yard waste

Verify Transfer Station Users pay RDCO Utility Bill

The attendant does not confirm you are a registered user of transfer station, ie pay a utility bill. So non residents, North Westside users and other city residents use facilities. Need some way for attendant to know who is registered user. Improvement would be to install RFID (Radio Frequency Identification) reader at gate to control entry and issue RFID cards to all paid users. This is likely only a \$20,000 to \$30,000 investment - Potential for CWF funds?

Issue: Non RDCO resident use of facilities:

- Non RDCO residents use this facilities to dump large volumes of garbage and especially organics as this transfer station from West Kelowna and Kelowna
 - Why?
 - No charge \$\$\$ due to no verification of residence
 - Closer than West Kelowna or Kelowna disposal areas
- People living on westside that don't pay a utility bill for transfer station still use station, ie some stratas, lots with only summer trailers / tents .
- Shelter with electricity and internet connection would be an enabler for this improvement.

Benefits

- Less cost to transfer station users as less volume from non-registered use.

Spring Hours do not Accommodate Residents FireSmarting their Properties

Issue: Extended weekend summer hours don't start till May long weekend

The additional weekend hours start too late in spring.

- Designed for the summer resident to drop off garbage and not the year-round user needs for access to yard waste in spring
- FireSmart clean up is April & early May before fire season starts. And is gets too hot to do cleanup.
- Full day Saturday hours have been dropped making it harder for people to make multiply loads in one day
- Yard waste is supposed to be limited to one pick up truck a week. which is not sufficient in spring.
- In spring yard waste bin frequently "full" on Sundays because of no weekend bin pick ups

Benefits of addressing Issues

- Starting extended weekend hours in Mid April, allowing residents to spread out their FireSmart clean up and completed earlier
- Less reliance on a one special weekend clean up
- Prevent people being turned away on Sundays and especially May long weekend when bin fills early.

Rural Residents need Food Waste Disposal

Issue: Rural residents cannot compost at home due to wildlife. But current facility has no room to accommodate future food waste disposal.

- Discussion topic at AGM for 4 yrs. Residents want it!.
- Our area not included in public input survey
- Residents volunteered to be first/early adopters, but RDCO is leaving us to end of roll out. They don't know how they would do this at transfer station due to wildlife concerns.
- No plot space identified/available for this usage.

Benefits of addressing Issues

Reduce garbage sent to landfill

Reduce potential wildlife issues

Understanding Role of Attendant

Issue: Multiple attendants in past few yrs. Level of service varies but generally decreased

- Current regular attendant injured in the workplace so could not physically assist users. Witnessed situations people struggling to balance yard waste bin while dumping. Attendant couldn't help but user told they are not getting it into the yard waste bin.
- Many substitute attendants stay in car especially in bad weather.
 - We knock car on window for assistance. ie Had to ask them to sweep up broken glass.
 - People have questions about what goes into what recycle. Attendant needs to be out so easy to ask.
- Level of customer service needs to improve. And be consistent
- Attendant does not enforce no leaving items out hoping others may want them ie free marketplace/swap meet!
- Attendant does not enforce only registered users use transfer station

Benefits of addressing Issues

- Less contamination in recycle as people will put stuff in right bins,
- Less mess at transfer station -- especially in yard waste areas and free marketplace drops
- Clear understanding of roles and customer service levels makes for less conflict. RDCO staff has provided role expectations to WLCS and discussed with E360. Some improvements noted in recent weeks.