



Information Sheet

New Transactional Software

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What is 'transactional software' used at RDCK's waste facilities?

It is the software that logs every load of material that comes into a facility. This software has two main functions to record the financial transaction that occurs with each load and to record the material type so the RDCK can track landfilled and diverted wastes.

Why is the RDCK getting new software for their waste facilities?

The RDCK's existing software for all transfer stations and landfills is outdated and no longer supported by the software company. Leaving the facilities at risk of significant operational impact should the system experience issues. We've already been experiencing some issues in this regard, demonstrating the software needs replacement as soon as possible.

How will it change the experience visiting a waste facility?

The new software is not expected to make a significant difference to a users experience. It may speed things up a bit, which is a good thing, but it essentially functions the same as the old software, with improved support and security. We will have some new tools such as mobile units and license plate readers (at scaled sites only), but their main benefits will be for our staff.

How will it affect the staff that work at the waste facilities?

The software will be an improved platform for our site attendants, the additional tools will assist in streamlining their processes and remove repetitive actions. We are considering replacing an automated system at our Central facility, but no staffing at any of our waste facilities will be replaced by this software transition.

Will the new software increase taxes or tipping fees?

The new software costs will be shared across the RDCK with each sub-region contributing an equitable portion. The costs to onboard the new system are significantly under the amount budgeted in the 2022 financial plan and on-going costs are consistent or below other options in the marketplace. Once the new system is in place we'll experience less downtime at sites, create efficiencies for finance & resource recovery staff, and require less technical support from our IT department, all of which will help to offset the annual software licensing costs. No specific increases to taxes or tipping fees are expected as a result of this software transition.

Will the RDCK be collecting personal information at waste facilities?

No. As is common practise at waste facilities, the RDCK currently logs the license plate number of each vehicle that enters the site and associates it with the material deposited. That information is not associated with a person nor used for any other purposes. This serves a variety of purposes: at scaled sites it logs the weigh of a particular vehicle before and after the waste is deposited, it allows commercial account holders to charge to their account with approved plate numbers, and it flags plates that are associated with outstanding balances or reports of misconduct.

For more information

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